



**Healthwatch Bath and North East Somerset Executive Board  
Saltford Hall, Bath  
6.12.2018**

**Present**

Roger Tippings	Healthwatch B&NES volunteer lead – Quality and Enter and View
Ann Harding	Healthwatch B&NES – link volunteer for Virgin Care
Diana Hall Hall	Healthwatch B&NES – link volunteer for the Royal United Hospital (RUH)
Nick Ramsey	Healthwatch B&NES - link volunteer for Avon and Wiltshire Mental Health Partnership NHS Trust (AWP)
Alex Francis	Healthwatch B&NES Manager, The Care Forum
Pat Foster	Healthwatch B&NES Volunteer Support Officer, The Care Forum

**Apologies**

Susan Thompson SEAP Health Advocate

**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.

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

The minutes of the 4 September 2018 meeting were agreed as an accurate record of the meeting.

**Matters arising:**

- Susan will feedback following her colleagues attendance at the NHS England meeting on complaints when the notes from the meeting arrive **ACTION: Susan**
- Pat contacted Martha Cox, but since this action Healthwatch has met with Kirsty Matthews regarding Healthwatch volunteers attending the Virgin Quality and Safety meetings.
- Pat has contacted Louisa Foxwell at AWP regarding meeting Nick Ramsey link volunteer for AWP. We are still awaiting a reply.
- Alex made changes to the Terms of Reference
- Alex is awaiting suggested changes to the role description for the Advocacy representative on the Executive Board. **ACTION: Susan**

- Alex has informed all the participants who attended the public meeting on 4 July of the outcomes of issues brought to the meeting following a meeting and formal response from the CCG
- Pat taped the Healthwatch work plan and sent this to Roger with the minutes and agenda for this meeting
- Alex had sent around Community Pot paperwork and this will be discussed at the meeting this afternoon
- Pat had booked a taxi for Roger, Ann and Diana who attended the Care Forum AGM
- Some of the Healthwatch volunteers attended the Dementia Alliance Quiz night as a social

### 3) Monitoring our progress 2018-19

#### Healthwatch work plan and dashboard

The work plan was discussed at the Enter and View planning meeting last week and Alex has added Enter and View, Quality Accounts and the Community Pot.

Discussions took place about the three work plan topics:

- **Non-emergency patient transport services (NEPTS)** – Pat has spoken to SWAN Advice Network about supporting us with a focus group in the New Year. The new NEPTS service will be commissioned across B&NES, Swindon and Wiltshire and is due to begin in June 2019. The criteria for NEPTS is set nationally. Pat has sent around the poster for the local Patient Transport Advice Centre (PTAC), and has had experience of speaking to them when signposting a GP from Radstock who was looking for transport for a patient. Ann asked if the poster is in GP surgeries and it was felt probably not if a GP is asking for information. Healthwatch should share the poster with GPs and PPGs **ACTION: Pat to send to PPGs / GPs**
- **Prescriptions and prescribing policies** – BaNES CCG have given information and a poster from NHS England to Healthwatch, which has also been shared with volunteers. The CCG is not doing a consultation locally as this has happened nationally through NHS England. Lisa Harvey, Director Nursing at the CCG is interested in what Healthwatch will be doing regarding 'over the counter prescriptions' and would like to be kept informed of our plans. Healthwatch has asked how the CCG will seek assurance that GPs are complying with this and is awaiting a response. Roger asked if this covers children's prescriptions - as the list covers some childhood ailments we assume it does. Pat has spoken with the Parkinson's Support group in Bath about running focus groups through their coffee mornings and they are discussing this with their committee. Pat has also asked Age UK B&NES about whether this could be discussed at their Day Centres.

- **Three Conversations (3Cs)** - Alex explained that Three Conversations in B&NES is a phased roll-out rather than a pilot. There has been a review of the 3Cs and it is hoped to get someone along to speak to volunteers about the results of the review. Pat has contacted Helen Wakeling at B&NES Council and Debbie Patten at Virgin Care for an update and is awaiting a reply.
- **Sustainability and Transformation Partnership (STP)** – Alex is waiting to hear from Dominic Hall, STP Communications and Engagement Manager about a follow-up meeting for the New Year.

Alex discussed the Healthwatch B&NES project dashboard that she completes quarterly to monitor delivery of the contract. TCF's trustees also use this to monitor progress. It was agreed that the dashboard would be a standing item at Executive Board meetings; the roles that volunteers have and the decisions that they make have direct impact on some of the dashboard elements.

The Board discussed how decisions are made about volunteer representation, i.e. where and why we take up a representative position and how these decisions are made. It was agreed that representative opportunities, such as sitting on various external Boards or Committees, should be discussed by the Healthwatch Executive Board so that a collective view can be taken as to how the role will support delivery of Healthwatch's remit, and how we can make sure that we are able to make a meaningful contribution.

#### Feedback from the public over the last 12 months

Alex updated the Board on the unsolicited public feedback that had been gathered, including feedback that has come in from 'Tell us your story' forms, Healthwatch website online review centre, telephone calls, emails and texts. We had received mixed feedback regarding RUH services, much of which has been shared via Diana Hall and responses have been received – thank you Diana for your support with this.

The group discussed what action needed to be taken based on what we have heard. It was agreed that our focus should continue to be on the topics that we have already identified through the work plan.

Nick asked about using NICE guidelines. Alex explained that these are useful to set out best practice around care pathways and service delivery, and would be useful to help formulate questions to ask members of the public when visiting services.

#### 4) Executive Board members update:

Alex Francis

- Self-neglect has emerged as a key priority for the Local Safeguarding Adults Board based on outcomes of several safeguarding adults reviews in the last 18 months. A work plan has been developed and will be implemented by the LSAB sub-groups.
- Nick Aplin, Frailty Nurse Practitioner at the RUH, has offered to come and talk with Healthwatch about Frailty and the work that is being trialled in care homes.
- The Health and Wellbeing Board is reviewing how it works and the priorities that it focuses on within B&NES. This is being reviewed through development sessions and will be tabled for public discussion at a Board meeting in the New Year.
- Alex explained that Healthwatch B&NES will be completing a stakeholder survey during quarter four. It would be useful to have thoughts from the Board about who we should contact and how.

Diana Hall Hall

- There will be a workshop for Community Champions to review reablement provision
- Where GP surgeries have merged there have been some changes to district nursing. Diana has heard that in some cases this has resulted in the district nursing team having a lack of knowledge about patients and their needs.

Roger Tippings

- Roger asked for a copy of the CQC reports on the RUH and AWP – these are due to be released in late December. **ACTION: Pat to contact CQC to ask for audio copies**
- Roger has reviewed the NHS Quality Accounts as it is now over six months since Healthwatch provided its formal response to the 2017-18 reports. Pat has contacted AWP and the RUH to ask if we can meet and receive updates. Pat to tape Roger the Healthwatch responses for SWAST, Virgin Care and Arriva. **ACTION: Pat**
- Following the Enter and View planning meeting last week it was agreed to have focus group training in January 2019. The focus groups themselves would be run in partnership with SWAN Advice Network (on non-emergency patient transport). Parkinsons UK and Age UK B&NES would be approached on the issue of over the counter prescriptions

Ann Harding

- Ann is still awaiting the opportunity to attend Virgin Care's Quality and Safety meeting.
- Ann has attended the Citizens' Assembly.

Nick Ramsey

- Nick has attended several AGMs, including AWP and BaNES CCG.
- Nick has visited the Robotics Lab at UWE to see the robotics that can support people in their home. He suggested that Healthwatch could be more involved in this area. Alex said that the Sustainability and Transformation Partnership for B&NES, Swindon and Wiltshire is taking a really close look at how telecare and other digital services and devices can support people. If the group are interested we could get someone to come and talk to us about this – the group said that would be good.

Pat Foster

- Pat attended the Compassionate Communities launch meeting. This initiative, which has been trialled in Frome and Plymouth focuses on supporting a community-based approach to looking after and supporting people who are approaching the end of their lives. In Frome, Community Connectors are being used to provide social prescribing for people, resulting in closer links between the voluntary sector and GPs. Locally, Dorothy House Hospice and B&NES 3SG are championing this approach and having discussion with strategic leaders.

## **5) Dates of future meetings:**

Wednesday 6 February 2019, 2 – 4pm at Bath Carers Centre. Ann agreed that she would chair this meeting.

The next public meeting will be Saturday 12 January 2019, 2 – 4pm at Paulton Methodist Church. The focus will be the proposals for maternity services across B&NES.

Alex thanked the group for their time, thanked Pat for her note taking and closed the meeting.