

**Healthwatch Bath and North East Somerset Executive Board  
Carers Centre, Bath**

**Wednesday 6 February 2019  
B&NES 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
Diana Hall Hall	Healthwatch B&NES – link volunteer for the Royal United Hospital (RUH)
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**

Nick Ramsey	Healthwatch B&NES - link volunteer for Avon and Wiltshire Mental Health Partnership NHS Trust (AWP)
-------------	---

**1) Welcome, introductions and apologies**

Ann Harding acting chairperson 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 6 December 2018 meeting were agreed as an accurate record of the meeting.

**Matters arising:**

- Susan explained her colleague had attended the peer review of NHS England Complaints and fed back that the learning from the event has not been shared **ACTION: Susan will continue to follow this up**
- Healthwatch volunteers will attend the Virgin Quality and Safety meeting on 18 April.
- Healthwatch is meeting Louisa Foxwell, new Patient Experience Lead at AWP on 12 February and will discuss the Quality Account.
- Pat taped the NHS 10 year plan and sent this to Roger
- Pat to contact the Parkinson's group in Bath again regarding a focus group **ACTION: Pat**
- Pat to chase up CQC reports on AWP and RUH for Roger, and also explain that the last CD sent did not work **ACTION: Pat**

**3) Monitoring our progress 2018-19**

**Work plan updates:**

The work plan was discussed and Alex gave an update on the Healthwatch open meeting held on 12 January at Paulton. Alex hosted the event, held in partnership with BaNES Clinical Commissioning Group (CCG), which discussed the proposed changes to maternity

services at Paulton Hospital and across B&NES, Swindon and Wiltshire. 25 people attended, representing a good mix of recent and past users of maternity services, community representatives and former NHS staff. Evaluation showed that on the whole the attendees felt that they had had an opportunity to share their views through this discussion, however they were unsure whether they would actually be listened to.

A stakeholder survey for Healthwatch B&NES is being compiled and will go live in April 2019. The aim of the survey is to understand people's experiences of using Healthwatch, and to find out if people have confidence in Healthwatch to hear their views and be able to do influence local service provision.

Alex explained that there is a 'What's going on' event to hear from users of mental health services and their and carers on Wednesday 27 Feb 6 - 9pm at the Salvation Army, Green Park Road. Ann said she would attend on behalf of Healthwatch.

Healthwatch England (HwE) has received £500,000 funding from NHS England to engage with local people about the NHS Long Term Plan. Local Healthwatch across the country have received a small amount of funding each to speak to local people in their areas. Alex asked for the volunteers help in distributing and promoting the survey when it becomes available.

Alex has now met with the five organisations who secured funding through the Healthwatch B&NES Community Pot. Three have signed the Memorandum of Understanding and invoiced for the funding. The projects are fixed term to be completed by the end of August 2019 with reports sent to Healthwatch by the end of September.

The five successful applicants are: West of England Rural Network, B&NES Carers' Centre, Bath Area Play Project, Off the Record B&NES and Fosse House Nursing Home. Alex said that feedback from the applicants about the process was positive. The system seems to have worked well and now they are in place, there will be more time for applicants when the funding stream opens again in 2019.

Alex suggested that each Community Pot should have a link with Healthwatch and asked the volunteers if they would be interested to get involved. Roger asked to link with the Fosse House Nursing Home and Diana asked to link with Bath Area Play Project. Pat will send the opportunity to all volunteers – **ACTION: Pat**

Pat explained that, following focus group training at the beginning of January, focus groups are being set up to be delivered by Enter and View volunteer.

A focus group on Non-Emergency Patient Transport on 27 February in Radstock Methodist Church Hall will be supported by South West Action Network. Vanessa the Healthwatch Communications Officer and Cllr Eleanor Jackson (local councillor for the area) have been helping to advertise the event.

Healthwatch will be working with Age UK B&NES to deliver focus groups on 'over the counter prescriptions' at their coffee mornings during March and April, as follows:

12 March Charlton House, Keynsham  
22 March St Michael's Day Centre, Bath  
25 March Orchard Hall, Midsomer Norton  
4 April Orchard Hall, Midsomer Norton

It was suggested that we talk with Lee Rawlings from AWP about running a focus group with people with mental health issues being eligible for Non-Emergency Patient Transport.

The criteria is set nationally and if there was a good case for change Healthwatch could put a recommendation to the CCG. **ACTION: Pat**

Ann will be attending a meeting on 19 February with Virgin Care so that they can update Healthwatch on the Quality Account priorities. Roger has concerns that there is no face to face meeting with the Royal United Hospital (RUH) although they have agreed to feedback following their quality meetings. Diana is the lead volunteer for the RUH so can ask for further feedback at the next Patient Experience Group.

#### **Feedback from the public:**

Alex talked the group through the feedback that had been received from the public during Q3 (Oct – Dec 2018). We have seen an increase in signposting calls, from a range of people including members of the public and health professionals, most of which were people enquiring about access to adult social care services.

The group discussed the feedback and agreed that the points regarding the RUH would be taken forward by Diana, Healthwatch link volunteer for the RUH. The points included: parking issues, follow-up support for patients following discharge to a neighbouring local authority area, and difficulty accessing appointments at orthopaedics.

#### **4) Executive Board members update:**

##### **Susan Thompson SEAP**

SEAP has been having meetings with PALS and AWP about systems for complaints. Hospital providers have both informal and formal processes. Susan explained that SEAP are getting cases coming to them nine month plus after an informal complaints process has begun, which are then often 'timed out' to take their complaint forwards to the parliamentary ombudsman.

##### **Ann Harding**

Ann fed back on the Healthwatch England Parliamentary event she attended on 21 January 2019. Unfortunately the event turned out not to be a chance to meet with MPs (due to Brexit negotiations) and was more of a networking session. Ann did not feel it was a good use of Healthwatch money to fund everyone's transport to the event. Sir Robert Francis QC is now chair of Healthwatch England and shares Ann's concerns that the public are unaware of Healthwatch and the role Healthwatch has. Ann said that Caroline Dineage MP attended the Healthwatch meeting and explained that having Sir Robert Francis as chair is opening doors for Healthwatch. Sarah Wooleston MP and chair of the Health and Care Select Committee was unable to give an update on the Green Paper for Adults Social Care. Alex will send the feedback from the event to Wera Hobhouse MP and Jacob Rees-Mogg MP. **ACTION: Alex**

Ann has also attended the South West Clinical Senate Citizen's Assembly.

##### **Roger Tippings**

Has not been to any meetings to feedback, although he will be attending the Healthwatch meetings with AWP and CQC next week.

##### **Alex Francis**

Alex explained that BaNES CCG has a consultation out at present on prescribing of low effectiveness items, such as silk garments and bath oils. The survey, which is open until 28 February 2019.

The items being consulted on are:

- Silk garments – used in the treatment of severe eczema or dermatitis
- Aliskiren – used to treat blood pressure
- Amiodarone – used to treat abnormal heart rhythms (*to ensure it is used with the guidance of specialists*)
- Bath and shower emollient preparations – used to treat eczema or dermatitis
- Dronedarone – used to treat atrial fibrillation
- Minocycline – used to treat acne
- Blood glucose testing strips for type 2 diabetes
- Needles for Pre-Filled and Reusable Insulin Pens for diabetes

Local Healthwatch across the west of England have worked with the Diversity Trust to undertake a piece of research on Trans and non-binary people's experiences of using health and care services. Alex has taken this to Health Scrutiny Committee and shared with senior managers and commissioners. She would now like to get a formal response from the NHS Trusts and follow-up with service providers. The Board supported a formal letter being sent to local providers asking for a response to this piece of research.

B&NES Health and Wellbeing Board have received a presentation on the Three Conversations approach. The innovation sites in Midsomer Norton and Keynsham have been operating since May 2018. The RUH has suspended their Three Conversations site due to staff capacity. The Council reports that 1,600 conversations have been carried out since it began; 1,039 of which have been through the Three Conversations model. Waiting times have been reduced and so has the delays in waiting for care. Rolling out the Three Conversations approach for people with learning disabilities and sensory loss will follow during 2019-20.

#### **Pat Foster**

Pat and Alex proposed that a review of volunteers roles on the Executive Board does not take place this year. The roles have only been active for one year and for some volunteers it has taken all of this time to establish links with key personnel. This was agreed and current Board members will remain in role until spring 2020.

As Nick Ramsey has currently taken a step back from his role, Pat asked if anyone would be able to attend the South West Ambulance Service Healthwatch Day on Monday 11 February.

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

Public Meeting Wednesday 3 April, 2 – 4pm (venue tbc)

Executive Board Meeting, Tuesday 9 April 2019, 2 – 4pm (venue tbc)

Executive Board Meeting, Thursday 4 July 2019, 10am -12pm (venue tbc)

Need to book another Public Meeting in June/ early July 2019