



**Healthwatch Dudley
Board Meeting in Public**

Tuesday, 22 November 2016 at 6.00 pm
Norton Community Centre, Stourbridge

Attendees

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

Notes

Discussion	Action	Deadline
<p>1. Welcome/apologies</p> <p>PB welcomed everyone to the Healthwatch Dudley (HWD) Board meeting.</p> <p>Apologies were received from TH and JJ.</p> <p>There were no members of the public present to observe proceedings.</p>		
<p>2. Meeting notes, matters arising and actions from last meeting</p> <p>SH referred to Page 3 of the notes from the previous meeting (Healthwatch Contract/CVS) and confirmed that DCVS are happy to support HWD moving forward. PB added that Andy Gray is fully supportive of HWD being independent from DCVS, however, the decision rests with HWD Board members.</p>		

<p>3. Update, Strategy and Priorities</p> <p>Black Country Sustainability & Transformation Plan (STP) JE represents Black Country and Birmingham Healthwatch at the STP meetings. JE circulated a copy of a document issued on 21 November 2016 and provided a verbal update as below.</p> <p>Engagement events will commence on 6 December 2016 at the Bethel Convention Centre, West Bromwich and move across the wider Black Country.</p> <p>A Communications & Engagement Strategy Group is in place and the role of HW is to ensure that people are engaged with throughout the process.</p> <p>PB added that the STP will help progress the NHS Five Year Forward View. For example, the Multi-speciality Community Provider (MCP) model in Dudley could be adapted in other regions if the STP think it is a good idea.</p> <p>MB commented that the value of community engagement events should be of prime importance. JE responded that HWD would use existing contacts to network and engage with people.</p> <p>After further discussion, it was agreed that Cllr Pete Lowe (Agenda Item 7) could be asked about how he is engaging with people about the STP.</p>		
<p>Multi-speciality Community Providers (MCP) KG provided an update of progress with the MCP. It has been recognised that timescales and the deadline for going live were ambitious. Dates have now been pushed back to allow for the Integrated Support & Assurance Process. The contract is worth £245 million a year.</p> <p>KG outlined the overall aim of there being one provider with a reduced number of sub-contractors. The situation is quite complicated and depends on the buy-in/involvement of GPs.</p> <p>KG has been providing input as HWD Board member to ensure proper engagement is included within the scope and has been given the opportunity to comment on documents and frameworks.</p> <p>Dudley CCG have clear values and recognise the need to involve local people in discussions. This is being written into the prospectus.</p> <p>KG will keep JE updated in terms of progress and will step back at the procurement stage.</p> <p>PB thanked KG for her work in relation to MCP.</p>		

<p>Quality Improvement Board</p> <p>JE outlined the role of the multi-agency board which was set up as part of a serious incidents review to look at 25 cases on the maternity ward of Russells Hall Hospital (RHH). Agencies on the board include NHS England, Care Quality Commission (CQC), Dudley Group and the Clinical Commissioning Group (CCG).</p> <p>As part of the review, meetings were offered with families concerned, some of which led to legal proceedings. Healthwatch were prepared with press statements in case of enquiries from members of the public, however, no enquiries were made. The investigation has now ended and a report is being produced. Healthwatch will be given the opportunity to review the report before it is published.</p> <p>PB commented that it was clear that proper root cause analysis was not being carried out in the past and there was little evidence of any learning from incidents. The Board have been given assurance that new systems and processes have now been put in place as well as additional staff training. In light of this, the board will now withdraw.</p> <p>At the end of the exercise, Dudley Group appeared to be more open to involvement with other agencies and the report is now awaited.</p> <p>JE added that Healthwatch intend to conduct engagement in the maternity wing at RHH in the future to capture experiences and highlight any concerns.</p>		
<p>4. Vulnerability Project Update</p> <p>MB provided an update and outlined the definition of complex needs.</p> <p>MB said she had sought assurance that the project would add value which JE has confirmed.</p> <p>The research questionnaire is under development, however, Rob Dalziel (RD) has also recommended that real life stories are captured as well. It has been agreed that a short survey will be conducted, following which individuals will be identified and asked to participate in case studies. This will involve building trust with people as some may not be proud of their past. It was therefore suggested that Healthwatch would work with known service users where possible.</p> <p>MB will email the Board to clarify the aims of the survey and will also seek comments on the design of the questionnaire and guidance notes.</p> <p>The project will concentrate mainly on people over the age of 18. However, consideration will be given to include Child & Adolescent Mental Health service users due to the fact that some young people start drug or alcohol use before the age of 18.</p>	<p>MB</p>	

<p>5. Contract Meeting Update PB provided an update on the recent Healthwatch contract meeting with commissioners from the local authority.</p> <p>Commissioners were happy with the quarterly report overall.</p> <p>Good feedback on the quarterly report was received from Board members. The next report will include an update on the MCP.</p> <p>PB said that there were a lot of changes ahead and it was important for Healthwatch to keep vigilant and responsive.</p>		
<p>6. Accounts Update SH referred to the Income & Expenditure and Updated Budget which had been amended in view of the fact that Georgia Davis (GD) Healthwatch had moved to work with Integrated Plus in August.</p> <p>A discussion followed about whether to replace GD with another member of staff. JE pointed out that the size of the team had grown since inception by using the income generated through several commissioned projects. GD was recruited to help support RD, however, it became apparent that only part-time support was needed. GD was therefore provided with a range of opportunities to support the team in other ways which increased her experience. JE concluded that if any changes within the team were to be made, it was likely that additional engagement support may be sought.</p> <p>MB enquired if JE needed any support within her role, such as a PA. JE advised that DA currently provides support in relation to representing her at several meetings and assistance in other areas.</p> <p>SH commented that whilst the team all had their own specialities, they were good at multi-tasking and developing opportunities.</p> <p>KG queried why there had not been any income generation this year so far. JE replied that the changing landscape had affected the opportunities for commissioned work.</p> <p>JE commented that Healthwatch had been able to keep costs to a minimum in terms of room hire and also that rent and repairs had reduced as she was able to secure a 50% reduction. PB added that there was a considerable benefit to Dudley CVS hosting Healthwatch whilst at the same time being able to retain independence. Having smaller overheads will help put Healthwatch in a strong position when going out to re-tender.</p> <p>JE informed the Board about the role of Faye Hall, whose role is hosted and managed by JE but funded by Dudley CCG and Dudley Office of Public Health. Faye will be working with young people to develop the Dudley</p>		

Young Health Champions Network.		
<p>7. Update from Cllr Pete Lowe, Leader of Dudley MBC Unfortunately, due to unforeseen circumstances, Cllr Lowe was not able to attend the meeting. Cllr Lowe will be extended an invitation to the next Board meeting in January 2017.</p> <p>In the meantime, PB asked the Board to submit questions to DA/JE which would be forwarded to Cllr Lowe and responses circulated.</p>	All	
<p>8. Questions from the public There were no members of the public present.</p>		
<p>9. Any Other Business DA reminded everyone that there will be a festive drop-in at dy1, Stafford Street, Dudley for Board members and volunteers between 10 am and 12 noon.</p>		
<p>10. Close and date of next meeting The next meeting will be held on Tuesday, 24 January 2017 - venue to be confirmed.</p>		