



Healthwatch Dudley Board

Meeting in Public

Monday 1 June 2015, 6.00 pm

Zion Christian Centre, Halesowen

Attendees

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

Apologies

Name
Tom Hayden - TH
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 Statement of Educational Needs care plans - since the initial presentation at the Health & Wellbeing Board last year, no further update has been provided. PB and JE are to meet with CCG Commissioner, Paul Maubach on 8 June and will provide feedback at the next Board meeting.	PB/JE	6 Oct

Discussion	Action	Deadline
Dudley Local Authority structure chart - JE is attending a meeting with Tony Oakman (Director for People) on 15 June and will request an up-to-date structure chart.	JE	15/6/15
Urgent Care Centre (UCC) - PB and JE visited the Urgent Care Centre together with Malling Health on 29 May who advised they will be undertaking some engagement activity themselves in early July. Healthwatch Dudley (HWD) will therefore arrange a date to attend towards the end of July to ensure there is no cross-over or confusion. HWD Board members and volunteers will be invited to participate over a period of one week at various times of the day and evening to capture views of the public. All Board members were encouraged to gather and report any feedback about the UCC to the HWD team so this can also be included in the findings.		
The Urgent Care Centre will be included as an Agenda item at the next Board meeting.	JE	6 Oct
Dudley & Walsall Mental Health Partnership (DWMHP) Trust - the meeting with Gary Graham (GG) and Marsha Ingram (MI) has again been cancelled and now re-scheduled for 30 July. PB has contacted GG and stressed the importance of HWD being able to attend a meeting to discuss mental health issues as a priority. Feedback will be provided at the next meeting.	JE/PB	6 Oct
The Crisis Care Concordat and Future in Mind documents have been circulated to the Board.	Closed	
A discussion took place about the need to identify and provide examples of specific issues which are being raised about mental health services, including Child & Adolescent Mental Health services (CAMHS) to discuss with DWMHP. It would currently appear that DWMHP are meeting quality standards and winning awards, so there do not seem to be any issues from their perspective. All Board members were asked to provide specific items for discussion at the next Board meeting.	All	6 Oct
Report to Dudley Health & Wellbeing Board - at the last meeting KG suggested that the next report includes whether the programme of work is core or commissioned.	JE	
Children & Young People - youth project in conjunction with Dudley MBC. TH has provided information to MG so that young people included in the Cranstone drugs project can participate in the youth project being funded by NHS England. MG reported that no names have yet been provided.		

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PB asked MG to speak to TH directly in order to progress this.	MG	
JE confirmed that wording under the heading of 'Measure of Success' on the Priority Action Plan has been amended to provide more specific information. This replaces the wording 'future policy and service delivery will be influenced'.	Closed	
Dudley Voices for Choice/Parliament Hears My Voice MG advised that the event will feature as a case study within the annual report and the process of engagement recorded for use at future events as appropriate.	MG	
Discharge process for social care - outstanding action for KB to circulate to the Board.	KB	
Annual report first draft - to be discussed by MG within Agenda.	Closed	
HWD apprentice - enquiries have been made with local colleges pending a decision being made about what the focus of the role should be. In the meantime, the role to support Rob Dalziel (Participatory Research Officer) has been advertised and interviews will take place on Monday, 8 June. An update on the outcome of the interviews and progress with the apprentice role will be provided at the next meeting.	JE	
KB provided an update on the progress of her complaint to Dudley Group of Hospitals (DGoH). KB has attended a consultation meeting which went quite well and is to attend another meeting to clarify some other points. KB stated there were some concerns about the awareness of the people involved in the complaint. The meeting was recorded and a CD provided to KB. KB will provide an update at the next meeting.	KB	
All Board members have now completed their Declarations of Interest.	Closed	
Healthwatch England Conference - there is still one place available at the conference which is to be held on Tuesday 30 June and Wednesday 1 July in Manchester. SH confirmed she was already attending. If any other Board member wishes to attend they should advise JE.	All	

Discussion	Action	Deadline
<p>3. Development of Annual Report</p> <p>MG circulated a draft of the annual report which was reviewed, discussed and comments invited. The draft contained suggested themes and layout. Specific wording will be input once general agreement has been reached.</p> <p>The draft report contains more photos and is therefore eight pages longer than the last report. MG confirmed that the document meets with the detailed statutory requirements as outlined by Healthwatch England.</p> <p>The initial response from the Board was that the report was factual and appealing as a document.</p> <p>In response to a query from MB, MG clarified that the intended audience for the report was a wide range of people, including NHS England, members of the public, partner organisations and our commissioners.</p> <p>A statutory requirement is to include how Enter & View has been implemented. A discussion took place about our good relationship with providers who we meet regularly to discuss issues as they arise. In view of this, the power of Enter & View has not yet needed to be used. Suitable wording to this effect will be included in the report, which will also mention that all volunteers receive Enter & View training.</p> <p>PB explained that she was part of a conference call group which discussed the annual report and advised that an explanation of the way any surpluses are spent should be included. This will also demonstrate how the team has grown and the importance of income generation.</p> <p>JE will discuss with Graham Milligan-Jones (GMJ) to ensure that the accounts section includes a full break-down as per guidance provided to PB.</p> <p>MB provided further comments about Page 5 (Vision/Mission) and suggested that this could feature later in the report. A discussion took place around the level of detail that should be included to ensure that our report evidences the difference we have made throughout the year. JE stated that this would be included in each of the five priority areas which the Board had previously agreed to.</p> <p>PB added that a lot of facts should form part of the report and any impacts should feature at the beginning of the document to grab attention.</p> <p>After this discussion, all agreed that there could be fewer photos and some areas could be less ‘wordy’.</p> <p>All Board members were invited to contact MG directly with any other thoughts.</p>		

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<p>MG to send out regular updates via email for Board members to respond with any comments. Copies of the report will go to Healthwatch England and partners. The deadline date for report production is 30 June when only minor changes will be accepted.</p>		
<p>4. Chief Officer's update - what's new</p> <p>JE advised that there was nothing new to report in the Priority Action Plan due to the short space of time since the previous Board meeting and the fact that there had been several Bank Holidays in between and staff on leave.</p> <p>As accounts are prepared quarterly there was no new financial information to distribute and the next update will be as at the end of June.</p> <p>Discussion took place about the tense which is used in the Priority Action Plan as the document covers work which has been completed as well as work in progress. This was noted by JE.</p> <p>MB raised a query about carers and older people being listened to and asked if that had been raised due to HWD involvement and could therefore be elaborated on within the document. BW added that he had obtained information about the qualifications which support workers should possess in response to a discussion at the Carers meeting.</p>		
<p>Community Information Points - MG updated that over 100 Information Champions have now been trained in partnership with Dudley CAB, all of whom have given positive feedback around how they will implement the learning and new skills. Follow-up information has proved more difficult to obtain and although some feedback has been received, MG is exploring ways in which to acquire more.</p> <p>JE is to meet with the Chief Executive of the Citizens Advice Bureau to discuss evidence gathering by Community Information Champions. Good feedback on the effectiveness of the Community Information Points has been received from Rachel Harris, Chair of the Health & Wellbeing Board.</p> <p>It was acknowledged that despite the difficulties in obtaining feedback from champions, the training itself is an excellent way of networking and sharing information about how Healthwatch Dudley operates.</p>		
<p>CQC have produced a Mental Health action plan which can be printed from their website. No specifics have been raised.</p>		
<p>Discussion took place about the Healthwatch England newsletter which will be circulated to the Board in future as and when it is received.</p>	DA	

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<p>Discussion generally focused on the need to provide more specific information within the Priority Action Plan about the impact involvement with HWD has had. JE added that this is sometimes not easy to demonstrate but would provide examples where possible.</p> <p>The suggestion was also made to add a What's New section under each heading.</p> <p>It was acknowledged that it was important to get the action plan right so that the Board were assured that priorities are being met.</p> <p>The action plan will be updated and circulated to the Board prior to the next meeting.</p>		JE
<p>5. Marketing and Events</p> <p>PB explained that Marketing and Events had been added to the Agenda following discussions at the Board Development session on 6 May.</p> <p>HWD is currently funded until the end of March 2016. PB said It is therefore important to increase awareness of the function of Healthwatch and the impact engagement with the public has had.</p> <p>MG did a presentation which provided details of the organisations HWD engage with, which was discussed. The use of social media such as Twitter was also discussed, as well as 'Streetlife' which is a form of social media focusing on a local area of the community in Brierley Hill.</p> <p>The Board were asked what else could be done to promote the work of HWD.</p> <p>In response to a question from MB, MG replied that she was uncertain how effective the advertising inside buses to Russells Hall Hospital had been. Whilst they increase brand awareness and anecdotally people had said they had seen them, the presence has not translated to enquiries when helpline callers have been asked.</p> <p>After further discussion, PB asked for a Communications Strategy to be developed with a focus on planning, measuring and reviewing the effectiveness of our communications and engagement. The strategy should include how to decide priorities in relation to merchandising and marketing.</p> <p>It was acknowledged that HWD team are extremely busy and PB raised concern that demand may be outstripping capacity and asked for reassurance that the workload was manageable.</p> <p>PB stated that HWD may also want to consider whether to review current activities within the team and if necessary review priorities and/or consider</p>		JE/MG

Discussion	Action	Deadline
<p>the use of agency staff to help with current work such as inputting data and consider more involvement from volunteers within the office to support day to day administration.</p> <p>JE and MG will meet to discuss and develop the Communications Strategy.</p>		
6. Questions from the public There were no members of the public present at the meeting.		
<p>7. Any Other Business</p> <p>The Dudley Health & Wellbeing Board annual conference takes place on Friday, 26 June from 9.00 am to 3.30 pm at The Copthorne Hotel, Brierley Hill.</p> <p>MB stated she would like to attend. JE will forward the link to the Board so they can book on if they wish. Several members of HWD team are attending and volunteers will also be invited.</p>	JE	
<p>MB reported that she had tried to provide details to her work colleagues about Community Information Point training but was not confident she had explained this properly and there had been no take-up.</p> <p>MG said she would re-send MB the email which gave detailed information about the network and how to book training sessions which MB can forward on.</p> <p>MG added that MB is welcome to book on to training for herself as she may find it a really helpful networking opportunity.</p>	MG	
<p>MG advised that there would be a Fun Day for Carers on Saturday, 6 June at Stafford Street, Dudley. There will be lots of information stalls and activities for children.</p>		
<p>8. Date of Next Meeting</p> <p>The next two meetings will take place as follows, venues to be confirmed:-</p> <p>Tuesday, 8 September 2015 (<i>now re-arranged to 6 October</i>) Tuesday, 10 November 2015</p> <p>If there should be anything urgent to discuss between now and the next meeting, an Extraordinary meeting will be convened.</p>		