

**Healthwatch Advisory Board Public Meeting
Tuesday 17th January 2016 10.30am-1.00pm**

St Peter's Community Church, Hawksworth, Off Silver Link Road, Tamworth, Staffordshire, B77 2HH

PRESENT

John Bentley (JB)	HAB Chairman
Maggie Matthews (MM)	HAB Vice Chair
Abigail Benge (AB)	Administrator/Information Officer, ECS
Beverley Dawson (BD)	HAB Member
Carole Stone (CS)	HAB Member
Derek Hoey (DH)	HAB Member
Frances Beatty (FB)	HAB Member
Ian Wright (IW)	Community Outreach Officer, ECS
Jack Barber (JB2)	HAB Member
Sue Baknak (SB)	Engagement Manager, ECS

APOLOGIES

Bob Rankin (BR)	HAB Member
Isabel Ford (IF)	HAB Member
Mike Dent (MD)	HAB Member
Susan Adey-Rankin (SAR)	HAB Member

		ACTION
1.	<u>Welcome and Introductions</u>	
	The Chair welcomed the Healthwatch Advisory Board (HAB) members and members of the public to the meeting. HAB members individually introduced themselves to the public.	
2.	<u>Apologies</u>	
	Apologies were received and noted as above.	
3.	<u>Minutes of the meeting held on 15th November 2016</u>	
	The Minutes of the meeting held on the 15 th November 2016 were agreed as a correct record by all Board members.	
4.	<u>Actions from the meeting held on 15th November 2016</u>	

	<p>The actions from the meeting held on 15th November 2016 are updated on the action tracker.</p> <p>JB explained how the action tracker works and what the colour system means. DH asked whether we are still awaiting a response for number 47 on the action tracker. JB advised we are awaiting a response from both the East Staffordshire and South Staffordshire CCGs. FB suggested that we ask the CCGs their rationale for deciding whether something is a 'procedure of low clinical value' (POLCV).</p> <p>SB advised she had been chasing number 42 on the action tracker and that when we get a response this will be published on the website.</p>	
5.	<p><u>Quarterly Business Cycle of Meetings</u></p>	
	<p>Ian Wright (IW) gave a presentation on engagement, communications, advocacy and Enter and View for the Tamworth area. The presentation was well received by all.</p> <p>FB asked if Mo Arabo (Communications Officer for ECS/Healthwatch) could produce a short report on comms & marketing rather than just using screenshot images on the presentation. (Mo to produce short report in future)</p> <p>DH reiterated that the Community Outreach Officers (COOs) do a great job and asked the public to consider becoming local champions.</p> <p>JB asked IW about the reporting process for Enter and View. SB advised that once a report has been written it is sent to the care home for any comments and responses to recommendations. Once these have been received the report is finalised and put on the Healthwatch website under the reports section.</p> <p>MM then asked the public if they were aware of what Enter and View is. Some did not know what it was so MM went on to explain that it is the process of viewing either a care home, GP surgery or hospital ward from the perspective of the patient/resident and then reporting back on this.</p> <p>JB welcomed the inclusion of a case study in the presentation, which illustrated where Healthwatch has made a change.</p>	
6.	<p><u>Healthwatch priorities/projects</u></p>	
	<p>MM updated all on the task and finish group 'Funding the Future'. This piece of work looks at where funding has been cut or services altered and what impact this has on service users. The research team have developed surveys which have been sent out to the public. MM asked for any information on funding cuts to be reported to Healthwatch. SB then added that there are two surveys (drug & alcohol / funding the future) and these are both on the Healthwatch website.</p> <p>https://www.surveymonkey.co.uk/r/Fundingforfuture http://healthwatchstaffordshire.co.uk/surveys-and-consultations/drug-and-alcohol-survey/</p>	

7. **Public Listening Session**

SB gave an update on the Sustainability and Transformation Plan (STP). She mentioned there are 44 STPs over the country and Staffordshire and Stoke on Trent is one of those 44. Staffordshire and Stoke on Trent has a Programme Board made up of 13 organisations that are responsible for reshaping all of our services. The plan for Staffordshire was published on the 15th December and this and the summary document is available on the Healthwatch website. Feedback from the Conversation Staffordshire events has also been fed back to the programme and is also available on the Healthwatch website.

<http://healthwatchstaffordshire.co.uk/staffsandstokestp/>

SB also mentioned there is a website for the 'Together We're Better Programme'. SB went on to say that engagement and communication plans are currently being developed and will be published once completed. The engagement is unlikely to start until the summer. SB also mentioned the Ambassador Programme and asked whether any members of the public would be interested in becoming an Ambassador.

BD asked how long the consultation period will take and whether this would eat into the STP plan timeframe. SB advised this information is not yet publically available.

A public member - asked how voluntary sector organisations will be utilised within the plan. SB replied by stating that this question came up at the Conversation Staffordshire events and the Programme Board did advise they want to work closely with voluntary sector.

A public member - mentioned that the workstreams for the Wolverhampton STP are very different from the Staffordshire and Stoke on Trent STP. SB stated that NHS England checked plans were able to work with one another for the benefit of patients.

A public member – Conversation Staffordshire in Tamworth was led by Andy Donald (Accountable Officer for South East Staffordshire and Seisdon Peninsula CCG, Stafford and Surrounds CCG and Cannock Chase CCG) but no representative by Staffordshire and Stoke on Trent Partnership Trust was present. Is Healthwatch therefore having a meeting with the three South Staffordshire CCG's to see how they will influence the plan. SB said there is representation from 13 organisations on the STP Programme Board and that Staffordshire and Stoke on Trent Partnership Trust is one of those.

JB2 stated that the STP has previously been portrayed as negative but it's actually trying to make better use of resources to deliver services that we can afford.

A public member – Because there was not a conversation about it beforehand it feels as though they snuck it in.

JB mentioned that we had asked members of the public to submit questions before the meeting and that we had a question from a member of the public about fluoridation of water. The question was read out and SB responded to the question by stating that Healthwatch would engage with the public and asked for question suggestions to be included in any surveys. A member of the public said the public need factual information. Another member of the public asked Healthwatch to investigate this further.

[Post meeting note – fluoridation survey to be created]

A public member – how does Healthwatch keep people updated between meetings

	<p>(Healthwatch to record outcomes in newsletter and on the website)</p> <p>JB then invited the public to give feedback on issues in Tamworth.</p> <ul style="list-style-type: none"> • there is a lack of neurological services and the STP doesn't mention neurological services. SB referred to a neurological survey on the Healthwatch website http://healthwatchstaffordshire.co.uk/surveys-and-consultations/neurology-survey/ • maintenance of stair lifts/ domestic support equipment not being repaired by the council anymore <p>[Post meeting note – Healthwatch has now received more intelligence on this issue and will therefore write to Staffordshire County Council regarding the withdrawal of funding]</p> <ul style="list-style-type: none"> • the Derby/Burton collaboration, Tamworth residents are worried the collaboration will affect those of them who use Burton services • providers need to be aware that with the collaboration people may have to travel even further for treatment eg Derby. Robert Peel is also being very underused • we should definitely we aware of the underuse of Robert Peel. • asked if Robert Peel is being closed. DH informed the public and the Board that Andy Donald mentioned at the Conversation Staffordshire event in Tamworth that the CCGs notice on Robert Peel was to revise local needs/services in the hospital. It is therefore a case of changing services around rather than closing the hospital. • mentioned the issue of transport for getting to major hospitals from Tamworth. • there is also an issue with getting GP appointments 	
8.	<p><u>What we have done well/ what could we do better</u></p>	
	<p>Public – the venue is quite cold and not enough parking Public – an outline of what's happened at each meeting being sent out by email would attract more people to the meetings Board – the format of the presentation should be reviewed</p>	
9.	<p><u>Any other business</u></p>	
	<p>There was no other business arising.</p>	
10.	<p><u>Date of next public Board meeting</u></p>	
	<p>Tuesday 14th February 2017 – Cannock Chase District Council Offices, Civic Suite, Beecroft Road, Cannock, WS11 1BG</p>	