

Healthwatch Bath and North East Somerset Executive Board

Thursday 4 July 2019

Bath Carers Centre

Present

Nick Ramsey	Healthwatch B&NES - link volunteer for Avon and Wiltshire Mental Health Partnership NHS Trust (AWP)
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)
Rosie Russell	Healthwatch B&NES – Volunteer Lead Children and Young People
Melanie Hilton	Healthwatch B&NES – Volunteer Lead Children and Young People
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: None

1) Welcome, introductions and apologies

Ann Harding acting chairperson welcomed everyone to the meeting and thanked them for coming. This Executive Board meeting is a meeting in public and the minutes will be published on the Healthwatch website.

Roger Tippings asked that Rosie Russell and Melanie Hilton, both new volunteers, be considered for a role share as Healthwatch lead volunteer for Children and Young People on the Executive Board. Both come with different experience, Rosie is a new mum and has links to nursery and the Children's Centre, and Melanie has been a Senior Nurse in a Community Mental Health team. All agreed that a role share should take place and welcomed Rosie and Melanie to the Executive Board.

2) Agree and review minutes of last meeting

The minutes of 9 April 2019 were reviewed and agreed as an accurate record of the meeting.

Matters arising:

- Pat had sent Ann Harding the information on the Virgin Care Quality and Safety meeting held on 18 April and will send info about the next meeting on 17 July
- Pat had sent Nick Ramsey notes of the AWP meeting held on 12 February
- Diana Hall Hall has heard nothing from Bath Area Play Project regarding their community pot project **Action: Alex to write to ask for an update.**
- Alex read out the letter she had sent to Virgin Care on behalf of the Executive Board. This letter outlined concerns raised by the Board related to engagement and communications following the departure of the dedicated Engagement lead. The letter had been copied to Lisa Harvey, Director of Nursing at BaNES CCG and Lesley Hutchinson, Director of Quality and Assurance at B&NES Council. All parties have acknowledged the letter and we expect a reply within 20 working days. Ann asked for a copy of the letter. **Action: Pat**

- Quality Account replies have been sent to Avon and Wiltshire Mental Health Partnership (AWP), the Royal United Hospital (RUH), South West Ambulance Service (SWAST) and Virgin Care. Alex thanked Roger, Pat and the other volunteers for their hard work in getting the replies written in accordance with the deadlines.
- Morgan Daly, Chief Executive of The Care Forum, had met with the group on 15 June to update them on the Sustainability and Transformation Partnership (STP) and Primary Care Networks (PCN).
- Pat has contacted Pensford Memorial Hall about the next Public Meeting on 8 October, no reply yet.
- The Carers Centre is booked for the next Executive Board Meeting on Tuesday 15 October 10am – 12pm.

3) Monitoring our progress

Feedback for Quarter 1 (April – June 2019)

Alex explained that the team has received several pieces of unsolicited feedback, including feedback from a whistleblower who wanted to inform Healthwatch of issues affecting staff within Virgin Care. Alex has shared this information with lead commissioners at BaNES CCG and B&NES Council.

Other issues raised with Healthwatch include:

- autism services and a feeling that they are fragments
- Parking at Keynsham Health Centre
- Changes to an individual's funding for hydrotherapy
- Long wait to attend the falls clinic
- Administrative issues with the Talking Therapies service
- Positive feedback about St Augustine's Surgery

Other issues emerging from the last Public Meeting (13 June) including the quality of service received by patients at the RUH who require a British Sign Language interpreter. Other information shared with the group included CCG engagement on the NHS Long Term Plan, information about Domiciliary Care, transition within Special Educational Needs and delays in the green paper on Adult Social Care.

Diana Hall Hall had shared the issue raised regarding British Sign Language (BSL) interpretation at the RUH. There are two suppliers of BSL available to patients via Language Empire and Action for Hearing Loss. The Patient Experience team at the RUH said there is no record of any complaints regarding BSL interpretation. Diana was also informed that patients can choose which BSL supplier they use. The Patient Experience team suggested reminding RUH staff that there are two interpretation services available to patients and they can choose which one they use. They will also remind staff that if patients have issues they can share these with the Patient Advice and Liaison Service (PALS) and/or Healthwatch.

NHS Long Term Plan update:

Healthwatch B&NES had received funding from NHS England/ Healthwatch England to speak to local people about the NHS Long Term Plan. This work is now completed. In conjunction with Healthwatch Swindon and Healthwatch Wiltshire we gathered over 600 survey responses. These findings have been collated and put into a report that will be ready by the end of July.

Issues from the survey returns included:

- knowledge of leading a healthy lifestyle and the support available from Public Health

- the need for better access to GPs and having a named GP
- easier access to dental services and specialised support
- better facilities to lead an independent life
- will technology take away face to face appointments?
- technology such as text reminders were welcomed

156 surveys were completed by people with a long-term condition, including diabetes, arthritis, mental health and cancer. Issues included:

- continuity of care
- good cancer treatment that tapers off when clinical interventions cease
- misdiagnosis for people with Learning Disabilities and/or autism
- long waits for appointments that leave people feeling anxious
- getting the correct support after a Parkinson diagnosis

BaNES CCG is also engaging with the public on the NHS Long Term Plan. The findings of their engagement will be coupled with ours and used to inform production of the local Five Year Plan, which the CCG needs to submit to NHS England in September 2019.

Susan asked about the Joint Strategic Needs Assessment (JSNA). Alex explained that this is a statutory piece of work for the Local Authority that includes health and care and is used to look at long term planning in other areas, including housing.

Roger expressed concerns about Primary Care Networks (PCNs) and the aim for patients to have a named GP (NHS England had previously said people over 75 will have a personalised plan and a named GP). Roger also has concerns about patients being asked to attend services at another GP practice within the Primary Care Network, not only will the GP not know them but there will be issues about transport, particularly in rural areas.

Alex informed the group that she had spoken to the CCG about PCNs and asked if there was a joint piece of work that we can do to discuss the development of these with local people, maybe in conjunction with the Patient Participation Groups? Alex will pursue this with the CCG.

Pat explained that PCNs are also linked to the STP priority around frailty. She has set up a meeting for volunteers to find out more about this with Nick Aplin, Community Frailty Nurse Practitioner at the RUH, on 17 September 2019, 10am at The Carers Centre.

Melanie said that Protect Our NHS has a document that explains PCNs. Pat explained that Healthwatch is non-political but suggested that she send it to her Pat can share it with the Executive Board members. Melanie expressed concerns that patients may become anonymous with PCNs.

Susan said that patients do not really understand PCNs. Patients' expectations are to see a GP when they ask and she felt that some education by Healthwatch on PCNs with the public would be welcome.

Ann discussed the issues for GPs. Alex explained that some GP surgeries have formally merged (such as Heart of Bath Partnership and Minerva), however this is different to PCNs.

Quality Account findings and next steps:

Alex has summarised the Quality Account responses written by Healthwatch and has shared them with the CCG for next week's Quality meeting. The Virgin Care Quality Account response was not complete when she wrote the report so Pat will tape the summary and send it to Roger before the meeting. **Action: Pat**

Quality Account issues will be picked up in the autumn and fed back through the provider link volunteers. **Action: Link volunteers**

Ann will feedback to Virgin Care at the Quality and Safety meeting on 17 July.

Diana asked for a copy of the reply to the RUH Quality Account **Action: Pat to send Diana a copy** in the post

Nick asked for a copy of the reply to AWP Quality Account **Action: Pat to email Nick Ramsey a copy**

Community Pot update:

- **Carers Centre** – Alex has agreed that the project can resume in September to be completed by January 2020
- **Bath Area Play Project** – no feedback from the project and no link with their volunteer. Alex will write to the Director for an update.
- **Fosse House** – Roger visited 3.7.2019 and fed back there have been some delays. Roger has suggested that the care home manager attends the Care Home Provider Forum on 17 September to explain what they are doing. Roger has offered to attend with her. At the meeting the questions for the survey were discussed and Pat will let her have the list of care and nursing homes in B&NES to contact them with the survey.
- **Off the Record** – Catherine has visited and fed back. The project is going well.
- **West of England Rural Network** – Pat visited one session in March and plans to visit a focus group in August. WERN have their Open Day in August and Pat will ask for a stand. Roger would also like to attend.

Alex asked the group for any thoughts or learning from this year's process. It was agreed that a half project report from providers should be added and add a word limit on applications for funding **Action: Alex**

Charging Framework for social services

Alex gave a heads-up on a possible meeting to discuss the planned review of the Council's charging policy for social services. This could be a meeting for the voluntary sector put on by Healthwatch and we should put aside time in early September. **Action: Alex to find out more**
Susan suggested they also talk with the Inter-agency group.

Pat asked if Alex had heard anything about the commissioned work we have been approached to do around specialist dental services. Alex explained that there has been no update yet.

Pat fed back that the Non-Emergency Patient Transport report is completed and the draft is with Alex, recommendations will be shared with the CCG.

The 'over the counter prescribing' discussions have been drafted into a report, the report is with Alex. In the recommendations Healthwatch will ask the CCG how they intend to monitor implementation of the prescribing policy with GPs.

4) Executive Board members update:

New representation opportunities:

Pat will liaise with Melanie and Rosie about meetings that emerge from the Children and Young People's Network. Alex suggested that there might be a formal Children and Young People's committee within B&NES Council.

Nick Ramsey

Nick attended a session with AWP regarding 'developing a Community Strategy'. He also made contact with several people at AWP who he will follow up. Nick will also attend the South West Ambulance Healthwatch Open day on 30 August.

Roger Tippings

Has not been to any meetings to feedback, although he will be attending the CCG Quality meeting next week.

Diana Hall Hall

Diana explained that she and Alex had met Alison Ryan, new RUH Chairperson, and will continue to meet her quarterly. There has been a useful discussion about cultural food at the RUH and Diana has taken issues from Healthwatch and shared them with the Patient Experience and Dignity in Care groups.

Melanie said that the Governors at the RUH come under the geographical headings of:

City of Bath

North East Somerset

Chew Valley

The rest of England

Alex Francis

Vic Pritchard is now chair of the Overview and Scrutiny – Children, health and wellbeing panel. Democratic Services have informed Healthwatch that we can request to present a report at any meeting, but we will no longer provide a standing update to each committee meeting. The Executive Board discussed this and expressed concern that if Healthwatch doesn't attend the public voice will not be heard at this influential meeting. **Action: Alex to feed back to Democratic Services**

Ann Harding

Ann will attend the Virgin Care Quality and Safety Committee meeting on 17 July and will discuss the Healthwatch feedback to the Quality Account.

Susan Thompson

SEAP have a meeting planned with AWP and are trying to get a meeting in place with the head of complaints at the RUH.

Ann asked about the tender for Healthwatch across Bristol, North Somerset and South Gloucestershire. Alex explained that The Care Forum knows the outcome of the tender but are unable to announce anything until there is official notification of the contract. Alex explained we will let volunteers know as soon as we can.

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

Tuesday 8 October, 2 - 4pm. Venue TBC Pensford Memorial Hall has been contacted and yet to reply

Executive Board meetings:

Tuesday 15 October, 10am – 12pm at Bath Carers Centre, Bath BA2 9ES