



Healthwatch Dudley Board
Meeting in Public
Monday 2 February 2015, 6.30pm
Christ Church, Lye

Attendees

Name
Pam Bradbury - PB (Chair)
Maria Bailey - MB
Jayne Emery - JE (Chief Officer)
Karen Garry - KG
Tom Hayden - TH
Sally Huband - SH
Joseph Janjua - JJ
Bill Weston - BW
In attendance
Deb Attwood - DA (note taker)

Apologies

Name
Karen Bridgewater - KB

Notes

Discussion	Action	Deadline
1. Welcome/apologies PB welcomed everyone to the Healthwatch Dudley Board meeting and introduced DA as the new Information & Administration Officer. Members of the public were invited to observe proceedings but no guests were present.		
2. Meeting notes, matters arising and actions from last meeting Priority Action Plan PB advised that as requested, meeting notes would now reflect work carried out in the community.		

Discussion	Action	Deadline
<p>JE provided an update on The Patient Journey project being commissioned by the CCG.</p> <p>The project commenced on 26 January and will run every Monday for approximately six weeks. Eight volunteers will cover four wards which is being co-ordinated by Chris Barron (CB). 11 interviews have been conducted so far towards a target of 30-40 patient stories by the end of the project. Healthwatch presence has been well received with valuable comments about experiences and issues being captured.</p> <p>Patients taking part are predominantly those likely to move to stepdown accommodation after discharge with the aim of capturing how this is communicated by hospital staff right from the admission stage. Comments about medication pre-discharge will also be noted which furthers the work undertaken as part of the Pharmaceutical Needs Analysis.</p> <p>SH enquired if the patient record could be accessed in order to evidence the conversations with patients. PB replied that due to patient confidentiality this was not allowed.</p> <p>All patients are provided with a letter explaining the Patient Journey work and volunteers have a script they can refer to for guidance. Copies of the script will be forwarded to board members.</p> <p>JE provided an update following a meeting with the Head of Pharmacy at Russells Hall Hospital (RHH) where information in respect of medication to take out (known as TTOs) was provided which demonstrated a speedy turnaround in preparation and supply of medication. It would appear that the length of time waiting for TTOs can be extended if a junior doctor is called away and therefore cannot provide sign-off.</p> <p>RHH Pharmacy also now have more prescribing pharmacists, mediboxes are outsourced as it is quicker and more efficient, as well as pharmacists doing rounds at 8.00 am with doctors. The aim is also to have better discharge planning and pharmacy presence at pre-admission clinics.</p> <p>JE asked the board for comments and it was agreed to await the outcome of the Patient Journey study before liaising further with the pharmacy.</p>	DA	

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<p>Better Care Fund (BCF) BW advised that Dudley Local Authority are still not providing information to carers about the cessation of the Independent Living Fund (ILF), other than it is ring-fenced.</p> <p>It was therefore suggested that Melissa Guest (MG) would be asked to raise awareness of the changes via Twitter which should encourage a dialogue and JE would also raise again at the monthly carers forum.</p> <p>All other actions from the last meeting were noted as closed.</p>	JE	
<p>3. Chief Officer's Update - what's new JE reviewed the Priority Action Plan for 2013/16 and advised that any updates were in pink font. The Other Activities section (last two pages) refers to newly commissioned/specific work. The Red/Amber/Green headers were clarified as follows:-</p> <p>Red - work not yet commenced/nothing to note Amber - ongoing work Green - completed work</p> <p>At MB's suggestion, the plan document will be updated to include dates when work is undertaken and a larger version of the plan will be made available.</p>	JE	
<p>4. Priority Action Plans Children & Young People</p> <p>Dudley Parent Carer Forum/Red/Page 2 JE explained the purpose of the Forum and that Healthwatch would attend once the group is established.</p> <p>JE added that feedback on the Statement of Educational Needs (SEN) reform suggests there is a gap in recognition of health and social care issues at present. Healthwatch intend to link in with the Head Teacher and parents from The Brier School at the Forum.</p> <p>KG said she would find out if her local school were experiencing any issues and feed back to the board.</p> <p>MB will also liaise with her daughter's school to capture and feedback on any issues raised in terms of mental and physical health and update at the next meeting.</p>	JE KG MB	
<p>JE explained recent changes within the structure of Dudley Local Authority and will provide a copy of the new structure to the board. Healthwatch will aim to build relationships with new members in light of the new structure.</p>	JE	

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<p>Dudley Youth Council/Green/Page 2 Healthwatch Dudley and Dudley Youth Council received a National Award from Youth on Board for their work involving 500 young people resulting in presentations to decision makers.</p> <p>Evidence has been gathered on the views of young people in relation to their knowledge and use of General Practice. Following their presentation to the Health and Wellbeing Board a letter has been received from Dudley CCG outlining a number of actions they will undertake in response to the young people's feedback, such as training for receptionists on dealing with young people, wi-fi access in the surgery and music where possible.</p>		
<p>Urgent Care (Page 6) JE and Rob Dalziel (RD) recently met with the CCG about Malling Health and the new Urgent Care centre. A flow chart should soon be available which demonstrates how the centre will work. Chart to be circulated to board.</p> <p>In response to a query by PB, JE explained that input into the Urgent Care Service Specification will be reviewed by the People's Network, the CCG (via Patient Panel Groups), DGoH via Communications and the Patient Groups to gain some perspective.</p> <p>Data in respect of the effectiveness of the centre (e.g. how many people are triaged and progress to A&E, or referred back to GP or sent home) will be provided to the CCG. Healthwatch will support Malling Health navigators when the centre opens on 1 April 2015. The CCG have agreed that the navigators should be trained as Information Champions.</p> <p>Temporary accommodation for the centre is being prepared by moving clinics currently housed within RHH being moved out into the community.</p> <p>MB and BW raised a query about where people would park when attending the new centre. JE responded that RHH staff are moving from the staff car park to the maternity car park and a discussion ensued about the comparison between the current number of car park spaces at the Holly Hall walk-in centre. PB advised that DGoH do not have a contingency plan for parking at present which is an ongoing issue that has been raised at the Health overview and scrutiny committee.</p> <p>The information held by GPs on the EMISS system will be available at the new centre so that up-to-date patient information can be accessed when patients are seen.</p>	JE	
<p>Other Activities (Pages 7 & 8) JE provided an overview of the additional commissioned work which has previously been approved and reviewed.</p>		

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<p>Priory Pharmacy JE outlined the facilities and services currently provided by Priory Pharmacy and the aims of the study which is being funded by NHS England. The study has been commissioned to determine cost-effectiveness and any potential impact on the community if the pharmacy was discontinued.</p> <p>Information will be gathered by way of questionnaires completed on the pharmacy premises, as well as involvement in focus groups. The potential outcome of the study may be that similar pharmacies are set up in other areas. Volunteers will help Healthwatch staff with the study which is due for completion by the end of March 2015.</p>		
<p>Dudley Voices for Choice Healthwatch have linked in with Dudley Voices for Choice and are planning a politicians 'Question Time' on 13 March in the run-up to the General Election. The meeting will involve people with learning disabilities, their support and two local MPs. A larger meeting to include a wider audience, such as representatives from the health sector and a number of groups who work with people with learning disabilities is being arranged once the elections are concluded. This will empower people with learning disabilities to make their voices heard.</p>		
<p>Lesser Heard Voices CB is regularly attending meetings and events with Age Alliance, Halesowen Asian Elders and New Testament Welfare Association.</p> <p>A number of people from Halesowen Asian Elders have already signed up as Community Information Champions.</p>		
<p>People's Network/Local Account Dates have been arranged for the first three meetings of the People's Network in conjunction with Dudley Local Authority.</p> <p>This piece of work is led by MG and CB and gives us an opportunity to focus on social care issues</p> <p>After discussion, it was agreed that JE would meet with KB to find out more how the Access Team works and what happens in reality.</p>	JE/KB	
<p>Stroke Services Healthwatch have been commissioned by the CCG and will work in conjunction with Dudley Stroke Association to capture experiences of people who access stroke services. The aim of the study is to find out if the current services meet the needs of the local population and influence future service delivery.</p> <p>Work will be by way of questionnaire and focus groups - deadline April</p>		

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2015.		
<p>Tobacco Strategy Public Health have commissioned Healthwatch to provide evidence of people's views and experiences to support Dudley's Tobacco Strategy. This will also cover the use of E-cigarettes.</p> <p>Target areas for questionnaires and focus groups will be young people, middle-aged men and smokers who currently do not access services e.g. visually impaired, diabetics and people with dementia.</p> <p>Existing networks within CVS will be used to reach out to form focus groups with the help of volunteers.</p>		
<p>5. Accounts SH reviewed the Draft Income & Expenditure Account to 31/12/2014. It was agreed that the same layout will be used each quarter.</p> <p>JE advised that the commissioned work previously outlined will bring in an additional £21,500 of income. JE will provide a breakdown of this figure to the board.</p>	JE	
<p>6. Questions from the public No members of the public were present at the meeting.</p>		
<p>7. Any Other Business</p> <p>DGoH job cuts JJ raised concern about the recent announcement of 400 job cuts at DGoH and said it was important to keep the relationship to ensure that services were not adversely impacted as a result.</p>		
<p>Board Development Day KG enquired when the Board Development Day would be and it was agreed to hold this in March 2015. Board members will be asked to provide their availability for a three hour session.</p>	DA	
<p>Report to CVS Board SH has submitted the quarterly report on Healthwatch Dudley to CVS Board, which included an update on new staff within the team.</p>		
<p>Stafford Street BW asked for an update on progress with the premises at Stafford Street. JE advised that refurbishment work was in progress and should be completed by the end of March/beginning of April.</p> <p>JE and MG have visited the premises and identified Healthwatch office space. The premises will also provide meeting rooms, a coffee shop,</p>		

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hotdesk space and a range of excellent facilities which can be used by the public.		
<p>MB shared with the board her experience of telephoning the Crisis Team for one of her clients and the phone went unanswered. PB will raise with Gary Graham (GG) and Marsha Ingram (MI) from Dudley & Walsall Mental Health Trust (D&WMHT) at a meeting which is scheduled for 26 February.</p> <p>PB asked MB to forward specific examples of any case studies that she could use as evidence in discussions at the meeting.</p>	<p>PB</p> <p>MB</p>	
<p>8. Date of next meeting The next two meetings will be held as follows (venues to be confirmed for both):-</p> <p>Monday, 13 April Monday, 1 June</p> <p>Board members will be asked for their availability or otherwise to attend an August meeting and this will be confirmed depending on responses.</p>	<p>DA</p>	