



**Healthwatch Dudley  
Board Meeting in Public**

**Tuesday, 12 September 2017 at 6.00 pm**  
Kingswinford Community Centre,  
425 High Street, Kingswinford, DY6 8AP

**Attendees**

| <b>Name</b>                      |
|----------------------------------|
| Pam Bradbury - PB (Chair)        |
| Jayne Emery - JE (Chief Officer) |
| Sally Huband - SH                |
| Karen Garry - KG                 |
| Bill Weston - BW                 |
| Maria Bailey - MB                |
| Joseph Janjua - JJ               |
|                                  |
| <b>Apologies</b>                 |
| Tom Hayden - TH                  |
|                                  |
| <b>Not in attendance</b>         |
| Karen Bridgewater - KB           |
|                                  |
| <b>In attendance</b>             |
| Deb Attwood (notes)              |

**Notes**

| <b>Discussion</b>   | <b>Action</b> | <b>Deadline</b> |
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| <b>1. Welcome/apologies</b><br><br>PB welcomed everyone to the Healthwatch Dudley (HWD) Board meeting.<br><br>There were no members of the public present to observe proceedings. |               |                 |
| <b>2. Meeting notes, matters arising and actions from last meeting</b><br><br>The notes from the previous meeting were taken as read and agreed.                                  |               |                 |

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| <p><b>Outstanding actions</b><br/> JE informed the Board that other actions would be covered within the Agenda. JE added that she and Chris Barron (CB) had visited Saltbrook place and a verbal update on the vulnerability questionnaire would follow.</p> <p>All actions now closed.</p>  |  |  |
| <p>KG enquired whether any information was yet available to demonstrate the effectiveness of the Community Information Champion training and if there was any update on the work being done by Faye Hall (FH) with regards to High Arcal School.</p> <p>JE replied that information would be included within Item 3 of the Agenda.</p> <p>BW also said he would like to discuss the waiting list for the new Falls Clinic which currently stands at 22 weeks. To be discussed under Any Other Business.</p>  |  |  |
| <p><b>3. Update on Activities</b><br/> JE advised that the next quarterly report is due in October which will contain further details about activities over the last three months.</p> <p>JE confirmed that the HWD priorities remained the same as the last year, namely New Models of Care, Children &amp; Young People and Mental Health.</p>   |  |  |
| <p><b>3a. New Models of Care</b><br/> JE provided an update on new models of care and said it may be several months before the contract is finalised.</p> <p>KG has a seat on the project board regarding the development of the Multi-speciality Community Provider (MCP). Following the procurement process, two interested parties submitted a PQQ (Pre-Qualification Questionnaire). One was Virgin Healthcare and the other consisted of Birmingham Community Healthcare NHS Trust (BCH) with Dudley &amp; Walsall Mental Health Trust (DWMHT), Black Country Partnership NHS Foundation Trust (BCPFT), Dudley Group NHS Foundation Trust (DG) and a number of GPs (although not all GPs in Dudley borough), thus forming a consortium. BCH are the lead organisation.</p> <p>The final phase of the acquisition process by BCH of DWMHT and BCPFT has been delayed and it is anticipated that it will be completed by December 2017. A name for the new organisation is yet to be decided.</p> <p>KG will attend the next MCP project board meeting to obtain an update and if a conflict of interest is identified, will step out of the meetings.</p> <p>The Board agreed that Dudley Clinical Commissioning Group's (CCG)</p> |  |  |

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| <p>engagement activity in relation to the public had been very good. The CCG also very much valued the input from HWD.</p> <p>SH queried the future relationship between HWD and the MCP. JE responded that some existing relationships would be able to continue, however, many new relationships may also have to be formed.</p> <p>PB commented that whilst HWD had a good relationship with BCH, Tracey Taylor, Chief Executive, was due to leave the organisation, so there were changes afoot and more relationships to build. PB was hopeful that the culture embedded by the current Chief Executive would continue after Tracey Taylor has left the organisation.</p> <p>JE updated the board about a new Partnership Board workstream called People in the Lead and said that the Community Information Point training was an important aspect.</p> <p>JE discussed the funding which had been received from the CCG as part of the GP Five Year Forward View to expand the Community Information Point network in order that GP practice staff can be trained in active signposting.</p> <p>In order to accommodate the increased number of individuals to be trained, DA has had a temporary change in role until March 2018 and has taken on responsibility for delivering the training. DA's job description has been amended to retain elements of her previous role, with some administrative aspects being taken over by Sarah Hill (SH). SH was successful at interview for the role of Support Officer until March 2018 and commenced at the beginning of August 2017. SH has taken over the majority of administrative duties for the HWD team previously performed by DA and is also accompanying DA to support delivery of training sessions.</p> <p>It is envisaged that the extra support provided by SH will enable DA to arrange networking events and produce information to demonstrate the effectiveness and outcomes of the training.</p> <p>DA added that in addition to the existing training which is delivered in two sessions of three hours each, shorter 'taster' training sessions are also being developed to deliver to GP practice staff.</p> <p>Further discussion took place about the ways in which the effectiveness of the Community Information Point training could be measured. Board members were encouraged to email suggestions to DA.</p> | <p>All</p> |  |
| <p><b>3b. Children &amp; Young People</b><br/> JE and PB provided an update on their involvement with the Quality Improvement Board regarding maternity services at Dudley Group.</p>  |            |  |

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| <p><b>Neglect Strategy</b></p> <p>A Neglect Strategy has been developed to ensure that all partners are committed to preventing and reducing child neglect in Dudley. Healthwatch Dudley has been working with colleagues from Dudley Public Health and Dudley CVS to create a project that will help to develop a common understanding of what neglect is.</p> <p>Time will be invested in upskilling local people (including young people) in a variety of recognised community development tools (including participatory appraisal and appreciative inquiry) in order to gain a greater understanding of what neglect is and means to the people of Dudley.</p> <p>Training dates have been provisionally agreed to take place between October and December and a week of action is currently being planned.</p> <p>The Board agreed that FH should attend the next Board meeting to provide a full update on the work she is doing with the young health champions.</p> <p><b>Action: DA to invite FH to next Board meeting</b></p> <p><b>Adult Safeguarding Board Communications &amp; Engagement sub group</b><br/> JE provided an update on the Adult Safeguarding Board Communications &amp; Engagement sub group which HWD are leading on. Three meetings have taken place with communication and engagement colleagues from partner organisations in order to look at opportunities to work together, involve local people and share important messages in a more joined up way.</p> <p>The meeting in July was a really engaging session with lots of ideas for joint collaboration. It was a practical session too with a 'mystery shop' of the Access Team number that has already resulted in a positive change to the order of options available and wording to make reporting a simpler process.</p> <p>In addition, JE outlined how a reference group of local people with a wide range of health and wellbeing experiences has been established to sound-check posters and leaflets aimed at the public and to support the work of the Board. The group have provided valuable feedback on the Dudley Council leaflet titled, "What happens after abuse is reported" and helped to develop a safeguarding newsletter guide.</p> | <p>DA</p> |  |
| <p><b>4. Accounts Update</b><br/> SH presented and discussed the accounts update (Encs 1, 2 and 3).</p> <p>MB sought clarification on the commissioned projects and asked if more explanation could be provided within the accounts moving forward by way of some narrative. JE said she would liaise with Graham Jones (Treasurer</p>   |           |  |

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| <p>- Dudley CVS) about this.<br/> <b>Action: JE to discuss with GMJ about providing narrative with accounts</b></p> <p>JE provided a breakdown of the commissioned work.</p> <p>KG enquired about how any surplus funds generated by commission work was used. JE replied that any surplus funds are used to maintain staffing levels or to increase the size of the team.</p> <p>JE provided assurance that a robust process is followed when HWD bid for any commissioned work to ensure it links in with HWD priorities.</p> <p>PB clarified that SH was the finance lead for HWD, being a Director of Dudley CVS, and that she provided assurance to the Board.</p> <p>KG enquired about the sum set aside for staff training, whether the sum was adequate and if staff attended many training opportunities. JE replied that staff are aware they can access training at any time and this is discussed amongst the team.</p> | <p>JE</p> |  |
| <p><b>5. Contract Update</b><br/> The HWD contract expires on 31 March 2018. Dudley CVS are still waiting for clarification on the future of the contract from Dudley MBC.</p>  |           |  |
| <p><b>7. Role and responsibility of Board</b><br/> PB explained that each Board member's term of office would cease when the HWD contract expired on 31 March 2018.</p> <p>PB said that in preparation for April 2018, the Board needed to refresh, which included the position of Chair. PB added that HWE were also recruiting new Board members.</p> <p>PB encouraged everyone to re-apply for their seats on the Board of HWD and said there was no minimum or maximum number of members. The criteria for Board members will be reviewed and consideration given to the roles and responsibilities.</p> <p>After further discussion, it was agreed that SH would speak to Andy Gray (AG), Chief Executive of Dudley CVS about starting the recruitment process for HWD Board members post March 2018.<br/> <b>Action: SH to speak to AG about recruitment of HWD Board members</b></p>   | <p>SH</p> |  |
| <p><b>8. Any Other Business</b><br/> BW raised concern that the waiting list for an appointment with the new Falls Service currently stands at 22 weeks when previously it was six weeks. Other Board members agreed this was not acceptable, as the service links in with the discussion with Debs Harkins at the meeting on 4 April 2017 about early intervention following a first fall.</p>   |           |  |

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| <p>BW also expressed concern about the fact that the Falls Service has undergone a re-design without apparent consultation with service users. JE acknowledged this and said she would discuss with Public Health.<br/> <b>Action: JE to raise 22 week wait for Falls Service with Public Health</b></p>   | <p>JE</p> |  |
| <p>MB thanked JE and CB for attending Saltbrook Place. MB has since spoken to the manager at Saltbrook Place and confirmed there are no other issues but that lines of communication are open.</p> <p>MB added that there had been an incident at The Limes Surgery in Lye, when the GP allegedly informed the customer if they were living at Saltbrook Place he needed to 'watch his back'. MB said neither the customer nor she knew what exactly what the GP meant by that.</p> <p>A member of Saltbrook Place is working with the client concerned who has made a formal complaint. MB said she would like the GP in question to go and visit Saltbrook Place and will keep the Board updated. JE said she would also raise the incident at the CCG Quality &amp; Safety Committee meeting.<br/> <b>Action: JE to raise incident at Saltbrook Place at CCG Quality &amp; Safety Committee</b></p> | <p>JE</p> |  |
| <p>SH informed the Board that work on the Urgent Care Centre (UCC) at Russells Hall Hospital (RHH) has been delayed due to the discovery of a mineshaft underneath the site. It may therefore be early December before the new UCC is open.</p> <p>JE said she would be attending an onsite meeting on 22 September to look at the temporary UCC building.</p>   |           |  |
| <p>KG asked if HWD had links with Black Country Radio as this may be a way of gathering information from the public about common themes. The suggestion was made that HWD could have a regular slot to encourage members of the public to find out about HWD and the signposting function.</p>   |           |  |
| <p>JE and MB provided an update on the Vulnerability Project which is being done in conjunction with TH.</p> <p>The questionnaire survey has been piloted and subsequently amended. A list of organisations is now being compiled to identify who to invite to take part in the survey. The aim is to have 100 completed surveys.</p> <p>A further update will follow at the next Board meeting.</p>   |           |  |
| <p><b>9. Date of next meeting</b><br/> It was agreed that the next meeting should take place within 6-8 weeks - date and venue to be confirmed.</p>  |           |  |

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