



**Healthwatch Dudley  
Board Meeting in Public**

Tuesday, 10<sup>th</sup> May 2016, 6.00 pm

Brierley Hill Civic Hall, Bank Street, Brierley Hill, DY5 3DH

**Attendees**

Name
Pam Bradbury - PB (Chair)
Jayne Emery - JE (Chief Officer)
Karen Bridgewater - KB
Karen Garry - KG
Tom Hayden - TH
Sally Huband - SH
Bill Weston - BW
Joseph Janjua - JJ
Maria Bailey - MB
<b>In attendance</b>
Georgia Davis - GD (note taker)

**Notes**

Discussion	Action	Deadline
<b>1. Welcome/apologies</b>  PB welcomed everyone to the Healthwatch Dudley Board (HWD) meeting.  There were no members of the public present to observe proceedings.		
<b>2. Meeting notes, matters arising and actions from last meeting</b>  The notes from the meeting held on 1 <sup>st</sup> December 2015 were taken as read.  Actions were reviewed as follows:-		

<p><b>Black Country Partnership NHS Foundation Trust (BCPFT)</b></p> <p>JE advised that BCPFT are working in partnership with Dudley and Walsall Mental Health Partnership Trust (D&amp;WMHPT) and Birmingham Community NHS Trust (BCT).</p>	JE	Closed
<p><b>HWD Contract</b></p> <p>SH asked for an update on the HWD contract</p> <p>JE updated the Board that the HWD contract had been extended for 2 years until 31 March 2018 with a budget of £206,000 per year.</p>		
<p><b>Community Information Points (CIP)</b></p> <p>JE updated that the team were working with an apprentice in Dudley Council's Access and Prevention team to carry out an audit of existing Information Champions and Information Points for the purpose of updating Dudley Community Information Directory.</p> <p>Nicola McGregor (NG) the Carer Co-ordinator for Dudley Carers Network and Melissa Guest (MG) have developed a 'Carer Aware' training module for Community Information Champions.</p> <p>JE informed the board that she would have a more detailed update on Community Information Points at the next meeting.</p>	JE	Next Meeting
<p><b>Case Studies</b></p> <p>JE provided Board members with examples of case studies that are produced and presented to decision makers.</p>		
<p><b>Saltbrook Place, Lye</b></p> <p>JE gave an update on engagement activities that Chris Barron (CB) had undertaken at Saltbrook Place.</p> <p>MB suggested spending an entire day at Saltbrook Place to capture experiences and said that teatime would be likely to be particularly busy.</p> <p>Sport activities (such as pool) were mentioned as a way of getting people to engage.</p>		Ongoing

<p><b>3. Update, Strategy and Priorities</b></p> <p><b>Priorities 2013-2016</b>  JE handed out the final HWD Priority Action Plan for 2013-16. Only one action remained incomplete. This was the follow-up event with DWMHT following their CQC inspection in 2014. However, the People’s Network event organised by HWD in January 2016 invited people to share their views ahead of a CQC inspection in February 2016. This event was attended by 60 people who access mental health services, local organisations and carers together with a member of the CQC inspection team,</p> <p><b>Quarterly Report</b>  Copies of the new style HWD Quarterly Report were given to Board members. JE informed members that the content fits in with the quality statements from Healthwatch England. The report is aimed at a range of audiences including stakeholders and members of the public. Commissioners have fed back that they like the storyboard content showing the variety of activities undertaken by HWD.</p> <p>PB praised the report mentioning that it is outcome based and effective. PB also mentioned that the outcomes of HWD’s work can get lost in the text and could be stated in clearer ways for future reports.</p> <p>PB encouraged Board members to feed back comments and suggestions to the HWD team.</p>	Board	Ongoing
<p><b>Priorities 2016-2018</b></p> <p>JE spoke about the 3 future priorities for HWD which are Children and Young People, Mental Health and New Models of Care.</p> <p><b>Children, Young People and Families (CYP&amp;F)</b>  Team members are continuing to raise the profile of HWD and identify opportunities to further link with Dudley Council’s Children’s Services.</p> <p>HWD have a seat on the Children and Young People’s Alliance. JE also sits on the Alliance’s development group. HWD encourages meaningful engagement and participation of children, young people and families.</p> <p>JE replied that it was and confirmed that Tony Oakman the Strategic Director for People at DMBC has recognised the challenges and issues within Children’s Services and wants this to change.</p> <p>KG mentioned that young people would not want to be a part of consultation if services are not going to listen to them.</p>		

<p><b>Young Health Champion Project</b>  JE provided an overview of the Young Health Champion Project funded for 2 years through Dudley CCG and Office of Public Health. A project co-ordinator is to be recruited to support a network of young health champions that will give information, peer support and work with young people to help gather young people’s experiences of health and social care in the Dudley borough.</p> <p>JE explained that a job description had been written and a steering group established to oversee the project.</p> <p>SH commented that at the Dudley CVS Staffing Sub Committee on 9 May 2016, this job role was discussed how it would be appropriate for the new post to report into HWD enabling the team to access knowledge and data for children, young people and families.</p> <p>A discussion took place about how this would work logistically.</p> <p>TH asked whether it would be appropriate for the new employee to access Healthwatch Dudley and CVS databases, it was agreed that it would.</p> <p>It was agreed that JE would keep PB updated on the recruitment process.</p>	<p>JE</p>	<p>Next Meeting</p>
<p><b>Young People as Board Members</b>  PB mentioned the possibility of having a young person on the board for HWD and asked for agreement from the Board.</p> <p>SH highlighted that we had engaged with Dudley College students at recent PLACE assessment at Russells Hall Hospital.</p> <p>BW mentioned that the Healthwatch Youth Health Researchers might be interested. There was consensus that whoever comes onto the board would need some support.</p> <p>MB highlighted that Looked After Children or young people in vulnerable or support accommodation might be interested as they have had first-hand experience of services that haven’t worked</p> <p>TH added that young people from CHADD would be a good place to find these young people as Healthwatch Dudley already has links through their Youth Health research.</p> <p>PB to oversee the implementation of a young person to the board.</p>	<p>PB</p>	<p>Ongoing</p>
<p><b>Young Health Researchers</b>  JE mentioned that the Youth Health Researcher (YHR) project has now come to an end. JE and MG are running a workshop on the project at the HWE conference in June.</p>		

<p>A website is currently being developed detailing outcomes from the projet.</p>		
<p><b>Mental Health</b>          JE updated that the findings of the Young Health Researchers project has resulted in obtaining an additional £17,000 funding from Dudley CCG through the Children and Adolescent Mental Health Service (CAMHS) Transformation Fund. This will enable a deeper dive into young people’s issues. In addition findings from the Youth Health Researchers project is influencing the CAMHS needs assessment work and development of a new strategy for Dudley borough with the Centre for Mental Health.</p> <p>KG asked for a deadline for this piece of work. JE replied that the deadline was for the end of the calendar year.</p> <p><b>MERIT Vanguard</b>          JE explained that HWD are working with the four local mental health trusts involved in the MERIT Vanguard (Mental Health Alliance for Excellence, Resilience, Innovation and Training): Dudley and Walsall Mental Health Trust (DWMHT), Birmingham and Solihull Mental Health NHS Foundation Trust (BSMHFT), Black Country Partnership (BCP) and Coventry and Warwickshire Partnership NHS Trust (CWPT). HWD have put a proposal in to undertake some collaborative work around engagement with communities who access mental health services. All 8 local Healthwatch organisations in the West Midlands are working together on this project.</p> <p><b>CQC Inspection</b>          DWMHT has recently been investigated by the CQC and HWD will be invited to the CQC Quality Summit in due course where the report findings will be shared. The report is still in the review process and will be publicised in June. JE to provide update.</p> <p><b>Crisis Care</b>          JE informed Board members that people shared their experiences of crisis care at the mental health listening event held prior to the CQC inspection. DWMHT have subsequently asked HWD if they would support their review on crisis care. HWD have submitted a proposal and are meeting shortly with colleagues from DWMHT to discuss the project in more detail.</p> <p>TH suggested that HWD could get customers of CRI and Saltbrook Place involved as they also have experiences of the crisis helpline to share.</p> <p><b>Personal Independence Payment (PIPs) Issues</b>          BW mentioned the issues and anxieties with filling out Personal Independence Payments (PIPs) for carers of and people with mental health issues.</p> <p>MB mentioned that it takes a lengthy amount of time for people to fill in</p>	<p>JE</p>	<p>Next meeting</p>

<p>a PIP form and felt there should be support and advocacy workers for situations like this. It would be good if the funding is there to do this.</p> <p>BW would like this to be mentioned within the relevant meetings. JE to follow up with KB.</p> <p>TH wondered if people could be trained on how to fill these in at Community Information Points. Further consideration would need to be given to this.</p>	<p>JE</p>	<p>Ongoing</p>
<p><b>New Models of Care and Activate Sessions</b></p> <p>JE explained that HWD have a seat on the All Together Better (ATB) partnership board.</p> <p>Dudley CCG has recently organised a number of listening event sessions and engaged with over 50 organisations across the Dudley borough. HWD and Lorna Prescott (LP), Development Officer at Dudley CVS ran 7 additional sessions with a more collaborative design process that was called ‘Activate’.</p> <p>The Activate sessions provided people with examples of community projects from all around the world. Attendees were asked what keeps and hinders them from being well, healthy and cared for. From people’s notes on these questions, they then developed a ‘How Might We’ question in order to overcome a challenge that they have come up with themselves. People were then able to design how they would solve this issue within the community. These sessions enabled people to think innovatively about projects utilizing existing community assets.</p> <p>JE showed Board members an example pack of the Activate sessions. JE explained that over 15 projects were developed by attendees and CHADD housing association are now thinking of developing the project they generated.</p> <p>JE and LP presented the approach and projects to the All Together Better Board who gave the approach their full support.</p> <p>Data from both the CCG listening events and Activate sessions are being analysed by Georgia Davis (GD) and Rob Dalziel (RD) at HWD. The findings will go back to Dudley CCG and the All Together Better Partnership Board. The case studies and findings will be shared with other partners in due course.</p> <p>JE stated that other organisations are keen to adopt this approach including West Midlands Police and DWMHT.</p> <p>TH stated that Dudley is a forward thinking borough and this project reflects that.</p>		

<p>KG asked whether these packs are being promoted through HWD. JE said that they are available through Open Source and the All Together Better website.</p> <p>JE believes that the Activate packs can also be used in future work that Dudley CVS and HWD are involved with such as a new Respiratory Project. This project is aimed at co-designing non clinically led activities that support people with COPD in a community setting.</p> <p><b>Plans from All Together Better Vanguard</b>  JE gave an overview of the All Together Better Vanguard and development of the Multispeciality Community Provider (MCP) in Dudley.</p> <p>KG informed Board members that she recently attended a CCG engagement event on the MCP and was asked to be on the project board for the specification of the new provider. As a HWD representative, KG will make sure the voices of local people are heard.</p> <p>PB asked KG if the MCP were looking at developing a new organisational format to which KG said they were.</p> <p>JE explained that meetings are currently taking place to determine what services go into the MCP. It is anticipated that Learning Disabilities, some Adult Social Care services, Mental Health services and Locality Link Workers will be part of the MCP.</p> <p>JE explained that the CCG are meeting with existing providers to explain the new models of care. Paul Maubach is coming to talk to the voluntary sector about the new models of care in June 2016. At the CCG Board on the 14<sup>th</sup> July a decision will be made on the procurement process.</p> <p>TH expressed concern that local healthcare organisations won't have the right funding to take on a project of this scale and felt that it would be a large healthcare company that did not know the values of the local people coming on board.</p> <p>MB furthered this by saying that setting up a consortium usually takes years with market development. 9 months is not enough for this new model of care.</p>		
<p>PB mentioned that HWD Board would want the HWD Priorities electronically so all board members could have a copy. JE to circulate for comments.</p> <p>KG questioned whether there would be a capacity issue as there is so much HWD are going to do over the next 2 years. PB asked JE about level of confidence to do this. JE replied that there was a high level. HWD team will be focusing on the new priorities and evidencing the difference</p>	JE	Complete





<p><b>6. Questions from the public</b> There were no members of the public present at the meeting.</p>		
<p><b>7. Any Other Business</b> JJ asked about the doctors strike and if there was any news on this from PB or JE. JE replied that RHH have informed us that some people were going to have second appointments cancelled. JE was readily available and prepared to capture people's experiences and concerns but to date nothing had been received.</p>		
<p>JE mentioned that there is a HWE conference in Nottingham on the 9<sup>th</sup> and 10<sup>th</sup> of June. There is an opportunity for 2 people to go from LHW's and 1 volunteer on each day. JE asked if anyone was interested in going as there would be workshops and networking with other LHW's. JE explained that HWD team need to know by Monday if any board members would like to go.  Board members to follow up with email to JE.</p>	Board members	Complete
<p><b>Maternity Services</b> PB updated Healthwatch Dudley is part of a Quality Improvement Board to review maternity services at Russells Hall Hospital.  PB said that an update would be provided at the next meeting.</p>	PB/JE	Next Meeting
<p>JE to check whether local account has been published.</p>	JE	Complete
<p><b>7. Date of next meeting</b> The date and venue of the next meeting will be advised.</p>	DA	