

Healthwatch Advisory Board Public Meeting
Wednesday 16th August 10.30am-1.00pm
The Oddfellows Hall, Greengate Street, Stafford, ST16 2HP

PRESENT

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| Maggie Matthews (MM) | Interim HAB Chair |
| John Bentley | HAB Chair |
| Beverley Dawson | HAB Member |
| Bob Rankin (BR) | HAB Member |
| Frances Beatty | HAB Member |
| Jackie Owen | Engagement Manager, ECS |
| Jan Sensier | Chief Executive, ECS |
| Mike Dent | HAB Member |
| Sue Adey-Rankin (SAR) | HAB Member |
| Vicki Lockett (VL) | Administrator/Information Officer, ECS |
| Victoria Gibson | Head of Research & Engagement, ECS |

In attendance: 6 members of the public
 Caroline Goodfellow – Speaker
 Chris Ralston – Speaker
 Mary-Anne Derby - Speaker

APOLOGIES

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| Carole Stone | HAB Member |
| Jack Barber | HAB Member |
| Derek Hoey | HAB Member |

| | | ACTION |
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| 1. | <u>Welcome and Introductions</u> | |
| | MM opened the meeting and welcomed all attendees to the meeting. MM gave an overview of the meeting format and agenda. | |
| 2. | <u>Apologies</u> | |
| | Apologies were noted as above. | |
| 3. | <u>Minutes of the Meeting held on 19th July 2017 and Action Tracker</u> | |
| | The Minutes of the Meeting held on 19 th July 2017 were agreed as a true record. | |

Action Tracker

MM gave an overview of the action tracker and detailed the following outstanding actions:

Action 47: A response is awaited, an update to be provided at the next public meeting in October 2017

Action 66: A response is awaited, an update to be provided at the next public meeting in October 2017

Action 69: We are in the process of developing Enter and View reporting. All Board Members take responsibility for an area of the business, a decision has been taken to vary how roles are disseminated and perhaps use a mixture of Task and Finish Roles.

Action 72: We are currently gauging the interest of redeveloping and reprinting but feel the cost is prohibitive. Copies are available for attendees to look through. This action to be discussed at the HAB Business Meeting in September 2017.

4.

Speaker:**Caroline Goodfellow – Care Homes Activities Report**

A copy of the Board Report is attached to the minutes. A study looking at the Provision of Meaningful Activities in Care Homes was carried out during 2016 by Healthwatch Staffordshire Volunteers.

This themed project arose from Enter and View visits as it was felt a lack of activities within some homes was a common theme. There are quite a lot of examples of good practice given. As part of the pilot scheme surrounding activities in care homes, questions were devised to ask Care Home Managers, Activity Co-ordinators, relatives and residents.

A report of findings will be published on the Healthwatch Staffordshire website at 3pm on Wednesday 16th August 2017 entitled Living Not Existing – The Importance of Activities in Care Homes. A letter has been drafted to Dr Richard Harling (Director for Health and Care, Staffordshire County Council) and will be sent post meeting. A press release is also being issued this afternoon (16/08/17). The PR company is also contacting homes with evidence of good practice for quotes.

Options for publication:

| Publishing and posting 350 copies of the report in full colour | | |
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| Quantity | Price | Postage |
| 100 | £300.00 | £96.00 |
| 350 | £747.00 | £336.00 |
| 500 | £855.00 | £480.00 |

| Create an A5 summary leaflet | |
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| Quantity | Price |
| 1000 | £351.00 |
| 1500 | £412.00 |
| 2000 | £490.00 |

HAB were requested to provide a steer on the best use of resources to circulate the information and ensure impact. Comments from the HAB included:

1. We need to look at how the information will be used and look at a different approach to entice people to use electronic sources to engage
2. There is the opportunity to invite Activity Co-ordinators to a half-day session to

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| | <p>inform them of the information available in the report. It was queried if Care Homes would release Activity Co-ordinators to attend.</p> <ol style="list-style-type: none"> 3. Would prefer to spend as little as possible on a black and white version of a summary leaflet. 4. Must ensure that the website it is published on is searchable (keywords and keyword phrases). <p>Recommendations/Actions:</p> <ol style="list-style-type: none"> 1. To check how the report is published on the website – visibility and search options (109) 2. Engage with Care Home Managers when writing to them being constructive and positive. Request responses as a result of recommendations in the report by the end of September 2017. 3. Creation of potential training session for Activity Co-ordinators (110) 4. Links to the report to be included in guides and on Staffordshire Marketplace (111) 5. An A5 summary booklet to be created (112) | |
| 5. | <p><u>Speaker:</u> <u>Mary-Anne Derby – The Work of the NIHR</u></p> | |
| | <p>Mary-Anne provided a presentation regarding the work of the NIHR, a copy is attached to the minutes.</p> <p>The following comments were raised: Are you looking for new volunteers? <i>We are working with NHS Organisations across the patch to develop potential Ambassador roles. Yes, we need more volunteers.</i></p> <p>What age groups are you looking for? <i>For the Young Persons Steering Group the age range is 11-21. For other volunteers there is no age limit and we want to get people of different ages involved.</i></p> <p>JS suggested for JO or VG to liaise with Mary-Anne to publicise information on the Healthwatch Staffordshire website and also in the Healthwatch Staffordshire Newsletter. (113)</p> | |
| 6. | <p><u>Community Outreach Officer – Engagement/District Network Update</u></p> | |
| | <p>PH gave a presentation detailing the top three issues in Stafford district. A copy of the presentation and detailed engagement brief is attached to the minutes.</p> <p>JS thanked PH for all of his hard work stating that the presentation shows the depth of activity undertaken.</p> | |
| 7. | <p><u>Public Listening Sessions</u></p> | |
| | <p><u>Healthwatch Staffordshire Update</u></p> <p>Staffordshire County Council have launched a public consultation on Healthwatch Staffordshire, this closes on Sunday 20th August 2017. A link to the consultation survey is available on the Healthwatch Staffordshire website. The current contract ends in March</p> | |

2018, the County Council are going through the recommissioning process. During the contract there has been a reduction in funding. Funds are not ringfenced, the Local Authority has to ensure that the statutory functions of Healthwatch are delivered. ECS complete the tender for the Healthwatch Staffordshire contract.

The NHS Complaints Advocacy Service has been delivered alongside Healthwatch Staffordshire for the last three years. Any member of the public who wishes to make a complaint about the NHS has the right to have an advocate. There has been cross working between Healthwatch Staffordshire and the Complaints Advocacy Service.

A tender has been issued by Staffordshire County Council for Complaints Advocacy, they have taken the decision to create an advocacy hub to include all aspects of advocacy. ECS are tendering in partnership with another local organisation.

The following comments were raised with regard to the Healthwatch Staffordshire tender:

1. What can we as a Healthwatch Advisory Board focus our attention on that will support a good decision being made by the Executive Team?
JS – In the interim the HAB could send a letter to the County Council detailing what is valuable about Healthwatch and what needs to be resourced as well as completing the online consultation survey.
2. There are cuts everywhere right across the board, centralisation will come into being.

Sustainability and Transformation Partnership

The focus of the STP is to get Health and Social Care organisations working together and reduce costs by doing so. Unfortunately, there is not much to report on at the current time. Simon Whitehouse has been appointed as the new Together We're Better Director, JS is meeting with him on 21st August 2017. JS has also met with Clare Neill (Director of Comms and Engagement), they are planning a further meeting to address concerns raised regarding the lack of activity for Community Reference Groups. Healthwatch Staffordshire are continuing with the Ambassador Programme and training events are planned.

JS has been invited to attend group meetings regarding the future of County Hospital. As mentioned during PH's presentation, the midwife led maternity unit is under utilised. Work continues on the Burton and Derby collaboration. Consultation on the Community Hospitals North Staffordshire will now take place next year. JS is attending a STP Programme Board Meeting in September.

A member of the public commented that the STP stated they would go out to public consultation in June/July then this was moved to October. JS confirmed that consultation isn't going to take place anytime soon and understands this could be pushed back to next year. It is yet confirmed if consultation will be all packaged up into one or separate parcels. A member of the public commented as the STP is county wide it should be all together, they also stated they didn't want the consultation to be like that of Stafford Hospitals which felt like it was a tick box exercise.

It was commented that Community Reference Group meetings are cancelled due to low numbers, it is felt the meetings should be held anyway and then increase numbers of the groups.

8. **Any Other Business**

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| | <p>A member of the public commented that because Healthwatch Staffordshire is reliant on funding from Staffordshire County Council, some work completed is not in Staffordshire. VG commented the remit of Healthwatch is Health and Social Care and although Staffordshire County Council do commission the service we are independent.</p> <p>BR raised in Burton there are shortages of topical creams and other drugs and raised the question are GPs in Stafford having the same problems. PH stated he can look into this through outreach with GP Surgeries. (114) JO stated she will see if any information comes out from engagement in Lichfield and Tamworth (115).</p> | |
| 9. | <p><u>What have we done well / what could we do better for next time?</u></p> | |
| | <p>No comments were raised.</p> | |
| | <p>Date of next HAB Public Meeting: Tuesday 17th October 2017, 10.30am to 1.00pm The Guild Hall, Tape Street, Cheadle, ST10 1BG</p> | |