



## Healthwatch Bath and North East Somerset Executive Board

4 September 2018

Carers' Centre, Bath

### Present

Roger Tippings	Healthwatch B&NES volunteer lead – Quality and Enter and View
Ann Harding	Healthwatch B&NES – link volunteer for Virgin Care
Nick Ramsey	Healthwatch B&NES - link volunteer for Avon and Wiltshire Mental Health Partnership NHS Trust (AWP)
Susan Thompson	SEAP Health Advocate
Alex Francis	Healthwatch B&NES Manager, The Care Forum
Pat Foster	Healthwatch B&NES Volunteer Support Officer, The Care Forum

### Apologies

Diana Hall Hall	Healthwatch B&NES – link volunteer for the Royal United Hospital (RUH)
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### 1) Welcome, introductions and apologies

Alex Francis welcomed everyone to the meeting of Healthwatch and thanked them for coming. This Executive Board meeting is a meeting in public and the minutes will be on the Healthwatch website. Alex confirmed the intention that Executive Board meetings would be held at the Carers Centre or another nearby venue, and Open (public) meetings will be held at various venues, days and times across the Bath and North East Somerset area.

### 2) Agree and review minutes of last meeting

The minutes of the 10 July 2018 meeting were agreed as an accurate record of the meeting.

### Matters arising:

- Pat has advertised the Lead for Children and Young People through Children's Centres and has offered to talk to staff and parents about Healthwatch
- Alex has met Jon Poole, the current Healthwatch commissioner, to discuss work plan priorities, as yet the Council has not received the Local Reform and Communities Voices Grant so Healthwatch is still awaiting the c. £40k additional funding from this grant.

- Alex has now met with Daisy Picking at BaNES Clinical Commissioning Group and Natalie Steadman at B&NES Council to discuss strategic priorities and the Healthwatch work plan
- Alex to follow up with Claire Abrahams on CAMHS and feedback from Parents/ Carers regarding transition. Alex has looked through the AWP strategy to identify inpatient services, where it states they will protect standalone units
- Pat has given the Quality Account for each relevant NHS Trust to the link volunteers for their information. Still need to find out how Ann the link volunteer for Virgin Care can engage **ACTION: Pat to contact Martha Cox**
- Nick is attending the AWP Annual General Meeting and Pat will contact Julie Musk about how Nick can become more involved in attending patient/ public meetings **ACTION: Pat**
- Susan will feedback following her colleagues attendance at the NHS England meeting on complaints when the notes from the meeting arrive **ACTION: Susan**

### **3) Sign off the Healthwatch B&NES Terms of Reference**

Susan asked for a couple of tweaks to the role description for advocacy, so that this role does not include decision making. The advocacy rep will not contribute to the sign off of the Healthwatch Annual Report or take part in decisions about funding and the community pot. The sign off was agreed and Alex will make the changes and add the Terms of Reference to the Healthwatch website

**ACTION: Alex to make the changes to put the Terms of Reference on the website**

**ACTION: Susan to send Alex her amendments to the advocacy role description**

### **4) Draft Healthwatch Work Plan 2018 / 19**

Following on from the Open Meeting held on 4 July 2018, where comments and concerns were raised regarding prescriptions, patient transport and direct payments. These questions have been sent to the Clinical Commissioning Group (CCG) and Alex will be following up on these when she meets with Daisy Picking in mid-September. Roger asked that a short email be sent to all those who attended the Open meeting to explain what is happening re the issues raised. **ACTION: Alex**

Alex presented a draft work plan that sets out The Care Forum's objectives, the Healthwatch Bath and North East Somerset contract performance measures and the core functions of Healthwatch. The work plan has four topics:

1. Non-emergency patient transport services
2. Prescriptions and prescribing policies – with two projects
3. The three conversations – a new approach to social work
4. Sustainability and Transformation Partnership

Each topic has been broken down into one or two projects with aims, activity, dates to be completed by who and when, who the target audience will be and the outputs and outcomes.

**ACTION: As this was presented at the meeting Pat will tape this for Roger**

Discussion took place about the topics:

- **Non-emergency Patient Transport** - there are things we need to know from the CCG, such as timing of the new contract, and if/ when involvement of patients and the public has or will take place.
- **Prescriptions and prescribing policies** – Pat said that NHS England brought out the consultation on guidance for CCGs in December 2017, which identifies the reduction of NHS spending for treating conditions that are self-limiting, or which lend themselves to self-care. The guidance lists 35 minor ailments and self-limiting conditions suitable for self-care. Susan suggested asking the CCG for their prescribing practice policy.
- **Three Conversations (3Cs)** - Alex explained that Three Conversations in B&NES is a phased roll-out rather than a pilot. Based on feedback received from a small number of clients, Susan suggested that the approach may not working for all vulnerable groups, for example some people with mental health needs.
- **Sustainability and Transformation Partnership (STP)** – Alex has met Dominic Hall the new STP Communications and Engagement Manager to discuss how work around the STP will continue to be shared and publicised with the public and other stakeholders, such as the voluntary sector.

The work plan has no enter and view planned in at present. Alex suggested meeting with Roger to discuss how enter and view can be undertaken. In Healthwatch South Gloucestershire the enter and view emphasis is changing so that volunteers can go out into the community to hear from people about health and care topics, rather than just speaking to people during formal visits.

Pat asked if the link volunteers working to follow up on the NHS Trusts' Quality Account priorities for 2018/19 could be part of the work plan.

Need to add into the work plan how new topics can be included following Open Meetings and how (when Healthwatch gets the funding) the Executive group will be agreeing and reviewing the outcomes for Community Pot funds given to voluntary and community sector organisations to deliver projects. **ACTION: Alex to send around the final criteria papers for Healthwatch Community Pot funding / Pat to tape for Roger**

## 5) Update from volunteers:

- Ann said that the Virgin Care Citizens Panel meeting due to happen on 31 July was cancelled. Ann had been to a meeting to assess the functionality of the Virgin Care website, which needs to be both user friendly and accessible.
- Susan explained that Seap are also trying to get a meeting set up with Virgin Care. Susan is attending the Inter-agency meeting in Midsomer Norton on 12 September and will take Healthwatch leaflets. Susan is also attending the 3SG (Third Sector Group) meeting on the 19 September.
- Nick had attended the Healthwatch engagement day set up by the South West Ambulance Service NHS Foundation Trust (SWASFT) to represent Healthwatch Bath and North East Somerset. The SWASFT service covers 13 Healthwatch areas and nine Healthwatch were represented at the meeting. Nick explained that there is an operations unit in East Bristol that he would like to visit. Nick will be attending the AWP AGM on 13 September.
- Roger is just getting back into volunteering after his break, but would like to attend The Care Forum AGM where Kirsty Matthews, Managing Director of Virgin Care, will be speaking. **ACTION: Pat to book Roger a taxi for Wed 12 September for the AGM and contact Diana to ask if she would like to share the taxi.**
- Pat said that she is meeting with two new volunteers and has completed the induction with one new volunteer who would like to now take enter and view training.

Alex explained that the Dementia Alliance are holding a Quiz night on Tuesday 25 September at the Pavilion in Bath and that we should enter a Healthwatch team and have a night out. The cost is £10 for the quiz with a ploughman's supper included. Ann, Nick and Susan are going to join Pat, Alex and hopefully Diana. **ACTION: Pat to re-advertise the event.**

## Date of the Healthwatch Executive Board meetings:

Thursday 6 December 2018 10 – 12.00 venue to be confirmed.

Wednesday 6 February 2019 2 – 4pm venue to be confirmed

**The next Open Meeting will be end October – Mid November 2018**