



Healthwatch Dudley Board

Meeting in Public

Tuesday, 6 October 2015, 6.00 pm
Conference Room, The Dormston Centre,
Mill Bank, Sedgley, Dudley, DY3 1SN

Attendees

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

Apologies

Name
Tom Hayden - TH

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 The notes from the meeting held on 1 June 2015 were taken as read. Actions were reviewed as follows:-		

Discussion	Action	Deadline
<p>Statement of Educational Needs care plans - PB and JE have now met with Paul Maubach and HWD have been offered a place on the SEN Care Plan working group. Chris Barron (HWD) will attend the first meeting.</p>	Closed	
<p>Dudley Local Authority structure chart - chart still awaited, to be circulated once available.</p>	Closed	
<p>Urgent Care Centre (UCC) - covered within Chief Officer's Update.</p>	Closed	
<p>Dudley & Walsall Mental Health Partnership (DWMHP) Trust - JE has now met with Marsha Ingram (MI) and Mark Axcel (MA) who is acting Chief Executive in the absence of Gary Graham who is on long term leave.</p> <p>JE expressed her lack of confidence in the Trust due to the limited interaction with HWD and the cancellation of previous meetings. MI and MA apologised and offered quarterly meetings in future.</p> <p>Rob Dalziel from HWD attended the Trust's AGM. HWD are aware that the public are raising issues, in particular about the Child & Adolescent Mental Health Service (CAMHS), which will be fed back to D&WMHP. CAMHS has also been raised as a priority at the Health & Wellbeing Board and discussions have taken place with the Clinical Commissioning Group (CCG) about how to capture people's experiences of the service.</p> <p>JE and DA have captured stories from several people and will continue to gather information to raise with D&WMHPT and the CCG. Melissa Guest (MG) will also provide experiences captured via the Young Health Researchers.</p> <p>The Trust have not been able to achieve Foundation Trust status and this was the subject of discussion at the AGM. The suggestion was made that FT status may no longer be necessary as the Trust may merge with another organisation.</p> <p>The next meeting with D&WMHPT is planned for early November.</p>	JE	Next Board meeting
<p>Report to Dudley Health & Wellbeing Board - following a request by KB at the June meeting, future reports to the Health & Wellbeing Board will state whether the programme of work is core or commissioned. Core and commissioned work is also now identified within the latest Annual Report.</p>	Closed	
<p>Children & Young People - youth project in conjunction with Dudley MBC.</p> <p>MG has held discussions with TH about the youth project and following up on suggested contacts.</p> <p>DA and Georgia Davis (GD) have also met with young people at Switch -</p>	Closed	

Discussion	Action	Deadline
<p>Young Persons Drug & Alcohol Group - as one of the Tobacco Strategy focus groups.</p>		
<p>Dudley Voices for Choice/Parliament Hears My Voice The event held in April now features within the Annual Report. The process of engagement will be used for use at future events as appropriate.</p>	Closed	
<p>Discharge process for social care - KB reported that the document outlining the discharge process for social care is still work in progress. The action will therefore be closed and KB will advise the Board once it is available.</p> <p>BW commented that he would like to take the discharge document to the Carers meeting. PB advised that people should be encouraged to share their experiences regardless of the availability of the document and if themes emerge, HWD will raise via the appropriate channels.</p> <p>PB asked about the format of the Carers Forums and JE confirmed that notes are always taken and BW is always supported by a member of HWD at the meetings. Any issues raised are followed up after the meeting. PB confirmed that she was satisfied that there was a system and process in place to deal with any queries raised at the Carers Forum.</p>	Closed	
<p>HWD apprentice - the guidance with regards to apprentices states that apprenticeships can last from 1 to 4 years depending on the level of qualification the apprentice is studying for. As the HWD contract expires in March 2016 it is therefore not possible to enter into an apprentice agreement at the moment. This is something the Board would like to pursue if the contract is extended. and when funding allows</p> <p>In the meantime, through HWD's relationship with the local authority's Access Team, agreement has been reached for their apprentice to work with HWD two days a week, to be reviewed after three months. The focus will be on the Community Information Point network, updating and collating details on where the information points are located and assisting in the gathering of feedback from the Community Information Champions.</p> <p>Following the interviews held in June, Georgia Davis (GD) joined the team as Participatory Research Assistant to support Rob Dalziel (RD). GD has quickly settled in and is already a valuable member of the team.</p>		
<p>KB complaint to Dudley Group - action to be closed, to be updated outside of the meeting.</p>	Closed	
<p>3. Chief Officer's Update (Priority Action Plan)/Board Update</p> <p>Board Update - September 2015 JE asked if Board members wished to discuss any specific items included within the Board Update which had been circulated a few weeks prior to</p>		

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<p>the meeting, before reviewing the Priority Action Plan.</p> <p>Urgent Care Centre (UCC) - PB reported that following the Enter & View work at the Dudley Urgent Care Centre at Russells Hall Hospital in July, headlines have been fed back to the CCG Board meeting pending finalisation of the full report.</p> <p>Initial findings have raised some immediate issues which can be addressed. Already, national funding has been agreed in principle to refurbish the A&E waiting area as this was one of the areas identified where confusion arises for patients who are uncertain about which desk to go to upon arrival so that they can be streamed.</p> <p>Several people surveyed also expressed the wish to be part of a focus group which would include representatives from Malling Health to explore any issues in greater detail.</p> <p>SH and MB added that they personally had to visit the UCC recently and reported a good experience.</p> <p>JE elaborated on the Board update, saying that a whole week and a whole 24 hour period was covered by HWD staff and volunteers. As well as the general public, a wide range of staff were also engaged with such as receptionists, GPs and Advanced Nurse Practitioners to find out their views about the UCC. Some staff had previously worked at the Holly Hall Walk In Centre so could comment on the differences. Generally, their comments were that the UCC is a safer environment for patients as all amenities are in-house in case of an emergency.</p> <p>Feedback from the public so far is that generally people are happy they receive a good experience at the UCC and most negative comments related to unclear signage and processes/environment on arrival.</p> <p>JE commented that HWD may return to the UCC at a later date to review the progress made in response to feedback and findings of the report.</p>		
<p>Board Update - September 2015</p> <p>Age Alliance - following the survey created to highlight the issue of loneliness, PB, JE and Chris Barron (CB) attended the Older People's Day on 1 October where the initial findings from the survey were discussed in more detail.</p> <p>Discussion from the Older People's Day was captured and will enhance the draft report.</p> <p>JE reported that the difference between living alone and loneliness had been highlighted as a result of the survey.</p>		

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<p>Keith Sherman from Age Alliance expressed his gratitude to CB from HWD for the work involved with the survey and the event on 1 October.</p> <p>Findings from the survey will be circulated to the Board.</p> <p>CB will meet with Age Alliance to discuss next steps and how to move forward in the light of comments made.</p>	DA	
<p>Board Update - September 2015</p> <p>Low Vision - SH commented that she had heard that the Beacon Centre had taken over the Thomas Pocklington Trust (TPT) and was advised this was correct. Staff from TPT leave at the end of October 2015 and was of the understanding that only some elements of the service would continue to be provided from Stourbridge on a short term basis.</p> <p>SH raised concerns about the need of people living in the south of the borough once services cease. Discussion took place about why HWD were not made aware sooner that TPT would be closing, having only found out a couple of weeks previously.</p> <p>JE responded that she would speak to Arwyn Jones at The Beacon Centre to establish what services will be provided where and feedback at the next board meeting. JE will also ask for clarification on any engagement made with affected members of the public living in area covered by TPT. JJ added that HWD need to ensure that nobody falls through the gap as a result of the takeover.</p>	JE	Next Board meeting.
<p>MB asked whether homelessness was being covered within HWD's activities and referred to a previous suggestion to capture some experiences through a health and homelessness group. JE advised that she had spoken to Steven Richards from Public Health about attending one of the meetings but unfortunately was not advised of a date until that same morning and was therefore not able to attend. HWD have now been put into the mailing list and plan to attend one of the quarterly meetings - the date of next meeting is awaited. (Now confirmed as 5 November).</p> <p>MB then queried the level of engagement by HWD with lesser heard groups such as: travellers, refugees, young people and adults with drug and alcohol addictions, domestic violence, offenders/ex offenders, victims of sexual abuse, sex workers, young people leaving care, homeless with long term conditions, homeless families, work in relation to equalities, race, sexuality as well as issues raised about local GPs as a result of Dudley Play Week.</p> <p>Discussion followed about HWD priorities and the progress made by the team over the last two and a half years. PB acknowledged the points made by MB and referred to the Communications Plan which would be discussed later in the meeting which includes reference to lesser heard voices. PB added that the Board should then discuss the way forward in terms of work</p>		

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<p>and draft Projections for the year ended March 2016.</p> <p>The accounts clearly set out how funds will be spent.</p> <p>The majority of the money which has been generated by HWD has been put back into staff costs and expanding the team. A further £25,000 from Department of Health was received in the last financial year to be jointly used by HWD and the local authority in respect of the Youth Researchers project.</p> <p>MB queried the increase in rent, rates and insurance and was informed that this represented the rent on DY1, the new Stafford Street premises. However, there are several rooms which can be used for meetings at DY1 which means a saving on some room hire costs.</p> <p>KG enquired if there was any more commissioned work in the pipeline. JE responded that HWD were reluctant to undertake any further work until the funding situation beyond March 2016 had been clarified. JJ commented that if possible, HWD should try to take on further commissioned work to generate income. This will be subject to a future discussion if the contract is extended post April 2016.</p> <p>KB commented that it was encouraging that the HWD staff were all obviously 100% committed to their work and should be congratulated.</p>		
<p>6. Questions from the public There were no members of the public present at the meeting.</p>		
<p>7. Any Other Business KB reported that a Local Authority Prevention Summit would be taking place at Himley Hall on 8 October, and that a new online tool called Living Well, Feeling Safe online would be launched. The official title of the tool is called Ask Sara, but it has been re-named to make it more user-friendly. This is an online assessment tool which produces a report to direct members of the public and professionals to social care organisations and a list of equipment suppliers.</p> <p>KB added that Adult Social Care also now have a Twitter account @AscDudley</p>		
<p>MB raised that it was currently taking 3-4 months for a social worker to visit following Social Care statutory assessments and up to eight months for an Occupational Therapy assessment. MB therefore wanted to highlight that the risks within social care appear to be going up, whilst those in relation to services provided at Russells Hall Hospital are reducing.</p> <p>KB suggested that some of the delays could be attributed to incorrect completion of the assessment tool. KB added that new and additional</p>		

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paperwork now has to be completed so this could be part of the reason for the long waiting times.		
MB raised that when recently visiting a local homeless service, staff advised that when calling the Mental Health crisis telephone number “they never answer the phone”. MB was asked to provide evidence to JE so that the information can be logged and highlighted with D&WMH as appropriate.	MB	
DA reminded everyone that the CVS Annual General Meeting and Annual Volunteering Awards take place on Thursday, 15 October and asked for clarification on which Board members would be attending.		
In April 2015, Board members were asked to vote for a fellow Board member into the position of Senior Independent Member (SIM) of the Board. PB confirmed that the person with the most votes was SH who would take up the position with immediate effect.		
DA to resend email containing information about the role of SIM to SH.	DA	Completed
<p data-bbox="76 913 446 945">8. Date of Next Meeting</p> <p data-bbox="76 990 1173 1131">As the September meeting was re-scheduled to October, it was agreed that the next meeting would be held in late November/early December. The previously suggested date of 10 November should therefore be cancelled in diaries.</p> <p data-bbox="76 1176 1157 1243">The date of the next Board meeting will therefore be Tuesday 1 December 2015 at 6.00pm at DY1, Stafford Street, Dudley DY1 1RT</p>		