



## Healthwatch Dudley Board Meeting in Public

Tuesday, 24 January 2017 at 6.00 pm  
Savoy Centre, Northfield Rd, Netherton, DY2 9ES

### 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
Joseph Janjua - JJ
Tom Hayden - TH
<b>Apologies</b>
No apologies
<b>In attendance</b>
Cllr Rachel Harris
Deb Attwood (notes)

### Notes

Discussion	Action	Deadline
<p><b>1. Welcome/apologies</b></p> <p>PB welcomed everyone to the Healthwatch Dudley (HWD) Board meeting. Introductions were made around the room. PB welcomed Cllr Harris to the meeting who was representing Cllr Lowe who had been invited to update the Board on the developments within the West Midlands Combined Authority.</p> <p>Cllr RH informed the Board that she had been a councillor for 21 years and Chair of the Health &amp; Wellbeing Board for the past two years.</p> <p>Cllr RH said it was a pleasure to be invited to the meeting and was pleased that HWD were contracted for another two years. Cllr RH congratulated the Board and team and said HWD were an exemplar model</p>		

<p>of how a HW should be run.</p> <p>There were no members of the public present to observe proceedings.</p>		
<p><b>2. Meeting notes, matters arising and actions from last meeting</b></p> <p>PB referred to Page 1 of the notes from the previous meeting and asked the Board to confirm whether they felt HWD should remain under the umbrella of Dudley CVS when the contract is tendered for renewal. PB said this approach has been supported by DCVS and previous meeting notes. The Board agreed they would want HWD to remain under the leadership of Dudley CVS moving forward due to the advantages of working together.</p>		
<p><b>Vulnerability Project (Pg 3 of previous notes)</b></p> <p>MB provided an update and said she had met with Chris Barron (CB) and Rob Dalziel (RD) before Christmas. The draft questionnaire has been reviewed by RD and is in process of finalisation. MB said she was happy to circulate the draft amongst the Board for comment before agreeing the final copy. MB added the next step would be to conduct a pilot exercise and she was confident that a target group could be provided.</p> <p>PB suggested that the process could be captured in order to develop a methodology for future models.</p>		
<p><b>3. Update, Strategy and Priorities</b></p> <p><b>Black Country Sustainability &amp; Transformation Plan</b></p> <p>JE provided an update on the first engagement event of the STP at the Bethel Convention Centre, West Bromwich where approximately 150 attended. The event consisted of a series of workshops which will be replicated across the Black Country.</p> <p>PB suggested that future STP event dates should be circulated as quickly as possible.</p> <p><b>Multi-Speciality Community Provider</b></p> <p>KG provided an update from her perspective as a community representative.</p> <p>KG attended a market engagement event at the Copthorne Hotel, Dudley last week where over 200 people attended. A list of the organisations represented is on the CCG website and JE will circulate an electronic copy to the Board. KG is under the impression that a dialogue with interested parties will now be taking place.</p> <p>MB commented that the involvement of external contractors could bring about improvements in health and social care and that the CCG were very</p>	<p>JE</p>	

<p>supportive of it.</p> <p>JE reiterated the importance of regular engagement with members of the public as previously outlined. PB stressed that the next consultation event should be very high profile.</p>		
<p><b>4. Update from Cllr Rachel Harris, Cabinet Member for Health &amp; Wellbeing</b></p> <p><b>Cllr RH commented on the questions and responses initially sent to Cllr Pete Lowe as follows:-</b></p> <p><b>Questions for Cllr Pete Lowe</b> As Cllr Lowe was not able to attend the meeting as scheduled on 22 November 2016, the Board subsequently submitted a number of questions which they wished to raise. Cllr Lowe’s responses are as below. Cllr RH added further comments as follows:-</p> <p><b>Q1. If local authority money is going into the MCP ‘pot’, would that mean losing control of funding?</b> Any funding going into the MCP will be signed off by Cabinet in the first instance. The governance model for the MCP (once operational) has not yet been agreed. The Council would be a co-commissioner of the MCP and would therefore expect influence over the quality and outcomes of any Local Authority investment into the MCP and for the MCP to be fully accountable. <b>Comments by Cllr RH</b> Because of standing orders and internal processes, no money goes into the MCP until signed off by Cabinet. Cllr RH said she had concerns about there being a clear and transparent governance system within the MCP and was keeping an eye on the situation.</p> <p><b>Q2. The West Midlands Combined Authority (WMCA) could well decide they only want one Healthwatch - how likely is that?</b> There has been no discussion locally about moving to one Healthwatch; I am not aware it is in the forward plan of the Combined Authority either. <b>Comments by Cllr RH</b> I have not heard any mention of having one Healthwatch and it is not on the WMCA agenda.</p> <p><b>Q3 How are you engaging with the public about the STP?</b> The Council has not formally endorsed the STP and has also flagged concerns to the NHS about the need for significantly improved engagement with the public. <b>Comments by Cllr RH</b> We continue to flag up the need to engage.</p>		

**Q4. Healthwatch Dudley are keen to work more closely with local councillors to ensure collectively we can hear what people are feeling about the health and care system in Dudley - what approach should we take to strengthen these relationships locally.**

Healthwatch Dudley is an important partner in the Health and Wellbeing Board which also includes Cabinet members for Health and Wellbeing, Children and Adult social care. As you may be aware a Board development day is planned to identify priorities and ways of working to ensure the Board is effective. Your contribution to this discussion will be invaluable. You are also invited to attend the Adult and Health Scrutiny Committee to support Committee Members understand the views of the public about the health and care system.

The Council is currently reviewing its approach to community engagement and this includes our Community Forums. It would be useful to include your thoughts about how Healthwatch Dudley can link with Community Forums in that review. I will ask Debs Harkins who is leading this review to contact you.

**Comments by Cllr RH**

A lot of councillors do not understand the role of Healthwatch and it is sometimes difficult to gain their attention as they have their own priorities. People need to be reminded about Healthwatch and continue to raise awareness of its function and the signposting service.

We will give some thought as to how Community Forums can be used when discussing special projects.

**Q5. We understand you are the Chair of the Health and Wellbeing Board of the new WMCA, would it be possible for Healthwatch to be represented at the Board, we would suggest two reps (one from rural and one from urban areas covered), what are your thoughts on this?**

**Comments by Cllr RH**

The Board is still in its early stages and more work is required in conjunction with Public Health England. Representation from Healthwatch on the Board will be borne in mind once things are more settled.

**Q6. What are the realistic prospects for complete integration between Dudley health and social care by 2020? What are the potential barriers?**

There is no specific direction from government about integration other than the requirement for it to happen. The most important aspect of any form of integration is ensuring better outcomes for

<p>local people. In Dudley my Cabinet will scrutinise proposals from the MCP from that perspective; we are committed to working with NHS colleagues and need to be satisfied that statutory duties of care can be achieved safely and effectively.</p> <p><b>Comments by Cllr RH</b> I think we are way ahead in Dudley with services moving towards community hubs. Where and how services and information are accessed will change and is being considered at cabinet level.</p> <p><b>Q7. What arrangements do you foresee for health and social care scrutiny at the WMCA level?</b></p> <p><b>Comments by Cllr RH</b> The council recognises the need to look at scrutiny arrangements.</p>		
<p>Cllr RH summarised by saying that the Health &amp; Wellbeing Board are still in the process of developing a new strategy as all partners are currently focusing on different things.</p> <p>Cllr RH gave the example of the School Crossing Service. Schools now have their own budgets and do not have any money to spend on this. This is now being picked up from within Public Health who will be going out to schools and speaking to parents and children. They will be working together and gathering evidence to link in walking to school to alleviate the obesity crisis as well as aiming to improve air quality by walking to school instead of being driven in by car. If more children walk to school, this may also help to reduce accidents which arise as a result of cars parking close to schools. Public Health would help with planning new routes to schools, air quality measurement and track problems. This is an example of changing the way people work together and improving partnerships.</p> <p>A review of the Health &amp; Wellbeing Board is being conducted, in an effort to reduce the number of meetings and focus on specific areas, namely: Place, Older People, Working Age, Children &amp; Young People.</p> <p>Place - air quality/economic growth Older People - Poverty and quality of life, loneliness and isolation, falls, dementia Working Age - unemployment, mental wellbeing, life expectancy, healthy weight, alcohol Children &amp; Young People - Children in poverty rising</p> <p>Priorities are being worked on.</p> <p>A Board development session is due in March.</p> <p>BW asked how the council justifies where to reduce cuts in spending.</p>		

Cllr RH replied that the council are constantly looking for ways to work differently rather than cut a service and that there are services which are currently provided by the council which are not a statutory service.

Cllr RH gave the example of having two new leisure centres instead of the existing three which are in need of an update and added that the provision of a leisure centre is not a statutory obligation. However, the council recognises the value of leisure centres and are working with Sport England in this respect. Cllr RH assured the Board that no leisure centres will be closed until the two replacements are built and opened.

In terms of Adult Social Care, again the council are trying to work differently and are currently negotiating with care home and care providers who pay the national minimum wage in order to create a stable workforce.

SH asked if any current Dudley social care services are moving into the MCP.

Cllr RH replied that some commissioning changes may be required.

MB commented that the STP appeared to be focused on the NHS services and queried whether there was a missed opportunity to develop outside of hospitals, clinics and GPs. MB asked why community centres were not part of the MCP.

PB commented that the council had a statutory responsibility to care for the health and wellbeing of the population and referred to NHSE's Five Year Forward View which was not evidently being implemented quickly enough, hence the STP was put in place as the vehicle to speed up efficiency and effectiveness in the NHS.

Board members replied that they did not feel the STP was moving quickly enough either and everything was caught up in politics.

KG expressed concern that STP was a real opportunity to reshape health and social care in the borough but did not feel assured.

Cllr RH sought to provide reassurance and commented that the process may be taking a long time because of the importance of getting it right. KG replied that having a councillor present at the meetings now was a good thing.

JE expressed concern about the impact of the recent funding cuts in the voluntary sector, particularly in relation to dementia services with the closure of Roseville as well as the Age UK day centre. JE added that the most vulnerable people will have fewer and fewer services to access.

MB said she could not understand why leisure services were being cut if there is an obesity problem.

<p>PB thanked Cllr RH for attending the meeting.</p>		
<p><b>5. Questions from the public</b> There were no members of the public present</p>		
<p><b>6. Any Other Business</b> KG wanted to congratulate Melissa Guest on the quality and content of the quarterly report.</p> <p>KG enquired if Community Information Champion training could be delivered to councillors. This has been offered out in the past but as yet no-one from the council has booked on to the training.</p> <p>SH added that the quarterly report to CVS Board was well received.</p> <p>JE informed the Board that Lloyds Bank in the Dudley borough are encouraging staff to complete Information Champion training.</p> <p>The CCG have also provided funding for GP reception staff to receive the training over the next calendar year and numerous training dates have been released for the remainder of 2017. This came about as GP surgeries wanted reception staff to be trained as Care Navigators and following conversation, the CCG has commissioned training to be delivered by Healthwatch Dudley. GP reception staff from 46 surgeries will be encouraged to book on to the training and will enable a dedicated number of GP staff to be trained. The funding has been released as part of the Primary Care Forward View.</p> <p>JE outlined that other CCGs are interested in the Community Information Champion model of training, including Wolverhampton CCG.</p> <p>The Making Every Contact Count training (MECC) delivered by Public Health complements the Community Information Champion training and this will be offered as a separate module. In turn, Public Health will encourage staff to become Community Information Champions.</p> <p>JE stated that the Board meeting in April would focus on the priorities for the coming year.</p> <p>PB informed the Board of the new appointments within HW England:-</p> <p>Jane Mordue - Healthwatch England Chair Imelda Redmond - National Director</p>		
<p><b>7. Date of next meeting</b> The next meeting will be held on Tuesday, 4 April at 6.00 pm at dy1, Stafford Street, Dudley.</p>		