

**Healthwatch Advisory Board Public Meeting
Tuesday 15th November 2016 10.30am-1.00pm
Uttoxeter Community Fire Station**

PRESENT

John Bentley	HAB Chairman
Abigail Benge	Administrator/Information Officer, ECS
Beverley Dawson	HAB Member
Bob Rankin	HAB Member
Derek Hoey	HAB Member
Mike Dent	HAB Member
Maggie Matthews	HAB Member
Sue Baknak	Engagement Manager, ECS
Susan Adey-Rankin	HAB Member

In attendance – 17 members of the public

APOLOGIES

Frances Beatty	HAB Member
Jack Barber	HAB Member
Carole Stone	HAB Member

		ACTION
1.	<u>Welcome and Introductions</u>	
	The Chair welcomed Healthwatch Advisory Board (HAB) members and members of the public to the public meeting. An extended period of time was taken for welcome and introductions by all present.	
2.	<u>Apologies</u>	
	Apologies were received and noted as above.	
3.	<u>Minutes of the meeting held on 11th October 2016</u>	
	The minutes of the meeting held on the 11 th October 2016 were agreed as a correct record by all board members.	
4.	<u>Actions from the meeting held on 11th October 2016</u>	

	<p>The actions from the meeting held on 11th October 2016 are updated on the attached action tracker.</p> <p>The action tracker stimulated a variety of questions from the public.</p> <ul style="list-style-type: none"> • What does number 1 on the action tracker mean? - John Bentley (JB) responded and SB explained why the board have pictures and biographies on the website. • Which CCG is referred to in the action tracker – AB to include which CCG on all future action trackers • Why are there no dates in the meeting date column – JB advised the action tracker is still a work in progress. AB to include meeting dates in meeting date column 	<p>AB</p> <p>AB</p>
5.	<p><u>Quarterly business cycle of meetings</u></p>	
	<p>Sue Baknak (SB) gave a presentation on Engagement, communications/marketing and advocacy for the East Staffs area. The presentation was well received and stimulated questions from the public.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div data-bbox="193 786 596 882">  </div> <div data-bbox="1050 770 1318 972">  </div> </div> <h2 style="text-align: center; color: #0056b3;">Engagement Activity Update East Staffordshire</h2> <p style="text-align: center; color: #e91e63;">Healthwatch Advisory Board Meeting 15th November 2016</p>	
6.	<p><u>Public Listening Session</u></p>	
	<p>JB mentioned the Sustainability and Transformation Plan and the Conversation Staffordshire events. A member of the board then asked why we are having these events when the plans aren't available publically and the plan has already been written. SB explained that STP documents cannot be published yet and that Healthwatch are making sure public interest is represented through these events. Formal engagement and consultation will have to take place with the public before services are changed.</p> <p>A member of the public raised the question about hearing aid services in the local area. SB mentioned she had a meeting on the 16th November to discuss this.</p> <p>Another member of the public asked what is classed as a procedure of low clinical value.</p>	

	<p>Derek Hoey (DH) explained the pamphlet he had received from East Staffs CCG.</p> <p>Sue Adey-Rankin (SAR) talked about the Better Care Fund and explained that this will affect the local area. SB mentioned the Healthwatch task and finish group which is looking at funding cuts and how this will affect the public. Evidence from previous reports on other funding cuts will also influence the project. The report will be done by the end of March 2017.</p> <p>Members of the public raised concerns about lack of out of hours services in Uttoxeter, stating they are told to wait until morning then call 111. There is always a delay when calling 111 so local residents end up having to go to Burton hospital in the evening. This is made even more difficult by the fact there is no public transport available in the evening or night time. It was suggested that if no out of hours service can be made available there should be a transport service to Burton instead. SAR advised the public that this is on the agenda for the Patient Board, but the difficulty is that there are so many issues in the area. Feedback from a member of the public was that she would not call 111 again – they are only interested if you are having a heart attack.</p> <p>SB advised that feedback and concerns raised in connection with Burton Hospital Foundation Trust would be escalated with a request for a response.</p> <p>Other feedback was received regarding:</p> <ul style="list-style-type: none"> • Waiting appointment systems • Reduction in school nurses • Mental Health (emergency beds/Changes contract) • Improving lives 	SB
7.	<u>What we have done well/ what could we do better</u>	
	<p>Feedback from the public included:</p> <ul style="list-style-type: none"> • Fantastic & learnt a lot – will use Healthwatch in future • Felt listened to but not sure if Healthwatch can do anything regarding specific experience shared 	
8.	<u>Date of next public board meeting</u>	
	<p>Tuesday 17th January 2017 – 10.30am – 1.00pm – Tamworth Tuesday 14th February 2017 – 10.30am – 1.00pm – Cannock</p>	