

Healthwatch Bath and North East Somerset Executive Board

Thursday 5 December 2019
Bath Carers' Centre

Present:

Roger Tippings	Healthwatch B&NES volunteer lead – Quality and Enter and View
Susan Thompson	SEAP Independent Health Complaints Advocate
Diana Hall Hall	Healthwatch B&NES – Link volunteer Royal United Hospitals (RUH)
Melanie Hilton	Healthwatch B&NES – Joint Volunteer Lead - Children and Young People
Thomas Harvey	Healthwatch B&NES new volunteer (observing)
Alex Francis	Healthwatch B&NES Manager, The Care Forum
Pat Foster	Healthwatch B&NES Volunteer Support Officer, The Care Forum

Apologies:

Ann Harding	Healthwatch B&NES – Link volunteer Virgin Care
Rosie Russell	Healthwatch B&NES – Joint volunteer lead - Children and Young People
Nick Ramsey	Healthwatch B&NES - Link volunteer Avon and Wiltshire Mental Health Partnership NHS Trust (AWP)
Joanna Parker	Healthwatch B&NES Volunteer

1) Welcome, introductions and apologies

The meeting continued after a discussion with Dom Hall and Catherine Philips from the Clinical Commissioning Group (CCG) on the CCG merger of Bath, Swindon and Wiltshire.

2) Agree and review minutes of last meeting

The minutes of 23 October 2019 were reviewed and agreed as an accurate record of the meeting.

Matters Arising:

Community pot project report updates were given on Friday 22 November, Bath Carers Centre and Fosse House will complete their projects at the end of January 2020. Bath Area Play Project and Off the Record will also give an update report at the next meeting of the Children and Young People's Network on 21 January 2020.

Alex explained that she is in conversation with B&NES Council and Healthwatch England about the Local Reform and Community Voices grant. This funding, which is paid to local authorities each year by central government, helps to fund the Healthwatch B&NES community pot. Usually B&NES Council receives this in August or September and pays Healthwatch its share, but it is yet to appear for 2019/20. Healthwatch England are following this up but, at a local level, this delay means that we cannot move forward with the 2019/20 community pot programme.

Roger met with **Virgin Care** staff in October 2019 to receive an update on the Quality Account. At this meeting Roger discussed Healthwatch's attendance at the Quality and

Safety meetings and their relevance with patient and public involvement being such a small part of the meeting. It was suggested that Virgin Care and Healthwatch have separate meetings instead – which have been arranged for 13 May and 18 November 2020 - to discuss both quality and patient and public involvement. It was agreed to proceed in this way and review if this approach enables better communication between the two organisations. The Board agreed not to send a further formal correspondence to Virgin Care as communication is improving.

Alex has received an update regarding the new Communications Business Partner role from Virgin Care's central communications team (this role is currently out for recruitment) and discussed the possibility of delivering an event for VCSE colleagues and the public in due course. It was agreed that this would be a key area for discussion when the new post-holder is in place. Virgin Care are due to attend the next Volunteer Support meeting in February to provide an update on the Independent Care Record.

3) **Monitoring our progress**

Several volunteers have agreed to take part in Patient Led Assessment of the Care Environment (PLACE) visits organised and run by the NHS Trusts. Healthwatch has passed information onto volunteers who may wish to attend the Virgin Care, RUH and AWP PLACE visits. Although these are not visits done on behalf of Healthwatch, feedback from these visits is useful.

The last public meeting was held in Keynsham on 3 December 2019 this was attended by a couple members of the public and a member of staff from Hartman UK who had a particular interest in adult incontinence. After trialling the public meeting approach for 18 months, the Board agreed that we should review how to proceed with public engagement in the New Year.

Melanie asked why B&NES Council's Health and Wellbeing Scrutiny Panel no longer wanted a regular Healthwatch report at their meetings. Alex updated the Board after sharing their concerns with B&NES Council's Democratic Services team, who explained that the main motivation was to reduce the length of the meetings. They confirmed that Healthwatch can ask for a slot on the agenda whenever we have a report that we would like to share. Alex is contacted by Democratic Services before each meeting asking if we have any agenda items. The Board agreed that they would consider this when projects are completed and/or feedback is received.

Pat explained that NHS Quality Account review meetings are taking place with local NHS Trusts. We have already met with Virgin Care. Volunteers are due to meet with South West Ambulance Service in November, and the RUH and AWP in January 2020.

Staff from Healthwatch B&NES, Swindon and Wiltshire are arranging to meet the CCG to discuss the NHS Long Term Plan and next steps. Healthwatch in Swindon and Wiltshire will be bringing volunteer representatives so Alex asked if any volunteers would like to attend, Both Roger and Melanie expressed an interest in attending. Pat will contact with details once they are confirmed. **ACTION: Pat**

Alex has circulated a 360 degree Healthwatch stakeholder survey. Pat will send this to the volunteers **ACTION: Pat**

Alex has received an invitation to a B&NES public health suicide prevention strategy meeting being held in Keynsham on 6 February AM. She is unable to attend so asked if any of the volunteers were able to. Roger asked to attend. Pat will contact Roger with details once they are confirmed. **ACTION: Pat**

Healthwatch has been invited to 'enter and view' one of Bath Mind's supported living homes in the New Year. **ACTION: Pat and Roger to agree a date for an Enter and view meeting for volunteers in January to discuss enter and view in 2020.**

4) **Executive Board updates:**

SEAP are to rebrand to 'The Advocacy People' in January to raise their profile. Alex suggested advertising in the Healthwatch B&NES e-bulletin which reaches up to 550 local people and VCSE partners.

Melanie Hilton reported that the new RUH Chair (Alison Ryan) has a very positive view of Healthwatch and wants the public governors to know more about the work of Healthwatch. Alex thanked Melanie for this feedback and highlighted the work that Diana Hall has done to raise Healthwatch's profile with the Trust, including meeting the Chair regularly and attending both the Patient Experience Group and the Equality and Dignity group.

Melanie has recently attended the PLACE assessment of Hillview Lodge with Diana and Kathryn.

Pat informed the Board that volunteer reviews will take place between January and March 2020. With the exception of Melanie, all Board members have been in place for over 12 months now so, in accordance with our Terms of Reference, we need to review who does what. Pat will be in touch nearer to the time to explain the process. **ACTION: Pat to follow-up.**

Alex explained that Healthwatch England have launched their Quality Framework – a self-assessment for Local Healthwatch to review the quality of the service they provide. Alex has signed up Healthwatch B&NES to be an 'early adopter'. Alex has to complete the Framework by 31 January. It would be great if the volunteers could be part of this process. **ACTION: Alex and Pat to circulate further information.**

5) **Dates of future meetings:**

No dates were agreed for future Executive Board meetings – these will be forwarded later

The next **volunteer support meeting** is on Thursday 6 February 10am – 12pm at Bath Carers' Centre, Woodlands, Lower Bristol Road, Bath BA2 9ES