



Agenda Board of Directors

The Healthwatch Board meetings are held in public.

Members of the public who wish to attend will be made very welcome.

If you plan to attend and wish to ask a question please use the form available online or available at the venue and ensure that your question is submitted to the Chair immediately before the meeting. Question forms and Board papers are available via the link below:

<http://healthwatchcumbria.co.uk/about-healthwatch/the-board/>

Date: 17.04.2018

Time: 14:00-16:00

Place: Best Life Building, 4-6 Oxford Street, Workington, Cumbria CA14 2AH

Tel: 01228 550696 (Carlisle Office)

Agenda items and requests to: Elaine Ralph

Board Members:

Helen Horne (HH)	(Chair)
Gilda Wells (GW)	(Vice Chair)
Gill Sadler (GS)	(Board Member)
Lynne Gibbons (LG)	(Board Member)
Hilary Barker (HB)	(Board Member)
Geoff Lamb (GL)	(Board Member)
John Robson (JR)	(Board Member)
Charlotte Studholme (CS)	(Board Member)
Ted Cole (TC)	(Board Member)

Supporting Officers:

David Blacklock (DB)	(Chief Executive Officer)
Sue Stevenson (SS)	(Chief Operating Officer)
Elaine Ralph (ER)	(Information and Administration Officer - Minutes)

1. Apologies for absence
2. Declarations of interest

3. Draft Minutes, paper enclosed

To confirm the minutes of the meeting of the **23.01.18**

4. Action Log, paper enclosed

Action Log to be reviewed

5. Matters arising

6. Chair and Board Report - verbal update

Helen Horne, Chair

7. Operations Report, paper enclosed

Sue Stevenson, Chief Operating Officer

8. People First Development Update - verbal

David Blacklock - CEO of People First Independent Advocacy

Future Meeting Dates:

Future Healthwatch Cumbria Board Meetings, held in public, will be held on the dates below.

Tuesday 07th August 2018 - Barrow - 2-4pm

Tuesday 13th November - Kendal Venue TBC - 2-4pm



**Draft Minutes
Board of Directors**

Date: 23.01.18

Time: 14:00-16:00

Place: Best Life Building, Carlisle Conference Room

Tel: 01228 550696

Board Members:

Helen Horne (HH) - Chair
Gilda Wells (GW) - (Board Member/Vice Chair)
Lynne Gibbons (LG) - (Board Member)
Geoff Lamb (GL) - (Board Member)
John Robson (JR) - (Board Member)

Supporting Officers:

David Blacklock (DB) Chief Executive Officer
Sue Stevenson (SS) Chief Operating Officer
Elaine Ralph (ER) Information and Administration Officer (Minutes)

1. Apologies for absence

Gill Sadler, Board Member
Charlotte Studholme, Board Member
Ted Cole, Board Member
Hilary Barker, Board Member

2. Declarations of interest

There were no declarations of interest.

3. Minutes of last meeting

The minutes were agreed.

Action: ER to change the venues for the January and April Board Meeting in public dates to Carlisle and Workington respectively.

4. Matters Arising

The Chair, Helen Horne, asked the CEO, David Blacklock, to give an update on buildings development.

DB - The Barrow office will be moving into the new office in Duke Street next Monday (29th January 2018). The new office will be bigger, have more meeting rooms, a training room and will cost less than the current office in Barrow.

Carlisle move - the moving date from the Botchergate office has been set for 16th February. The new office will be ready and open for business on Monday 19th February 2018.

5. Action Log

The Action log was reviewed. The Board discussed items 1 and 3 which related to the impact of Healthwatch Cumbria (HWC). There was a discussion around our strategic plans, operational plans and projects plans. Members of the Board agreed that there should be accountability from the team around achieving the HWC strategic aims through operational and project plans. The Board agreed that there should also be some flexibility within operational plans on which core and commissioned projects are set throughout the year - we should be able to prioritise and react to unplanned work. There are also pressures from other Healthwatch collaboratives which need to be considered within operational plans.

There was also a discussion around attending meetings and whether attending was of value. Some meetings HWC has to attend but it would be helpful to prioritise which ones we need to attend?

Action: SS to look at the strategic plan to identify how we are achieving the aims and discuss along with outcomes, prioritisation and planning at the next Board Development Session.

6. Chair and Board reports - Verbal update

The Chair reported on some recent meetings attended, including the People First Independent Advocacy Board meeting and the Health and Wellbeing Development Day.

The Chair asked the Board members for updates on any meetings attended since the last Board Meeting and these were noted. Meetings that HWC Board members have attended since the last Board meeting include the West Cumbria Community Forum, Morecambe Bay Clinical Commissioning Group, the Mental Health Integrated Care Community (ICC) Steering Group, and Wigton Community Hospital Co-Production Steering Group. There was also feedback from one Board member who

volunteered on the HWC Flu Vaccination Project.

The Board discussed ways of enhancing awareness of HWC including posters, cards, and leaflets being sent to GP surgeries, etc. There was a recognition that this had already been done in the past, however, it was considered that it was not the most cost effective or successful way to inform health services and make the public more aware of who HWC are and what we do.

Additionally, there was a discussion around social media and picking up noise from the system from sites such as Facebook and Twitter. DB acknowledged that we do not make the most of social media and the website at present but that we now have a Marketing and Communications working group which is looking to make improvements in this area.

The Board discussed current integration plans with health and social care services and ICC's (Integrated Care Communities). Board members were concerned that the public were not seeing the difference yet. DB agreed that collaborations were still ongoing, and acknowledged there are challenges to show how it is progressing. It is not clear yet when people will feel the difference - there are different perspectives and different messages within the systems.

SS confirmed that HWC are now part of the main ICC Steering Group, previously a closed group, recognising that HWC's involvement and opportunity to influence at strategic level has progressed.

7. Operations Report

The Chair asked the Board to consider the Operations report and took questions from Board Members.

The Board asked when the next round of engagements on the road with the public were taking place.

Action: ER to ask Sue Hannah to send the Board information on new engagements/roadshows.

Everyone has a Voice Symposium - there were several questions regarding clarity on what the Symposium was, who would be involved and what would the Learning Disability Partnership Board's involvement be? Specifically, what would be the impact of this project?

SS - Around 100 people will be invited to the Symposium, including those who took part in the project such as Social Care and Health Service Commissioners, parent/carers of people with learning difficulties, social workers, third sector providers and people with learning difficulties. The aim is to show some of the

good practice that is happening and also to highlight some of the things that are not good for people now. HWC will present the evidence at the Symposium to encourage others to make changes in provision where things are going wrong.

It is hoped that the results of the Everyone has a Voice project and Symposium event will help inform the Learning Disability Partnership Board (LDPB).

Action: HWC Project Lead to invite Board members to Symposium once date is finalised.

Young Healthwatch - It was noted that HWC is mentioned in Health and Social care lesson information in some schools.

Action: GL to contact Sue Hannah with more information.

It was suggested that a good route into schools' awareness of Healthwatch was to invite a representative from the schools in Cumbria to a training session to be held by HWC.

Action: SS to contact Cumbria County Council re: possible training session for schools.

There was a discussion around feeding back from meetings attended by the Board and the HWC team. It was agreed it would be useful to report back and have a method of being able to gather intelligence before meetings and be better informed. DB suggested using "Slack" which is a social media platform used by People First Independent Agency for internal messaging. The Board agreed to a training session on this with a view to using to report back and message in the future.

Action: 10 minute training session on Slack to be held at the next Development Session.

SS gave a briefing on how the Community Hospitals Co-Production project has gone. The report is being finalised and SS explained that the project had led to a follow on project to develop Co-Production training and a toolkit in collaboration with CLIC (Cumbria Learning and Improvement Collaborative).

The Chair and Board were asked to consider the collaborative Memorandum of Understanding between Healthwatch Lancashire, Healthwatch Blackpool, Healthwatch Blackburn with Darwen and Healthwatch Cumbria. The Board agreed for the Chair to read and sign.

Action: The Chair to sign if in agreement to the terms and send to ER.

8. Future Projects

The Board clarified the process for approval of new business cases. It was agreed that large projects should be approved by the Board, at meetings where possible. If timescales were short then by email. There should also be some flexibility around smaller projects and approval. The Board were happy for the Chair to approve on it's behalf.

The Board were asked to consider the draft mandate for a new project proposal on Mental Health services in Cumbria. The proposal is to consider whether the HWC Team should carry out a project focussing on Older Adults and/or Younger People's Mental Health. The Board decided that two areas would be too large for one project and agreed to the Younger People's project. The team already has some local intelligence via the Healthwatch Cumbria Young Healthwatch survey that Mental Health is a priority concern for young people and there is a nationwide interest in mental health in young people. The Board were keen that the project would be able to provide evidence for people who are developing local mental health services and that it coincides with the timescales to be able to influence improvement where possible. The Board would like to see a revised mandate with clear timeframes and outcomes for the project.

Action: HWC team to work on a revised mandate for the Board to discuss at the next Development Session.

9. Finance Report

The Board noted the report.

Future Meeting Dates

Future Healthwatch Cumbria Board Meetings, held in public, will be held on the dates below:

Tuesday 17th April 2018 - 2-4pm - Workington Conference Room, Best Life Building

Tuesday - 8th August 2018 - 2-4pm Barrow (new building, address to be confirmed)

Tuesday 13th November 2018 - 2-4pm - Kendal -Venue TBC

Healthwatch Cumbria Board Meeting Action Log

Meeting date: 17.04.18

Green (G) - Completed

Amber (A) - In progress

Red (R) - Unable to proceed/Action required

Actions from Board Meetings			
Meeting Date	Action	Responsible	Progress
23.01.18			
1	Change of venues for January and April Board Meetings in public to Carlisle and Workington respectively	ER	Completed
2	Look at Strategic Plan to identify how we are achieving the aims and discuss prioritisation and planning at the next Board Development Session	SS	This was an agenda item for HWC Development Session held on 19 th March but discussion on HW Lancashire meant that the item was deferred to a future session.
3	Next round of public engagement dates to be sent to the Board	ER/SH	SH keep the Board informed of next engagement dates as and when agreed.
4	Healthwatch Board is to be invited to Symposium once date confirmed	ER/SH	SH will confirm when date is agreed
5	Contact CCC to offer HWC awareness raising sessions for representatives from schools	SS/SH	This is being included as part of development of Young Healthwatch
6	10 minute Slack training for the Board	CBC	Was on agenda for March Development

			session but postponed
8	SH to contact GL re: visiting school to increase HWC awareness	SH	Completed
07.11.17			
1	Future project planning should include resource monitoring as part of the delivery process and final evaluation	HWC Team	All future project plans will include resource monitoring and impact evaluation

Healthwatch Cumbria Board Meeting	Agenda Item: 7
17 April 2018	

Operations Report

Purpose of Report:
The purpose of this report is to provide the Heathwatch Cumbria Board with an update of operational activity during the fourth quarter of Year 2 (of our 4 year contract) from 1 st January until the 31 st March 2018.
Key Issues / Considerations:
The Board is asked to note that work during this period has focused on both core and commissioned activity.
Recommendations:
The Board is asked to note this report.

Presented By	Sue Stevenson, Chief Operating Officer, Healthwatch Cumbria
Contact Details	sue@peoplefirstcumbria.co.uk
Report Written	Oliver Pearson, Senior Engagement Officer

Introduction

This report provides Board members with a summary of activity for the **4th quarter of Year 2, 1st January until the 31st March 2018.**

The strategic priorities for Healthwatch Cumbria (HWC) are agreed by the Healthwatch Board and are based on the public's experience of health and social care services along with broader intelligence sources. Experience and intelligence is gathered through a variety of methods including direct communication from patients, families, carers and service users, regional and national themes, sector specific issues, reports and research.

The work includes daily core activity, core projects and some commissioned projects. Team members and volunteer representatives regularly attend a number of meetings to raise awareness of the work of HWC and to ensure that the experiences of the public are central to driving improvements to service delivery and informing decisions.

Engagement & Promoting Awareness

During the 4th quarter of year 2 we have continued our engagement with individuals throughout Cumbria in a variety of situations, including roadshows, meetings, and presentations and also through email and telephone correspondence. The direct personal engagement figure stands at 1373 people from 1st January to 31st March 2018. It must be noted that this figure fluctuates in accordance with the nature of current projects.

Social media is an important means of ensuring that HWC is accessible to as many people as possible. To ensure that HWC is accessible we use social media as a form of communication. The number of Facebook likes and Twitter followers remain stable at 807 and 1804 respectively¹. Plans are in place to refresh the HWC website.

Generic Engagement

- Members of HWC staff regularly attend volunteer fairs around the county to promote and raise awareness of HWC and encourage new volunteers to come forward.
- HWC continues to attend events to promote awareness of HWC and hear patient experiences. These include the Animation Café and Listening Events in the Furness district which occur every 3 months and are well attended by the public. HWC has been offered an event free of charge to use for awareness, engagement or project work.
- Attending events raises public awareness of HWC and contributes to the development of our experience of improving communication and patient participation using an informal setting. In addition to regularly attending local community based groups such as Age UK, GP Surgery PPG's, etc. HWC has been invited to give a number of talks and presentations to other Groups (detailed within area updates below).
 - Blind Society Macular Degeneration event in Ulverston

In addition to a presentation about the work of HWC the SEO was accompanied by a HWC Volunteer who specialises in Macular Degeneration gave a talk about the condition, how sufferers may alleviate some of the symptoms and digital software available to help them. The Blind Society is inviting HWC to a number of similar events being planned.

- Cancer Group in Kendal
HWC attended a meeting of people who have, or have had lymphomas to talk about the work of HWC
- Kirkby Ladies Supper Club
A representative of HWC attended the monthly meeting with approximately 30 residents of Kirkby in Furness. As a result HWC has been invited to take the Chatty Van to the local Gala that will be taking place on the 4th June.
- HWC volunteers are regularly present at CIC Carlisle and WCH Whitehaven (NCUHT) plus WGH in Kendal and FGH in Barrow (UHMBT) collecting patient experiences and talking to patients, visitors and staff to gather their views on accessing health and social care services. The intelligence gathered during these sessions is collected on feedback forms and then transferred to the Customer Relationship Management system (CRM). Regular analysis helps to identify possible trends which require further exploration. It was this mechanism which identified the poor experience that patients attempting to phone the eye health clinic in Furness were experiencing - see below for more detail on this project.

Core Work

In this report countywide projects are described first, followed by area specific work and then commissioned work. Finally, there is a summary of future projects that are being scoped for delivery in the coming months.

Countywide activity

Everyone Has a Voice: An inclusive approach to understanding quality of life for people with learning difficulties

The engagement work has now concluded, the next step is analysis of the information received. The report be available in July and a new date is being set for the symposium.

A Member Briefing has been prepared for Cumbria County Council (CCC) members at the request of CCC officers who attend the Steering Group. It will be important that the council and other providers are kept involved during the analysis period supporting our “no surprises” approach. The commitment remains from CCC that the Action Plan and recommendations that **emerge** from the analysis and the symposium will inform the agenda and action plans for the refereed Learning Difficulties Partnership Board.

Young Healthwatch (YHW)

Following the visits to schools and colleges last quarter and the online survey to ascertain the 3 main concerns of young people relating to health and social care these identified Mental Health as the main issue - this will now form the basis for a new substantive piece of work. This new project will be designed to obtain a comprehensive understanding of

the challenges young people experience when accessing and using the mental health services currently provided. By hearing and recording people's experiences we hope to highlight the need for better understanding and ability to recognise the signs of good and bad mental health and the prevention and management of mental health.

In this quarter, two HWC Engagement Officers visited St Benedicts Catholic High School, Whitehaven and spent time with the children talking about Healthwatch and the Health and Social Care System and gathering their feedback. They also discussed the possibility of holding a Healthwatch Hub at the school, which the school is currently considering.

Healthwatch Hubs

HWC continues the process of identifying and contacting key individuals of interest and place to support the growth of the HWC Hubs, which are effectively focused on growing local networks of groups able to distribute and feedback information for HWC.

Clinical Services Quality Measures (CSQMS)

HWC staff and volunteers continue to support our local Hospital Trusts by participating in the various inspections/visits (Mock CQC Inspections and QAAS Evaluations etc.) primarily focussing on the views of patients, families and carers. These are intended to improve service quality, safety and environment. HWC provides an independent patient perspective of these issues.

HWC have attended 9 PLACE visits this quarter.

Quality Surveillance Group (QSG)

HWC is continuing to review the extent to which it can appropriately and cost effectively support the work of this group. Reporting templates are emailed to HWC in advance of each meeting which are returned to the QS. Meeting papers and action logs are reviewed for any issues that may be relevant to HWC but we tend not to travel to the NE to attend the meetings. A conversation will be held with other HW about how we may influence and inform the QSG in the longer term

Cumbria Health and Wellbeing Board (CHWB) and Public Health Alliance (PHA)

The Chair and CEO of HWC attend the CHWB and a nominated member of the HWC Board attends the PHA.

CHWB meetings recently have focused on the aspiration to achieve greater integration of health and care services.

Flu Project

Influenza vaccination was identified by NHS England as a key mechanism to address winter pressures during the winter of 17/18. Following his announcement, HWC became aware of an individual case of a patient with physical and learning disabilities who had struggled to obtain a flu vaccination owing to systemic barriers and the two things together influenced the development of this project in which HWC sought to find out if any other people had been affected by similar issues, thus compromising the government's ambition to use this as a key tool to reduce winter pressures.

A survey was developed to be available in two forms; Survey Monkey and a paper copy. Analysis of the results showed that the majority of people who responded (80%) had no difficulty obtaining the vaccination. However it also showed that many did experience difficulty, and this was acknowledged by 37% of health professionals who responded. Arguably, many of those experiencing difficulty could be at the greatest risk of health complications. A number of recommendations to raise awareness and address access difficulties have been proposed.

West, North and East Cumbria

HWC provides representatives and supports others to sit on;

- Primary and Community Services Programme Delivery Board.
- Mental Health ICC Steering Group
- Cumbria ICC Steering Group

HWC was also asked to provide a representative to sit on the interview panel for the ICC's.

This is a clear indication of the health and care system's increasing willingness to work with HWC to ensure that more local people can be involved at the design stage of services.

Community Hospitals and Coproduction

This project explored the experiences of lay people involved in the coproduction activity designed to implement the North Cumbria CCG decision to remove inpatient beds in Maryport, Alston and Wigton Community Hospitals. HWC wanted to establish what worked well and less well from a community perspective.

The final report was shared with those who had contributed to the work for a factual accuracy check and then more widely shared with all involved in coproduction, and specifically the changes to Community Hospital, across the health and care system. A response has been received from North Cumbria CCG and a further letter sent to CCG to address some key issues raised in the response.

This work will directly inform on going work in the commissioned Coproduction Project currently being delivered at the request of North Cumbria CCG.

The report and letters can be found here;

<http://healthwatchcumbria.co.uk/wp-content/uploads/Community-Hospitals-Project-FINAL-REPORT.pdf>

David Rogers letter - <http://healthwatchcumbria.co.uk/wp-content/uploads/David-Rogers-Response.pdf>

HWC response letter - <http://healthwatchcumbria.co.uk/wp-content/uploads/HWC-Response-to-David-Rogers.pdf>

Dental project

In October 2017 HWC was informed by NHS England that the NHS Dental Practice in Appleby would be closing in December 2017 and requested the assistance of HWC to involve the local community ensuring that this information was well communicated and that people knew how to find alternative provision.

Since the closure, HWC has continued to receive many queries around the future provision of an NHS Dental service in Appleby from concerned local residents. HWC felt that the best way to address the questions and concerns of the public would be to hold an event where the public could speak directly with a member of the NHS Primary Care Team associated with the procurement process. The Hub in Appleby was chosen as the venue and a drop-in was organised for the 20th March 2018 with a member of NHS England staff and facilitated by HWC. Members of the public were able to ask questions, voice concerns and also obtain signposting advice from HWC regarding alternative options available. Feedback from attendees was very positive and HWC was thanked for arranging the event.

A HWC Impact Report was completed to summarise this project.

Co-production Groups

HWC continues to support and attend the North Cumbria Clinical Commissioning Group (NC CCG) hosted Working Together Group which is focused on involving people in considerations to deliver Option 1 for Maternity and Paediatric Services at the West Cumberland Hospital (WCH). These meetings are independently chaired by Archdeacon Richard Pratt. There are number of sub groups attended by HWC to consider issues related to Recruitment and Retention, Children's Working Group, and Experience of Care at a Distance group which have regular monthly meetings.

West Cumbria Community Forum (WCCF)

The WCCF met on 19th January and 16th March. On both occasions updates have been provided on the work to achieve greater integration of the health and care system, its impact in west Cumbria and the continued development of the West Cumberland Hospital site. Members also heard about the role and impact of Public Health in developing community resilience and wellbeing.

South Cumbria

Local Healthwatch Collaborative

HWC is working closely with HW Lancashire, HW Blackpool and HW Blackburn with Darwen to co-ordinate and strengthen our influence across Lancashire and south Cumbria in the Healthier Lancashire and South Cumbria Sustainability and Transformation Partnership (HL and SC STP)

HWC attends the meetings of the STP Partnership Board and at the last meeting the Chair explained the national context: In the UK it is envisaged that there will be 10 STPs of which Healthier Lancashire & South Cumbria will be one. There is an expectation that all of the STPs will become an Integrated Care System (formerly ACS) known as an Integrated Care Partnership or ICP (formerly ACP). We continue to work with the Communications and Engagement lead to deliver local focus groups to help to explain and involve people in the changes that the STP process is likely to bring about.

Healthier Lancashire and South Cumbria Communication and Engagement Partners Steering Group

HWC continues to be part of the Group which provides a helpful insight into work-stream activity and consultations, communication and engagement strategies and opportunities for further collaborative and/or commissioned work. HWC and HWL have been asked to

support a number of forthcoming events organised by the Communications and Engagement Team and discussions are currently taking place.

Eye Health Clinic at Furness General Hospital

HWC intelligence arising from patient experience at Furness General Hospital indicated that Eye Clinic patients were experiencing difficulty contacting the Clinic by telephone, the lack of an engaged tone giving the impression that the call was being ignored. Previously obtained data was analysed and the concerns shared with the representative on the NHS Local Eye Health Network Group, the Chair of the Group subsequently referring the issue to the CEO of UHMB.

An apology was received from UHMB explaining some of the difficulties that the Clinic was experiencing, largely related to staff shortages. Recruitment is underway and a number of actions are being implemented using IT and a messaging service to address issues of concern in the interim.

A HWC Impact Report was completed to summarise this project.

Commissioned Projects

Broadening Communication Channels within the NHS (Healthwatch Cumbria and Healthwatch Lancashire)

The Communication and Engagement lead for Better Care Together commissioned HWC and HW Lancashire to work together to identify previously unused modes of communication and to establish contact with those who preside over them. Approximately 530 emails were sent to a range of contacts including Parish Newsletters, nursery groups, local interest groups, school newsletters and third sector care organisations. Response was however very low and it was agreed with the commissioner that the challenges faced in obtaining contact details on an 'opt in' basis meant that this approach was not working. It was subsequently agreed that an 'opt out' approach would be employed and the full set of researched contacts will be passed to the health and care system communication leads and included in the HW Collaborative databases.

Digital Project development (Pan Lancashire and Cumbria Healthwatch Collaborative)

The Collaborative is working together through a Steering Group to deliver a project that would involve local Healthwatch organisations working with local people to explore how computers and other IT technology could be employed to achieve better health and care outcomes. A draft survey has been developed and is currently being reviewed by Steering Group members.

NHS England Learning Disabilities Screening Programme, and the Development of a Toolkit (Pan Lancashire and Cumbria Healthwatch Collaborative).

A Steering Group has met and a draft survey has been developed and reviewed in advance of the next meeting. The nature of the work will necessitate an element of training of engagement staff and volunteers to ensure consistency and sensitivity and to this end a presentation has been developed which will be used during the training process. Although the common factor is Learning Disabilities, the two screening processes (Breast Cancer and Cervical) are very dissimilar and the age groups are different (Breast Cancer 50-70 years,

Cervical 25-64 years) and it has therefore been determined to create two surveys as this will better inform the development of the Toolkit (2nd phase of the Project).

This work will inform the future commissioning of cancer screening services for people with learning difficulties.

Cumbria CCG - Joint Coproduction Training with Cumbria Learning and Improvement Collaborative (CLIC)

Two Focus Groups have been planned to take place on:

- **April 18th 2-4pm** Workington HWC office, Oxford Street
- **April 23rd 10am - 12noon**, Carlisle HWC, Milbourne Street

These are designed to inform the development of a Coproduction Charter which will be supported by a range of training material co-developed to help to achieve the aspirations of the Charter.

Better Care Together Engagement (Healthwatch Cumbria and Healthwatch Lancashire)

Members of staff from HWC and HWL were joined by NHS representatives on the Chatty Van at a variety of locations in South Cumbria and North Lancashire (UHMB area) to encourage responses to the Better Care Together '5 Hard Truths'. These were described as being the things that Better Care Together needed to address in order to deliver more effective and efficient services across the Bay.

Comment cards were also available on the van which gave an opportunity for people to make any comments they wished regarding health and care, the comments from both Cumbria and Lancashire have been combined on a single spreadsheet for analysis and reporting. HWC spoke with 403 members of the public and their views will be combined with those from people in North Lancashire to inform the final report which will be completed by the end of April 2018.

Future Projects

Young People and Mental Health

At the last meeting of the Board it was agreed that the focus of the project would be young people/ mental health only. The results of the YHW survey have clearly indicated the appetite within the younger generation to identify and address issues of mental health. A Project Mandate has been written in preparation and an inaugural project scoping group meeting is being arranged. It is proposed that the survey work should be done in September after schools return from their summer break.

Staff and Volunteer Representatives

Volunteers

HWC Volunteers have supported the Hospital PLACE and QAAS visits to local hospitals as well as attending Out Patients clinics to speak with patients and their families.

HWC have recruited additional Sessional Workers and a driver for the Chatty Van.

The SEOs are currently reviewing the pool of volunteers and sessional staff to establish the availability, interests and skills they may be able to share with HWC to support future pieces of work, particularly in support of core work. This will assist with the planning of core activity the SEOs are developing.