

Healthwatch Bath and North East Somerset Executive Board

Tuesday 10 July 2018

Carers' Centre, Lower Bristol Road, Bath

Present

Diana Hall	Healthwatch B&NES – link volunteer for the Royal United Hospital (RUH)
Ann Harding	Healthwatch B&NES – link volunteer for Virgin Care
Nick Ramsey	Healthwatch B&NES - link volunteer for Avon and Wiltshire Mental Health Partnership (AWP)
Susan Thompson	SEAP Independent Health Complaints advocate
Alex Francis	Healthwatch B&NES Manager, The Care Forum
Pat Foster	Healthwatch B&NES Volunteer Support Officer, The Care Forum

Apologies

Roger Tippings Healthwatch B&NES – lead volunteer for Quality and Enter and View

1) Welcome, introductions and apologies

Alex Francis welcomed everyone to the inaugural Executive Board meeting of Healthwatch B&NES and thanked them for coming. This Executive Board meeting is a 'meeting in public' and the minutes will be published on the Healthwatch website.

2) Agree and review minutes of last meeting: 9 May 2018

The minutes of the 9 May 2018 meeting were agreed as a true and accurate record of the meeting.

Actions from the meeting 9 May 2018:

- Thank you's have been sent to Sarah Pinder and Oscar Gay who have both resigned as volunteers for Healthwatch.
- AJ knows of halls that would be suitable for open and Executive Board meetings. Conygre Hall in Timsbury has been suggested **ACTION: Pat to talk with AJ**
- Pat to advertise the Lead for Children and Young People again and the vacancy for a Signposting lead. Alex has tried to find a lead for Children and Young people through Off the Record and has contacted Virgin Care to discuss some work being done around the Wellbeing Options website. **ACTION: Pat**
- Alex is meeting the Healthwatch B&NES commissioner on Monday 16 July and will feedback from the meeting **ACTION: Alex**
- Alex has spoken with the Clinical Commissioning Group (CCG) and Council about strategic priorities and ideas for the Healthwatch work plan 2018-19.
- Alex to follow up with the Carers' Centre about CAMHS and Parent Carers' Transition services **ACTION: Alex**

- Susan will feedback from the NHS England meeting on complaints that her colleague attended. **ACTION: Susan**

3) Healthwatch B&NES Executive Board Terms of Reference

Alex presented a draft Terms of Reference for the Board and invited feedback from the group.

- Ann asked for clarity around when and why the Executive Board would review applications for funding. Alex explained that this would relate to the provision of small grants to VCSE partners through Healthwatch's additional service. This service will only be possible upon receipt of further funding via the Local Reform and Community Voices grant, which is due from central government in the summer.
- Ann also asked about Healthwatch accessing funding to undertake pieces of work as is done in other areas. Alex explained that she is working with management to develop an enhanced offer for organisations to buy in Healthwatch services. **ACTION: Alex will add this to the Terms of Reference.**
- Ann asked about the volunteer place on the Health and Wellbeing Board. At present Alex attends this and also attends the Health and Wellbeing Select Committee to give Healthwatch feedback.
- Alex asked for an independent chair and deputy chair for the Executive Board and would welcome nominations. After discussion it was agreed that the Executive Board and open meeting should have a revolving chair from members of the Executive Board (to include Alex). This was agreed.
- Susan suggested that quoracy be changed from four member to three to recognise that not all nine places on the Executive Board are filled yet. This was agreed.
- At present there is no role description for SEAP, Susan said she will pen something and sent it to Alex. Alex will also produce a role description for the Signposting lead role. **ACTION: Alex and Susan**

ACTION: Alex to make the changes to the Terms of Reference and re-circulate for sign off.

Pat explained that she has contacted the RUH, AWP and Virgin Care to explain the Healthwatch volunteer link roles. AWP have yet to reply. Pat will send out the Healthwatch Quality Account replies to the link volunteers for their service area so that they can view what each service provider has said it will be doing as a priority for 2018/19. **ACTION: Pat**

4) Healthwatch B&NES work plan 2018-19

Alex re-capped the conversation that the group had had in May around possible work priorities; she also shared key transformation priorities for BaNES CCG and B&NES Council and feedback from the public meeting which took place on 4 July 2018.

Executive Board suggestions:

- Patient Transport Services are being redesigned and recommissioned.
- The level of patient and carer involvement in changes to GP services, e.g. surgery mergers and closures
- Access to primary care, some possible work with Patient Participation Groups

- Mental health inpatient unit (Hillview Lodge)
- Crisis services in the community, the one stop shop and police desk could be areas of interest for Healthwatch
- Community Mental health review
- Child and Adolescent Mental Health Services and transition to adult services
- Virgin Care (B&NES health and care) particularly communication is an area for Healthwatch to follow
- Integrated care records
- Reablement service (discharge to assess pathways)
- Feedback on Enter and View – what next through adult social care?

CCG and Council transformation priorities:

- Three conversations
- Community mental health review
- Domiciliary care
- Equipment service
- Reablement

Feedback from attendees at the Healthwatch open meeting on 4 July:

- Prescribing policy reviews, consultation and consistency of application
- Interventions not normally funded
- Non-emergency Patient Transport Services
- Direct Payments

Following discussion on all of these topics the Board agreed that the Healthwatch work plan 2018-19 should include:

- 1) Non-emergency Patient Transport Services - to follow the recommissioning process and seek assurance that the service will address concerns around quality and inequalities in access
- 2) Prescribing policies (local and national) - to seek assurance of consistency of application across the district, the level of consultation with the public and any health inequalities that emerge from their implementation
- 3) Sustainability and Transformation Partnership – particularly how communications and engagement with the public are being implemented
- 4) Three Conversations – to follow implementation and seek assurance that health inequalities emerging from delivery are being highlighted and addressed.

A final issue was highlighted that Healthwatch will look into regarding Direct Payments and experiences that people are having with managed accounts. This was raised by an attendee at the public meeting on behalf of their clients.

Alex will now discuss these topics with the Healthwatch commissioner and draw up a draft work plan. **ACTION: Alex**

5) Update from volunteers:

- Diana to liaise with Bath Carers' Centre regarding support for carers at the RUH **ACTION: Diana**
- Diana explained that a review of car parking has been completed at the RUH and is being taken to the Trust's Board. A new head of complaints has been appointed at the RUH.
- Susan said that they have seen a fall in NHS complaint numbers. Are people being signposted by providers to independent complaints advocacy, e.g. via PALS, customer contact centres etc? Ann mentioned that Virgin were doing a review of their complaints process during May, so there may be some results on this.
- Susan explained that a review of advocacy services is taking place in B&NES. There is a proposal to move to more integrated advocacy services, i.e. across health and social care. There should be more news in September.
- Ann said that the South West Clinical Senate Citizens' Assembly have reviewed maternity services and community hospitals. The Citizens' Assembly has had speakers to inform them on mental health and the merger of health and social care (integration).
- Ann explained that her surgery has just had WiFi fitted for the patients' waiting room and she believes every other surgery will be having this soon.
- Nick asked if there are any plans for Enter and View, Alex explained that the focus for Enter and View will fall out of the Healthwatch work plan and conversation with key personnel at the CCG and Council. She and Roger will pick this up in the autumn. Enter and view activity may be used to find out more and we might want to talk to people in the community. **ACTION: Alex and Roger to meet with CCG/ Council in the autumn.**
- Nick asked how volunteers can help - Pat explained that if all volunteers took leaflets to their GPs, Dentist, Optician and pharmacy that would help. **ACTION: Pat to send Nick some leaflets**
- Pat explained that during quarter one Healthwatch had undertaken some visits to the Chew Valley, Healthwatch attended the Chew Valley Forum, the inter-agency meeting at Chew Magna and the Village Agent 'Spring into Life' event.

Date of the Healthwatch Executive Board meeting: Tuesday 4 September 2 – 4.00pm venue to be confirmed.

Alex thanked everyone for their time and input and closed the meeting.