



Healthwatch Dudley Board Meeting in Public

Monday 13 April 2015, 6.00 pm
Stourbridge Fire Station

Attendees

Name
Pam Bradbury - PB (Chair)
Karen Bridgewater - KB
Jayne Emery - JE (Chief Officer)
Karen Garry - KG (left at 7 pm)
Tom Hayden - TH
Sally Huband - SH
Bill Weston - BW
In attendance
Deb Attwood - DA (note taker)
Melissa Guest - MG (Communications Officer)

Apologies

Name
Maria Bailey - MB
Joseph Janjua - JJ

Notes

Discussion	Action	Deadline
1. Welcome/apologies PB welcomed everyone to the Healthwatch Dudley Board (HWD) meeting. Members of the public were invited to observe proceedings but no guests were present.		
2. Matters arising and actions from previous meeting Priority Action Plan It was noted that reference to the Better Care Fund (BCF) within Agenda Item 2 of the previous notes should have been headed 'Independent Living Fund' (ILF). More information is needed for carers about the ILF which is being raised at forums where appropriate. Any information which is	Closed	

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received will be shared with the Board.		
The Priority Action Plan has now been updated to include dates when work is undertaken and a larger version will be made available.	Closed	
<p>Statement of Educational Needs (SEN) - JE has not received a response from the Head of The Brier to attend a meeting with HWD to identify any concerns in terms of recognition of health and social care issues.</p> <p>JE has met with Smile (special needs group for ages 4 - 18) to capture their concerns in respect of transport and drivers following a call to the HWD office recently. The outcome of discussions has been fed back to Nicki Burrows (CVS Children's Development Officer) and Donna Roberts (DMBC Research & Intelligence Officer) who were already aware of some of the issues. HWD will continue to link in with NB and DR who already have a relationship with the relevant providers. CB also attends the Parent Carer Forum and will provide feedback.</p>	Closed	
Statement of Educational Needs (SEN) - KG reported there were no specific issues with her local school in terms of a gap in recognition of health and social care issues.	Closed	
<p>PB reported that since the initial presentation at the Health and Well Being Board last year regarding care plans for SEN should not be a joint document with NHS providers, no further update has been provided.</p> <p>JE will arrange a meeting with CCG commissioner, Paul Maubach to discuss the outcome will be feedback at the next Board meeting.</p>	PB/ JE	
DA will contact MB to obtain details of any issues raised at MB's daughter's school regarding any mental and physical health issues being experienced by parents and carers.	Closed	
Dudley Local Authority new structure - no document available as yet, action to be kept open.	JE	
Urgent Care Centre (UCC) flowchart - the Clinical Commissioning Group (CCG) have decided not to publish a flowchart.	Closed	
<p>HWD are already capturing people's experiences of the UCC and providing feedback to the CCG. Issues include availability of wheelchairs, the long walk from A&E/Reception to the centre itself and confusion about where to go and how people are triaged. However, people have reported a good service once seen. JE is to attend Dudley CCG Communications & Engagement meeting on 14 April and will provide further feedback at the next meeting.</p> <p>PB stressed the importance of early feedback to Malling Health as HWD were not able to challenge the decision to award the contract to Malling Health, but the process for recruitment of the new provider was observed and appeared fair. Details of issues raised so far will be passed to representatives of Malling Health who are due to attend the Patient Opportunities Panel (POPs) meeting on 16 April when HWD will be present.</p>		

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HWD will attend the UCC in June to capture people's experiences. SH suggested that a date should be agreed now and all Board members notified in advance.	JE	
BW will provide JE of details of concerns which have been raised with him about the UCC.	BW	
People's Network - JE confirmed that a meeting with KB has been arranged for next week to find out more about the processes in place for the Access Team and how this works in reality.	Closed	
Accounts - to be discussed later in Agenda.	Closed	
Board Development Day - date agreed as Wednesday, 6 May from 6.00 pm to 9.00 pm. Venue now confirmed as The Beacon Centre, Sedgley. Full details will be issued separately.	DA	
Mental Health Crisis Team - the planned meeting with Gary Graham (GG) and Marsha Ingram (MI) has again been cancelled. JE will follow up to secure a further meeting date TH initiated a discussion about the Crisis Care Concordat (CCC) which is the National guidance for local areas. This may provide an opportunity for HWD to get involved as the aims of the guidance is to improve outcomes for people with mental health issues. JE to share Dudley's Action Plan and the CCC PB outlined the 'Future in Mind' publication by the Department of Health which details proposals to promote, protect and improve the mental health of children and young people. PB will circulate a copy to the Board and a decision will then need to be made how HWD will monitor developments within mental health services.	JE JE PB	
<p>3. Chief Officer's update/what's new</p> <p>Report to Dudley Health & Wellbeing Board JE referred the Board to the Healthwatch Dudley Activity Report dated 25 March 2015 which was submitted to the Dudley Health & Wellbeing Board (circulated to members prior to the meeting).</p> <p>JE reported that attendees of the Health & Wellbeing Board meeting were very enthusiastic and provided very positive feedback about the work being done by HWD. Comments included tweets and 'lots of love for Healthwatch Dudley'.</p> <p>JE confirmed that the report contains a mix of information about core work and income generation projects. KG suggested the report includes whether the programme of work is core or commissioned. Board agreed and JE to include this change in her next report.</p>	JE	

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<p>It was agreed that the information provided would need to be included in the Annual Report which was noted by MG.</p>		
<p>Healthwatch Dudley Priority Action Plans 2013/16 JE outlined key points and updates to the Priority Action Plans document which was circulated to members prior to the meeting (updates in red within the document).</p>		
<p>Children & Young People JE provided an update on the successful bid for £25,000 from NHS England to work in conjunction with Dudley MBC in a project involving recruiting 20 young people between the ages of 13 and 19 to help develop and implement the project. Activity will involve a wide range of young people with a range of health and wellbeing experiences and complex needs in a training and development programme.</p> <p>The project will also help to build new relationships in the light of the new structure within Dudley MBC. The first meeting with NHS England will take place week commencing 21 April 2015, with the project running until March 2016. This will also be included as a case study allied to work already commissioned.</p> <p>Through the project, young people will gather views, present findings or share experiences across six influential decision making arenas and a steering group has been set up which includes JE, PB and MG.</p> <p>HWD are the only Healthwatch to receive the funding for this national programme.</p> <p>TH suggested asking young people included in the Cranstone drugs project, all agreed this was a very good idea and an example of the benefits Board members can bring to HWD. TH will provide MG with contact details.</p>	TH	
<p>Other Activities - Low Vision/Eye Health JE updated the Board on commissioned work to gather experiences of people who have dementia, learning disabilities or from an ethnic minority to have a voice in eye health and eye care services.</p> <p>Dudley will be a pilot which will then be rolled out across the Black Country, Birmingham and Solihull. Other Healthwatch will be invited to get involved in order to share the learning.</p> <p>PB asked what outputs were anticipated as a result of the work. JE explained that 1) a healthy opticians scheme would be developed and opticians would be more health aware and 2) people with learning disabilities or dementia would receive more dedicated time for appointments with opticians who would be trained with appropriate communication skills.</p>		

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<p>It is also anticipated that opticians will then be able to support carers by making them aware of how a person with dementia can have a different perspective on what they see visually.</p> <p>PB asked if the wording under ‘Measure of Success’ could be amended on the plan to be more specific in replacement of ‘Future policy and service delivery will be influenced’.</p>	JE	
<p>KG referred to Page 7 of the Action Plans and asked whether the report had been produced following the event with Dudley Voices for Choice which MPs attended.</p> <p>MG informed the Board that no formal report was to be produced. After discussion, it was acknowledged that although the event itself was successful and gave people with learning disabilities an opportunity to speak to MPs and have a voice, the outcome in terms of improving health and social care related issues was unclear. PB suggested that the format of the event could be repeated, but with a focus on a health related topic so that clear outcomes could be evidenced. MG to produce a draft of a report for PB to review to ensure we have captured the method of capturing the voices of people with LD’s in order to report the process in the future.</p>	PB/MG	
<p>BW asked if HWD had ever used the power of enter and view. It was clarified that HWD always request an informal meeting with providers to discuss issues raised by the public. As yet, there has been no need to enter and view any premises uninvited due to the good relationships held with providers who have listened to the feedback we have given and responded accordingly.</p>		
<p>KG asked how HWD were supporting opticians and dentists to engage with the public. The response was that HWD are unable to engage with their clients direct, but can provide support to do so.</p>		
<p>MG updated that HWD had been invited to Dudley’s Sexual Health Consultation and had taken two Health & Social Care students from Dudley College to the event. The event took place at King Edward V College in Stourbridge and was attended by a wide array of professionals, but only two other young people.</p> <p>HWD received positive feedback from the students who said ‘it felt like we were being listened to and our suggestions were taken seriously within a sea of professionals, which was very satisfying as it can feel that views of young people are often missed’. The students contributed fully to the event and their feedback was relayed to the consultant who had been commissioned to undertake the study.</p>		
<p>Healthwatch England engagement statistics - JE circulated a paper copy of a report containing a breakdown of the number of people HWD have engaged with over the past 12 months, including supporting information. This also includes feedback on the Information Champion training.</p>		
<p>BW referred to Page 1 of the Action Plans and commented that he had been unaware that people can use Dudley services even if they live outside the</p>		

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<p>area. KB explained the process which is followed in such instances which involves a Section 2 (admission) and Section 5 (discharge) whereby there is a deadline of 48 hours for care to be arranged for the patient.</p> <p>SH commented that the recent Patient Journey work at Russells Hall Hospital should help to identify any issues in terms of communication about discharge plans.</p> <p>KB will forward a document to JE detailing the discharge process which should be followed, which will be circulated to the Board.</p> <p>PB suggested that the document could then be shared in different ways/formats so that people are aware what their experience should be upon discharge.</p>	<p>KB</p> <p>JE</p>	
<p>4. Development of Annual Report</p> <p>MG explained that she is looking at new ways of producing the Annual Report and asked for suggestions and feedback from the Board.</p> <p>Guidance has already been provided in terms of the legal requirements but it has proved difficult to obtain any direct feedback about the last report. The HWD team have reviewed the last report against the checklist and made some suggestions about layout and what to include in the next one, such as more figures and measures.</p> <p>PB confirmed she was happy to be guided by MG and would contact a member of Healthwatch England for their feedback in the meantime. PB stated it was important to include the distinction between core and commissioned work within the report and demonstrate outcomes as a result of HWD's involvement.</p> <p>MG asked if Board member profiles could be discussed at the Board away day, PB said the Board Development session on 6 May would focus on the function of the Board rather than discussing HWD programmes of work.</p> <p>It was agreed that the Board member profiles could be refreshed, covering two questions that MG would put forward as a suggestion.</p> <p>It was agreed that MG will issue regular drafts of the report to Board members for comment, rather than wait until the next meeting on 1 June.</p> <p>The first draft will be produced by 14 May.</p>	<p>MG</p>	<p>14/5/15</p>
<p>5. Accounts</p> <p>JE provided feedback from separate meetings with SH, PB and Graham Milligan-Jones (GMJ) and circulated paper copies of Draft Income &</p>		

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<p>Expenditure plus a breakdown of commissioned work.</p> <p>Draft Income & Expenditure JE commented that the projected figure of £84,825 was due mainly to income as a result of commissioned work which was received prior to the end of March 2015. Even though the work would not commence until post April.</p> <p>The sum of £19,864 was used, as agreed by the Board previously, to increase the current two part time posts to full time. Holders of the positions at present are Chris Barron (CB) and DA.</p> <p>Draft Projections JE put forward the proposal to use the £84,825 received for commissioned work to recruit another member of engagement/support staff on a fixed term contract.</p> <p>PB asked the Board if they were in agreement with the proposed additional fixed term contract for an additional member of staff. This was agreed by all present.</p> <p>PB was keen to explore the possibility of taking on an apprentice. A positive discussion also took place. TH suggested approaching Bournville College as he had good response from them in the past. Board members reiterated the need to ensure an apprentice was a Dudley resident regardless of which college they attend. JE will check out the process for recruiting an apprentice.</p>	<p>JE</p>	
<p>6. Questions from the public</p> <p>There were no members of the public present at the meeting.</p>		
<p>7. Any Other Business</p> <p>DA asked where the Board would like to hold the next two meetings. It was agreed that venues in Sedgley and Halesowen would be identified. DA added that Board meetings would be held on Tuesdays with effect from the September meeting (no August meeting). Agreed dates as follows:-</p> <p>Tuesday, 8 September Tuesday, 10 November</p> <p>Board members not in attendance will be contacted to ensure the dates are suitable.</p>	<p>DA</p>	
<p>KB thanked MG for her support with ongoing issues experienced with Dudley Group of Hospitals. PB asked KB if she wished to pursue her complaint as a HWD Board member as well as on a personal level so that it could be raised at the Patient Experience meeting.</p>		

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After further discussion, it was agreed that KB would provide key points of the complaint to PB and if necessary request a meeting with Paula Clark to discuss further.	KB/PB	
BW expressed his congratulations to the HWD on receiving an award for being shortlisted by the Local Area Research & Intelligence Association (LARAIA) for 'Best use of social care research'.		
<i>TH left the meeting at this point.</i>		
<p>SH provided an update following attendance of the West Midlands Ambulance Service (WMAS) consultation on their Quality Account. Several other Healthwatch were in attendance and the new Director of Nursing of WMAS was introduced.</p> <p>A refresh of the Quality Account is planned to include a more easy-read format by May 2015.</p> <p>WMAS reported that increasing numbers of people have to be transported to various specialist sites across the borough which is causing a strain on their resources. Strategic decisions made within the NHS are also affecting services.</p>		
PB asked if all members had submitted their Declarations of Interest and to chase any outstanding.	DA	
JE informed the Board that the Healthwatch Conference was due to take place at the end of June/beginning of July in Manchester. Two places are available if any Board members wish to attend. PB will already be in attendance as a committee member of HW England. It was agreed that two places will be registered pending confirmation of interest from Board members.	JE	
<p>Senior Independent Members (SIM) - JE circulated a document explaining the role of the SIM.</p> <p>PB elaborated on the role which is to be held by a Board member. Fellow members can speak to the SIM if they have any issues with the Chair or Chief Officer of the Board. PB asked for those Board members who were interested in holding the position of SIM to advise DA.</p>		
<p>8. Close/Date of next meeting</p> <p>The next meeting will be held on Monday, 1 June 2015. Venue to be confirmed - either Sedgley or Halesowen area.</p>		