



**Draft Minutes  
Board of Directors**

**Date:** 09.05.17

**Time:** 14:00-16:00

**Place:** Best Life Building, Carlisle

**Tel:** 01228 550696

**Board Members:**

Gilda Wells (GW) (Board Member/Vice Chair)  
Gill Sadler (GS) (Board Member)  
Lynne Gibbons (LG) (Board Member)  
Hilary Barker (HB) (Board Member)  
Geoff Lamb (GL) (Board Member)

**Supporting Officers:**

Sue Stevenson (SS) (Chief Operating Officer)  
Sue Hannah (SH)(Senior Engagement Officer) - minutes  
Note: Donna Story - Cumbria County Council Commissioner of Healthwatch in attendance

**1. Apologies for absence**

Helen Horne, John Robson, David Blacklock, Charlotte Studholme, Elaine Ralph

**2. Declarations of interest**

Declarations of interest forms were submitted from several Board members. It was agreed that nil returns should also be submitted.

**3. Minutes of last meeting**

The minutes of the meeting of the 31.01.17 were agreed.

#### **4. Action Log, Paper Enclosed**

The Action log was reviewed and updated.

#### **5. Matters arising**

##### **ECLO**

HWC wrote to Morecambe Bay CCG and Cumbria CCG to highlight the role of ECLO's. Each positively responded and noted the value of an ECLO as a consideration of future commissioning.

##### **LD Project**

SS brought the Board up to date about development of the Learning Difficulties project and advised that HWC have been invited to Cumbria County Council's Health, Care and Communities Directorate Management Team meeting to present the rationale for the project on 17 May 2017.

##### **Older Adults**

Project design for this project will begin in May with aims to starting delivery in September.

Action: Send round project mandate to Board members once completed.

##### **Enter and View**

The team are on track with the second phase. They have completed 2 in the west of the county and have four to do. SH is having one to one meetings with the managers to ensure they are informed of the visits and this has helped when not announcing the exact visit dates.

SS confirmed Adults Mental Health project is next on the horizon.

SS informed the Board of the HWC Programme/Project Planner for the year. GS stated that this would be useful for the Board to see when decisions are made on business cases.

#### **6. Chair's report, paper enclosed**

SS presented the Chair's report. This included the Chair attending a Healthwatch England conference in Leeds related to Sustainable Transformation Plans (STP'S), a Public Health Alliance meeting which centred round rural isolation and included a presentation from Public Health England around childhood obesity. The Chair has also been supporting the local health economy where key issues taken up by the County Council include Employability and Workforce Health - how to get people into work and support them at work.

The report highlights that HWC has had a positive impact on the CCG consultation process and was able to clearly inform what the public had said through HWC engagements and reports and at the CCG decision making meeting.

The report was noted.

## 7. Operations Report, paper enclosed

The Board reviewed the overall content and style of the Operations Report and agreed that the report presented at the meeting was appropriate in length and content. They noted that some detail was required to help readers who had little knowledge of some projects and agreed that the links to full reports were important and helpful.

SS provided the Board with a summary of the key projects that have been completed or are ongoing.

She reminded the Board that activity is both strategic and operational and there are a substantial number of high level meetings which HWC is invited to attend.

### Key points included;

- Update on Cockermouth surgery report - this has been completed and is awaiting a response from the surgery within the 20 statutory day timescale.
- Young Healthwatch - SH updated the Board on the development of a ballot/survey for young people to ask them what is important to them in health and social care services. The Board agreed that a consent form should be used for those under 18 years. SS explained that the work is to gather a snapshot of what is important for young people.  
Action - SH to send copy of Young Healthwatch letter to Donna Story
- Lancashire and South Cumbria Sustainable Transformation Plans (STP)/Local Delivery Plans (LDP)  
GS, LG, Oliver Pearson and SS have met to discuss the Healthier Lancashire and South Cumbria STP's/LDP's. HWC interest is in the Morecambe Bay area. LG and GS will support the HWC team in this work.  
Action: SS to send STP/LDP narrative to the Board.
- HWC have been invited to sit on the new Morecambe Bay CCG with observer status alongside a representative from Healthwatch Lancashire.
- Stakeholder Advisory Group (PCPSAG) - now concluded and has had a positive impact making 32 recommendations in its lifespan all of which were completed.
- West Cumbria Community Forum - continues to meet - next meeting 19 May.
- Cumbria Clinical Commissioning Group Listening Event - SS updated the Board on the listening event planned on 16 May 2017 at which the public will be invited to consider their role in co-production.
- Treatment at a Distance - This report has been submitted to the STP Director who has responded to the report.
- North Cumbria Accident and Emergency work - NCUHT have received a brief of the project. HWC have been invited developing a more detailed brief/costing of the project. This will be similar to CHoC work.

The report also provided an update on activities associated with the HWC role on;

- Healthwatch England Advisory Group
- PLACE and RAISE visits
- Cumbria Health Scrutiny Committee (CHSC)
- CCG Governing Body

HB raised the acknowledgement of concerns on possible increases in choices for home births in the event of change to maternity provision. Is there sufficient?

Action: SS to put question to CCG

The report was noted.

## **8. Eden Valley Hospice**

SS updated the Board on the background to the project and the hospice's desire to improve their intelligence and feedback based on patient experience. HWC will support the development of a Patient's Charter and will work with training volunteers and staff to develop and implement a survey to test people's experience against the charter. The work will be undertaken by 2 HWC sessional workers, SS and JI. The project has still be scoped with a timeline.

HB declared an interest - voluntary role in Eden Valley Hospice bookshop.

## **9. Key Emerging Issues Nationally and Locally**

SS presented the 6 key trends in the county compared to those nationally highlighted in the Healthwatch England Committee report:

Young People with Autism; CAMHS; Access to services for people with disabilities; Healthcare provision in prisons; wellbeing of carers; Social care.

The key issues locally are Community hospitals; Access to transport; Mental Health; Maternity Services; Equity Rurality; Access to appointments.

The Board discussed the north south divide in service delivery and particularly in the west of the county where it appears that those who shout loudest appear to get priority. Donna Story was surprised there weren't more social care issues. A discussion took place on how pressure on care homes and increasing numbers of those with Dementia are in more advanced stages. Donna Story talked about the the meeting she attended on Dementia residents and the support mechanisms for care homes.

## **10.AOB**

GW informed the Board that the National Director of Healthwatch England, Imelda Redmond will be speaking to North West Network of HW Chairs and Chief Officers at Widnes on 14<sup>th</sup> September. The Invitation was extended to Board members. Any Board member interested in attending to contact SS.

### **Future Meeting Dates**

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

Tuesday 08<sup>th</sup> August - Best Life Building, 12 Duke Street, Barrow in Furness, LA14 1LF

Tuesday 07<sup>th</sup> November - Kendal - venue to be confirmed.

DRAFT