



Healthwatch Dudley Board Meeting in Public

Monday 1 December 2014, 6.30pm
The Archives and Local History Centre, Dudley

Attendees

Name
Pam Bradbury - PB (Chair)
Maria Bailey - MB
Karen Bridgewater - KB
Jayne Emery - JE (Chief Officer)
Karen Garry - KG
Sally Huband - SH
Bill Weston - BW
In attendance
Chris Barron - CB (note taker)

Apologies

Name
Tom Hayden - TH
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, matters arising and actions from last meeting Priority Action Plan <i>Maria Bailey to send paragraph regarding how we are engaging hard to reach groups that was discussed.</i> Accounts Last meeting there was a discussion regarding using funds to commission	MB	

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<p>organisations that engage with hard to reach groups, this was not recorded in the notes.</p> <p>CCG patient journeys on a medical and surgical ward JE provided details about the project which will commence in January & February 2015, we are looking for 8 volunteers to work in pairs, one to talk and listen to the patient and one to take notes, ideally we want the volunteers to agree to take part for 6 weeks to ensure consistency and to save the patients repeating their story each time. There was a discussion on making sure we got the balance right between open and closed questions, obtaining information that we can analyse to find out if patients and their carers are having appropriate discussions about their discharge process. The volunteers will be trained and supported to ensure they capture the information, they will also be part of the discussions regarding the process and questionnaire design. The Board asked to be kept informed of this as it will have started before the next meeting.</p> <p>Better Care Fund (BCF) The latest version of the documents from Dudley had been circulated prior to the meeting, these had been presented at the Health & Wellbeing Board and the Health Scrutiny Committee. There was a discussion about how Dudley was working towards aspects of this prior to BCF existing, what is already happening in the borough and some of the challenges this will face. BW raised concerns about the Independent Living Fund ceasing in 2015 and a lack of information about this, JE to investigate who we need to talk to and make sure we circulate the details.</p> <p>All other actions were noted as closed.</p>	<p>JE</p> <p>JE</p>	
<p>Chief Officers Report. Jayne gave an update on Healthwatch Dudley's project activity:</p> <p>Pharmacy Research Healthwatch will give a presentation to the Health & Wellbeing Board on 16 December as part of the report being submitted to them. Melissa Guest (MG) will produce a video using the new camera purchased to tell the story of the added value we brought to this piece of work, as well as the impact on the volunteers involved. KG asked if our report had influenced anything in the final Pharmaceutical Needs Analysis (PNA). JE replied that our report didn't highlight anything the Pharmaceutical Team were unaware of, but they had used it in full in the PNA as well as conducting further analysis on the data we provided. There was a discussion about how we had achieved what we set out to do with this and what else it could lead to. It was agreed that the questionnaire Rob Dalziel (RD) will create for the CCG patient journey work should include a question about if a patient had been informed about their medication on discharge. This will further the previous work undertaken</p>	<p>JE</p>	

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<p>which has highlighted issues with this and enable us to raise the issue with the Health & Wellbeing Board using strong evidence.</p> <p>Youth Council Partnership Healthwatch had received a letter from Dudley Clinical Commissioning Group (CCG) thanking us and Dudley Youth Council and informing that as a direct result of the report from the partnership 2 GP surgeries had changed their waiting rooms. The Board agreed that we need to promote this letter to the people involved with the project to show how their engagement has made a real difference.</p> <p>Dudley Low Vision Round Table This is an ongoing piece of work Healthwatch is involved with in conjunction with a number of other organisations including Beacon Centre for the Blind, Thomas Pocklington, Vision 2020, opticians, Dudley Macular Society, service users and NHS England. The group is looking how this can link in with the Joint Strategic Needs Assessment (JSNA) for Dudley and also how to engage with a wide range of people, not just those affected by sight problems or sight loss. NHS England asked Healthwatch to attend an Eye Health Strategy meeting to look into how this impacts on other health conditions.</p> <p>Dudley CCG Urgent Care Reference Group There was a discussion about Malling Health who have been awarded the contract for the new Urgent Care Centre at Russells Hall Hospital and how Healthwatch can be involved with this to ensure patient engagement. PB explained that she was informed at the Health & Wellbeing Board that part of the tender document included their communication strategy. The two week cooling-off period had just finished following the announcement they had secured the contract, so it was likely that communications about their plans are likely to be circulated soon. Healthwatch Dudley will be asking for patient’s experiences when the Centre opens in April 2015 and will present any issues raised to a future Health Scrutiny Committee. Healthwatch Dudley will build a relationship with Malling Health.</p> <p>Me Festival This was a really good event and we engaged with a lot of young people. Dudley CCG are looking at running the event annually.</p> <p>Tea & Chat The launch went well and a leaflet has been produced to signpost people to information and support available. The data and the stories captured from the weekly rounds will be fed into the Patient Engagement Group at Dudley Group. This fits in well with our priorities for Carers and Dudley Group.</p>		

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<p>Office Accommodation The project manager estimates the building on Stafford Street will be ready in approximately 12 weeks, there will be offices, meeting rooms and a coffee shop. Healthwatch will have a presence there but JE said she didn't want to lose the links we have built up with Dudley CVS, so she will discuss with staff and possibly a board member the best way forward to ensure that the public have a place to go to talk to us, whilst not missing out on information within Dudley CVS.</p> <p>Local Government Association (LGA) The LGA had produced a toolkit aimed at enabling local Healthwatch to be a key player on Health and Wellbeing Boards. It was felt that this was not needed as we were an integral part of the Dudley Health and Wellbeing Board.</p> <p>Orthodontics There was a discussion about issues regarding who manages complaints and contracts for dentists, as well as the waiting lists at Russells Hall Hospital.</p>		
<p>Priority action plans The Board commented they would have preferred the Action Plan before the meeting. JE & PB had attended a performance meeting with commissioners from Dudley MBC, they were impressed with the plan but wanted to know how we can evidence what we have achieved. There will be new commissioners dealing with our agreement, Aaron Sangian and Nick Perks, JE is organising a meeting with them to discuss how we can present them with the evidence of the difference we are making. The Board felt it was important to 'close the loop' to show how the engagement we have undertaken is real and useful. We need to build into our activity planning to ask people why they got involved and what difference we have made. The Board also felt we should get written confirmation from Dudley MBC detailing what they think about our performance and if we are meeting the requirements of the contract. JE went through the plan and discussed any items that were marked as a Red rating and the reasons for this;</p> <p>Children & Young People -JE met with Victoria Townsend - Service Manager for Dudley Special Educational Needs & Disability Information Advice & Support Service (SENDIASS) to discuss how we can start to support the Dudley Parent Carers' Forum.</p> <p>Dudley Group NHS Foundation Trust (DGNHSFT) - They are still waiting for the CQC report, so there has been no action plan from this. However as we are involved with the Patient Engagement Group at DGNHSFT and have worked with them on their own action plan, the Board felt that this should be changed to an Amber rating.</p> <p>Mental Health - We have been trying to organise a listening event in conjunction with HW Walsall, but due to changes with them we are looking at hosting an event ourselves within Dudley during January or February. JE</p>		

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<p>met recently with James Morris MP, cross party lead on mental health, who expressed an interest in being part of the event. There was a discussion on how to ensure a wide engagement for the event.</p> <p>MB raised concerns about people ringing the Crisis Team where no-one was answering the phone and about the staffing levels at the counselling service.</p>		
<p>Accounts</p> <p>SH discussed the figures and thanked JE for the accompanying notes. The Board agreed that we need to utilise some of the money allocated for event to reach out to other groups and organisations to help collate evidence of our impact and for engaging with a wider audience.</p> <p>There was a discussion around different ideas we could try to encourage people to complete questionnaires or to take part in engagement.</p>		
<p>Questions submitted to the Board</p> <p>None had been received.</p>		
<p>Any other business</p> <p>BW thanked the meeting for their input into ensuring that there was adequate wheelchairs in the reception area at Russells Hall Hospital, after he had raised it at a previous meeting.</p> <p>There was a discussion about rearranging the Board Development session, maybe on a weekend or evening.</p>		
<p>Next meeting date</p> <p>2 February 2015 Meeting in public at 6.30 pm</p> <p>Christ Church, High Street, Lye, Stourbridge, DY9 8LF</p>		