

**Healthwatch Advisory Board Public Meeting
Tuesday 11th October 2016 10.30am-1.00pm
Biddulph Youth and Community Zone**

PRESENT

John Bentley	HAB Chairman
Abigail Bengé	Administrator/Information Officer
Aileen Farrer	Corporate Services Manager
Beverley Dawson	HAB Member
Carole Stone	HAB Member
Derek Hoey	HAB Member
Frances Beatty	HAB Member
Maggie Matthews	HAB Member
Sue Baknak	Engagement Manager

APOLOGIES

Bob Rankin	HAB Member
Isabel Ford	HAB Member
Jack Barber	HAB Member
Mike Dent	HAB Member
Susan Adey-Rankin	HAB Member

		ACTION
1.	<u>Welcome and Introductions</u>	
	The Chair welcomed Healthwatch Advisory Board (HAB) members and members of the public to the first public meeting.	
2.	<u>Apologies</u>	
	Apologies were received and noted as above.	
3.	<u>Minutes of the meeting held on 16th August 2016</u>	
	The minutes of the meeting held on the 16 th August 2016 were agreed as a correct record by all Board members.	
4.	<u>Actions from the meeting held on 16th August 2016</u>	
	The actions from the meeting held on 16 th August 2016 are updated on the attached action tracker.	
	The Board requested that in future they get paper copies of all completed actions as well as those to be completed.	AB

	<p>Print green action tracker for all board meetings.</p> <p>A member of the public raised an issue with West Midlands Ambulance Service. He stated that there was a lack of consultation with the public over the removal of the service in Leek. He wanted to know what the response times were for the service.</p> <p>Request response times from West Midlands Ambulance Service</p>	AB
5.	<p><u>Quarterly business cycle of meetings</u></p> <p>Jo Hall (JH) gave a presentation on Engagement, communications and marketing and advocacy. The presentation was well received and stimulated questions from Board members about the impact Healthwatch has had on the local community.</p> <p>A member of the public raised the issue around hearing aids in the North Staffs area. She explained she had experienced long waits to get appointments and the hearing aids were not good quality.</p> <p>Sue Baknak (SB) to feedback to CCG's about Hearing Aid Services and share response with HAB</p> <p>A different member of the public raised a concern about mental health services running from the Ashcome Centre.</p> <p>Carole Stone (CS) /JH to speak with member of public about this concern.</p>	SB CS/JH
6.	<p><u>Healthwatch Priorities/Projects</u></p> <p>Maggie Matthews (MM) gave an update on the task and finish group established by the Board. The purpose of the group is to formulate a piece of work based on Healthwatch Priorities. The group will monitor how cuts to health and social care funding will affect the public and the working title is 'funding the future'. The completion date is March 2017.</p> <p>Sue Baknak updated the Board and public on the community hospitals in Cheadle. A concern was raised about the consultation with the public on this issue. The PPG have written to the CCG about these issues.</p> <p>When details are available, dates will be circulated.</p> <p>SB also mentioned the temporary closure of childrens A&E at County Hospital and that this may have an impact on North Staffs. She discussed that there will now be a Minor Injury Unit for under 16's in Stafford and will keep an eye on how this progresses.</p>	AB
7.	<p><u>Public Listening Session</u></p> <p>John Bentley gave an update on the Sustainability and Transformation Plan (STP) and what this will mean for the public. He promoted the Conversation Staffordshire events to the public and invited them to attend.</p> <p>Derek Hoey contributed to the Healthwatch Advisory Board Intelligence. He discussed a leaflet he had been given on procedures of low clinical value (POLCV). He was very concerned at the list of procedures you can no longer receive on the NHS. SB advised this would be a threshold and each CCG would have their own procedures of low clinical value. A member of the public also asked if there was a legal challenge to the POLCV as it is a</p>	

<p>public service.</p> <p>JB to find out more info about what consultation was done on POLCV and report back to Derek.</p> <p>Healthwatch to write to each CCG and ask more about POLCV.</p> <p>Beverley Dawson raised a question about the Conversation Staffordshire events. She asked what will be discussed at the events and how people can prepare for the events. SB advised that more information may be available by the end of October, however this won't help with preparations. Conversation Staffs are not consultation events – they are to make the public aware of what is happening.</p> <p>AB to find out if anything will be issued before Conversation Staffs events and if this can be circulated to HAB.</p> <p>A member of the public raised an issue about community care and a lack of district nurses in North Staffs.</p> <p>SB explained how Healthwatch gathers feedback and reviews of services which can be produced as summary reports.</p>		<p>JB</p> <p>JB</p> <p>AB</p>
8.	<u>What we have done well/ what could we do better</u>	
	<p>BD – lovely to see the public here however we could use the meet and greet time better</p> <p>Public – thank you for opening the meeting to the public, it has been very useful</p>	
9.	<u>Date of next public board meeting</u>	
	<p>Tuesday 15th November 2016 – 10.30am – 1.00pm – Uttoxeter</p> <p>Tuesday 17th January 2017 – 10.30am – 1.00pm – Tamworth</p> <p>Tuesday 14th February 2017 – 10.30am – 1.00pm – Cannock</p>	