



## Healthwatch Dudley Board Meeting in Public

Tuesday, 26 July 2016, 6.00 pm

Kingswinford Community Centre, High Street, Kingswinford

### Attendees

Name
Sally Huband - SH (acting Chair)
Jayne Emery - JE (Chief Officer)
Karen Bridgewater - KB
Karen Garry - KG
Tom Hayden - TH
Bill Weston - BW
Joseph Janjua - JJ
Maria Bailey - MB
<b>Apologies</b>
Pam Bradbury - PB (Chair)
<b>In attendance</b>
Deb Attwood (notes)

### Notes

Discussion	Action	Deadline
<b>1. Welcome/apologies</b>  SH welcomed everyone to the Healthwatch Dudley Board (HWD) meeting in the absence of PB.  There were no members of the public present to observe proceedings.		
<b>2. Meeting notes, matters arising and actions from last meeting</b>  <b>Community Information Points (CIP)</b>  JE updated that DA would be taking over all administration in respect of the CIP training to ensure outcomes were captured.  JE gave a verbal update on CIPs (enclosed). DA will be having discussions with champions which will help identify themes and gaps in service. Lots		

<p>of good feedback is received following each training session.</p> <p>HWD aim to provide champions with information about Multi-Speciality Community Provider (MCP). MB agreed that people enjoy being able to increase their knowledge.</p> <p>MB also commented that lots of organisations are already doing their own monitoring, including outcomes. KG suggested that perhaps those organisations would be willing to share some information with HWD which may also include how they came into contact with their clients. HWD should also be capturing how callers heard about HWD.</p> <p>BW said he would like information points advertised within the health services as it took a long time to receive support for CIPs in his GP surgery. JE commented that it is the choice of each individual practice whether they have a Community Information Point and the CCG cannot force them to do it.</p>		
<p><b>Young Health Champion Project - recruitment process</b></p> <p>A Young Health Champion Project Co-ordinator has successfully been recruited and starts in September. Steering group meetings are planned to identify how this work can link in with Healthwatch. The post has been employed via Dudley Council for Voluntary Service (DCVS) and will be line managed by JE. The co-ordinator will be able to provide feedback and opportunities to link in with schools and youth groups in line with HWD priorities.</p>		
<p><b>Young People as Board Members</b></p> <p>JE recently attended a meeting with Tony Oakman (TO) and enquired if any Looked After Children (LAC) may be interested in becoming a HWD board member and this will be followed up. The existing board member and youth health champion role descriptions will be used to develop a suitable role description for a young board member. An application and interview process will be followed.</p>		
<p><b>MERIT Vanguard</b></p> <p>JE updated that a meeting has recently been held with Dudley &amp; Walsall Mental Health Trust (DWMHT). MERIT partners are currently re-evaluating the priorities due to the funding allocated to the Vanguard. Partners are keen to engage with local Healthwatch but until the priorities have been agreed, our joint project is on hold. JE will provide further updates.</p>		
<p><b>CQC Inspection - Quality Summit</b></p> <p>JE recently attended the Quality Summit where the CQC were very supportive of D&amp;WMHT. 25 areas were rated as good, whilst only five required improvement which is a good result for the Trust. The interim Chief Executive, Mark Axcell (MA) has proved to be very successful in the role.</p>		

<p>MB asked how HWD would be aware if there were shortcomings in terms of D&amp;WMHT services. JE responded that feedback from the People's Network event earlier in the year were fed back to the Trust who had been responsive. The CCG and the Trust are re-designing their Crisis service which was an opportunity for HWD to speak to people for their views on the proposed new service. The proposal has been discussed and further development for the new Crisis service will be discussed at the next meeting with the Trust.</p>		
<p><b>New Models of Care/Activate/All Together Better</b>  KG enquired about the progress of the All Together Better report. JE said that the report was awaiting sign-off and a decision as to where the report should be circulated afterwards. Some of the projects put forward would then be put into action via Lorna Prescott.</p>		
<p><b>Healthwatch Contract/CVS</b>  At the last meeting, PB mentioned how some local Healthwatch are now operating independently from their original CVS host organisations.   JE and PB have now met with Andy Gray (AG). CVS are still supporting HWD as a project and encouraged HWD to submit a tender next year. CVS will also provide some resources to support the tendering process when the time comes. JE commented that there are significant advantages to being part of CVS.   KG added that HWD would have to look at the tender in line with the West Midlands Combined Authority.</p>		
<p><b>Maternity Services</b>  JE provided background to the item in the press recently about maternity services at Dudley Group of Hospitals. A Quality Improvement Board has been established and HWD attend.   In response to a question by JJ, JE replied that it was unclear at present whether staff shortages was a factor. PB and JE will provide further updates.</p>		
<p><b>3. Update, Strategy and Priorities</b>  <b>Black Country Sustainability &amp; Transformation Plan</b>  JE provided an update on the STP process and informed Board Members that HWD are sitting on the STP Operating Group on behalf of local Healthwatch colleagues. JE will provide further details when they are available.</p>		
<p><b>West Midlands Combined Authority</b>  Cllr Pete Lowe to be invited to a future meeting.</p>	MB	
<p><b>Voluntary and Community Sector - changing landscape</b>  A number of budget cuts are set to take effect from the end of September</p>		

<p>2016 affecting many voluntary organisations. The subject of cuts had been raised earlier in 2016, however, the organisations affected have only been given specific details of the cuts affecting them a few weeks ago. As a result, a number of staff from affected organisations will be on notice of redundancy.</p> <p>HWD are interested in the impact on people's lives and will be capturing views and experiences from day centre attendees and staff/volunteers at The Beacon and Age UK and sharing with partners. Other organisations affected include are the Alzheimer's Society, Stourbridge Age Concern, White House Cancer Support and Chadd.</p> <p>The cuts have been challenged at the Health &amp; Wellbeing Board (HWB) by AG and JE. Other organisations, including D&amp;WMHT, were also unaware of the cuts within the voluntary sector.</p>	
<p><b>Multi-speciality Community Provider (MCP)</b>  KG and JE gave an update on the MCP. SH said that HWD have representatives on some of the MCP groups and are encouraging people to take part in the public consultation currently underway.</p> <p>KG and JE will provide regular updates on the MCP.</p>	
<p><b>4. Project Proposal - Vulnerability</b>  MB and TH presented the paper which was discussed amongst the Board.  BW asked if carers would be able to complete the survey which was noted by TH.  The list of suggested partner organisations was discussed and added to. KB suggested adding Street Pastors to the list.  KG queried what the purpose of the survey would be. TH replied that information was needed about the quality of access to services and any barriers for people with multiple vulnerabilities.  MG added that the target audience for completion of the survey needed to be very specific. KG replied that Changing Lives would be a good contact.  KG raised a query about data sharing and that there may be other organisations who would be interested in the survey if the information gathered could be of use to them. Organisations not wanting to be involved could be made aware of the benefit of being involved in any changes.  JE agreed to liaise with Rob Dalziel (RD) about the proposal and provide feedback. JE will also speak to Caroline Brunt in order to avoid any overlap with the document recently produced by the CCG.</p>	JE

SH thanked MB and TH for taking the lead on the proposal.		
<b>5. Contract Meeting update</b> The HWD quarterly report was provided to the commissioners and discussed at the contract meeting. There was nothing significant to report.		
<b>6. Accounts Update</b> KG queried the postage and telephone costs. JE replied that this was a normal amount of expenditure and not a cause for alarm.		
<b>7. Questions from the public</b> There were no members of the public present at the meeting.		
<b>8. Any Other Business</b> Several Board members expressed the wish to have a social event. DA to find out preferences and organise.	DA	
<b>9. Date of Next Meeting</b> It was agreed that the next meeting should take place in September. Dates will be circulated via Doodlepoll.	DA	