



Healthwatch Dudley Board Meeting in Public

Monday 6th October 2014, 6.30pm
Fire Station Community Room, Stourbridge

Attendees

Name
Pam Bradbury - PB (chair)
Maria Bailey - MB
Karen Bridgewater - KB
Jayne Emery - JE
Karen Garry - KG
Tom Hayden - TH
Sally Huband - SH
Bill Weston - BW
In attendance
Melissa Guest - MG (note taker)

Apologies

Name
Joseph Janjua - JJ

Notes

Discussion	Action	Deadline
Welcome / apologies Pam welcomed everyone to the Healthwatch Dudley Board meeting. Members of the public were invited to observe proceedings but no guests were present.		
Meeting notes and actions from last meeting Pam went through the action notes from the last meeting and closed all outstanding actions.		
CCG patient journeys on a medical and surgical ward Jayne updated that Dudley CCG would like us to undertake a project to collect patients' views and experiences of their journeys through a hospital medical, or surgical ward with possible discharge options. There would be		

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<p>a focus on gaining an understanding of procedures and experiences by examining relationships and conversations between patients, families, carers, hospital staff and any other relevant people on their journey through a ward. Volunteers would be needed to support the project that would need to be undertaken before February 2015.</p>	JE	
<p>Healthwatch England Special Inquiry into unsafe discharge A discussion took place about the complexity of getting a real picture of people’s experiences of hospital discharge and why Healthwatch Dudley chose to issue a questionnaire for Russells Hall Hospital patients to complete.</p> <p>Nationally, the Healthwatch England team will develop a toolkit to work with local health and hospital trusts.</p> <p>Board agreed that it is important to add local value to the national picture. Our initial findings highlighted the impact that waiting for prescriptions has on discharge. If we uncover further evidence to highlight bigger issues further action could be taken, including using our power of Enter and View.</p> <p>Locally, findings will be shared with partners including Dudley Group NHS Foundation Trust and the Dudley CCG Quality and Safety Committee, it will also link into our patient journey research with volunteers as detailed above.</p>		
<p>Annual report There are delays with Dudley CVS finalising the lease on the Stafford Street building which will delay the proposed December move of the Healthwatch team.</p> <p>A conversation took place about holding a Healthwatch celebration event, it was agreed to postpone until the new building is open and to move the focus away from the annual report.</p> <p>Board members confirmed who could attend the Dudley CVS Annual General Meeting and Dudley Volunteer Awards, where Healthwatch Dudley annual reports will officially be launched. Healthwatch Dudley annual reports and business plans will then be circulated to partners.</p> <p>It was decided that a New Year celebration event should be held to thank volunteers. It was agreed that an activity should take place and that volunteers should be asked for ideas of what they would like to do.</p>		

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<p>Chief Officers Report. Jayne gave an update on Healthwatch Dudley's project activity:</p> <p>Care Act workshops In preparations for April 2015 when the Care Act will be implemented, we have teamed up with Dudley Council and other local partners to hold a series of bite-sized, topic based, workshops during October and November. The topics for these workshops are taken from the Department of Health Care Act factsheets. The first workshop on October 7th will focus on Information and Prevention and is over subscribed with 56 places booked.</p> <p>Better Care Fund Better Care Fund is a Department of Health initiative to develop the integration of health and social care services. Proposals for the new model were resubmitted to NHS England in September 2014 and also taken to the September Dudley Health and Wellbeing Board. The Board found the overall plan to be reasonable but raised concerns that it hasn't been tried, tested or piloted. They also noted the lack of investment in the voluntary sector to build capacity and also the lack of public consultation. It was recognised that the difference being made will need to be measured.</p> <p>Dr Steve Cartwright gave a presentation at the September Health Care Forum on September 14th on how Dudley is a pilot area for seven day working. JE said that she will try to get his presentation to circulate.</p> <p>Pharmacy research The Pharmaceutical Needs Assessment research report has now been completed. Overwhelming response with over 800 returns. 50 people expressed an interest in receiving further contact from Healthwatch Dudley and a volunteer has been supporting the team with making courtesy calls to identify issues for follow up by a member of the team. The report was well received by the Pharmaceutical Needs Task and Finish Group on Monday 22 September 2014 and will also be presented at the December Health and Wellbeing Board. It was suggested that a film could also be produced for Healthwatch Dudley to present, featuring volunteers, pharmacists and members of the public. Key message – how pharmacy will change as a result of the feedback received. Board agreed purchase of a good quality camera with a recording facility.</p>	<p>JE</p> <p>MG</p>	

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<p>Young Reviewers/Young People's health In August we delivered a follow-up session for young people to enable them to review services for young people funded through Supported People at Dudley Council. The visits took place in late August and were highly commended by service providers. Young people thanked us for our involvement, and one of them said 'thank you for your time and support doing this and teaching us skills we didn't know we had'. A full report with outcomes will follow.</p> <p>Youth Council Partnership Our partnership with Dudley Youth Council has continued to grow. Following the development session that we delivered, Youth Council members went on to produce a survey questionnaire which the group completed with over 300 young people, to find out their views of visiting a doctor's surgery. We were then invited to present the findings with Dudley Youth Council at Dudley's Health and Wellbeing Board. The presentation was well received and is likely to lead to on going collaboration with key stakeholders from within the borough. A conversation followed about how the youth empowerment role is supported to ensure that the Youth Council continues to flourish.</p> <p>Lion Health Centre Feedback has been collected from people about issues accessing the centre at different events in Stourbridge Library and the Living Well, Feeling Safe marketplace in Norton. These have been fed back to Nick Jackson, Operations Manager at Lion Health. Nick provided a brief overview of what Lion Health have worked through to date:</p> <ul style="list-style-type: none"> • Approached Centro to discuss provision. • Discussed with Centro, local council and highways agency. • The need for a turning circle discussed, but stalled due to cost and location issues. • Discussed options with other providers with smaller vehicles, to try and allow for patients alighting the vehicle to allow the bus to legally turn. • As this was not viewed as a commercial venture the prospect of tendering was discussed, although Centro didn't put out to tender. • The current bus stop is within Centro's required distance limit. • Currently discussing bus stop and crossing provision on Enville Street with highways agency. • The council have said they would consider adding traffic calming measures for Lowndes Road and a crossing on Enville Street for inclusion in 2015/16 discussions, and if it gets there and gets approved changes would be made in 2016/17! 		

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<p>It was agreed that we should update on our progress in our next newsletter under the heading of, we have listened, this is what we have done, what's your story?</p> <p>Community Information Point Network Launch Our new information giving network was launched on Friday 26 September 2014 with an event at Brierley Hill Civic Hall attended by over 150 people. Community information points will be located in places where people already visit, such as libraries, pharmacies, churches and community groups. The points, staffed by trained information champions, will give local residents easy, face to face access to current local information about health, wellbeing and social care services and support, as well as information about benefits debt and money management. The main aim is to prevent local people from getting into crisis. There was a lot of positive feedback about the event and the network. Since the launch officers from Dudley and Walsall Mental Health Trust have requested to be involved in training.</p> <p>Need to Know Sessions in libraries We have visited all of the libraries throughout the Borough as part of their Need to Know Sessions. Over 50 people have been listened to at the different events.</p> <p>Living Well, Feeling Safe Chris spent 3 days in Norton as part of the Living Well, Feeling Safe partnership, the first 2 days he was knocking on doors following up a letter he had previously distributed, the aim was to check if residents were well, safe and happy in their homes. As well as referring people to the services on offer through the partners, Chris also picked up some good comments about local services.</p> <p>On the Friday Chris had a stall in the 'Hub' at St Michaels Church, again he received some good comments, spoke to a lot of people and networked with the other stall holders. This is the second time that we have supported this excellent community partnership initiative.</p> <p>West Midlands Care Association A presentation was given to Dudley members of the West Midlands Care Association to raise the profile of Healthwatch Dudley and discuss our Enter and View function.</p> <p>Training We have continued to deliver twice monthly information champion training sessions in partnership with Dudley CABx and these continue to be well received. In addition we have delivered our third enter and view training session giving our volunteers a broader awareness of Healthwatch Dudley.</p>		

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<p>Priority Action Plan</p> <p>JE circulated a draft Action Plan and explained the headings and how priorities had been decided based on what local people were telling us were issues for them. A separate document was circulated with a traffic light rating to update on.</p> <p>The board fed back that they felt that the document was accessible and easy to read.</p> <p>It was discussed how all outcomes need to be measurable and can be evidenced and it was agreed that the Priority Action Plan should run to 2016 to allow for more realistic and in-depth measurement. The conversation continued about how we ensure that every piece of work really does reach out to the most vulnerable.</p> <p>Pam discussed that she would like to see the Background page reworded to give a greater emphasis on our powers. Any further amends were to be emailed to Mel by the end of the week. Pam and Jayne will then sign off.</p>	<p>All PB JE</p>	
<p>Accounts</p> <p>Sally updated that she and Jayne had met with the DCVS Treasurer and a copy of Healthwatch financial position was circulated to period ending September 30th and a forecast to 31st March 2015.</p> <p>The financial position was noted by the Board and there was a concern about a potential underspend at a time when there is an increased demand on the HWD team.</p> <p>The Board agreed to support the temporary increase in Chris B time to full time be made permanent.</p> <p>The Board also agreed in principle to increase the current part time vacancy to full time following a needs assessment and out of Board discussion with PB.</p>	<p>JE</p>	
<p>Staff</p> <p>The Board were advised that Irene, our Information and Administration officer had left due to unforeseen personal circumstances. The Board thanked Irene for the support that she had given to the team.</p> <p>It was agreed that staffing needs should be assessed to ensure that the right skills are in place.</p>		

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<p>Any other business</p> <p>Bill reported that the Carers' Forum will be launching an information point as a result of Healthwatch Dudley's involvement. Jayne added that we have been the conduit to ensuring that Dudley Group of Hospitals will soon be speaking at Carers' Forum.</p> <p>Pam added that Dudley Health and Wellbeing board was involved in a peer review where the work of Healthwatch Dudley was recognised as a well respected partner in the borough.</p>		
<p>Questions submitted to the Board</p> <p>None had been received</p>		
<p>Next meeting date</p> <p>1st December Meeting in public at 6.30pm</p> <p>Dudley Archives, Tipton Rd, Dudley, West Midlands DY1 4SQ</p>		