



**Minutes
Board of Directors**

Date: 07.10.2015

Time: 10:00-12:00 Noon

Place: Kendal Fire Station

Tel: 01768 812612

Agenda items and requests to: Lisa Blackwell

Board Members:

Helen Horne (Chair)
Gilda Wells (Board Member/Vice Chair)
Mark Hoeltherhoff (Board Member)
Gill Sadler (Board Member)
Tamsin McGlinchey (Board Member)

Supporting Officers:

David Blacklock (Chief Executive Officer)
Sue Stevenson (Chief Operating Officer)
Sarah Allison (Health and Wellbeing Manager)
Lisa Blackwell (PA to Chief Executive Officer) (Minutes)

Other Attendees Present

Derek Houston, (Cumbria County Council Policy and Scrutiny Strategic Advisor)

Public Attendee

Sarah Roberts

1. Apologies for absence

N/A

2. Declarations of Interest

None

3. Minutes

The minutes of the last meeting were agreed as a true record.

HH congratulated SA and all of the HWC team for their work on the Intelligence Report.

4. Matters arising

The action log from the previous meeting was reviewed.

Outstanding Actions

Intelligence Report to be made available to the public once complete:

The Board agreed the publication of the Intelligence Report on the website was a good way of keeping the public informed and wondered whether the quarterly contract report provided to CCC should also be published?

Action: SA to make the Intelligence Report available on the website - it is a good way of providing the public with up to date information about HWC activity and findings. It was further agreed that the Board would consider the format of the Intelligence Report and the status of the CCC Quarterly Contract Reports at the next Board Development Day Agenda.

Refreshed Programme of Engagement:

It was agreed that the programme of engagement will be constantly refreshed and so there was no need for this to remain on the Action Log.

Action: Remove “Refresh Programme of Engagement” from Action Log.

Invite Julie Turner from Healthwatch England to next Healthwatch Board Meeting:

Julie Turner has been on compassionate leave but the invitation has been reissued with the hope that Julie could attend a future Board Development Day and Julie will confirm dates as soon as possible.

Profit and Loss Statement:

Some final financial information is still required for the management accounts.

Action: John Gray, Finance Manager, People First, to provide Gilda Wells with full financial information in advance of next Board meeting and then to attend next Board Meeting to present accounts to the Board.

Podcasts

The Board discussed the use of Podcasts and how they could be used to record patient experiences and/or to show interviews/conversations between HW and key health and social care leaders. Videos of patient experiences could be recorded (with permission) via the use of i phones and then downloaded to a Healthwatch YouTube Channel.

The Board agreed that the relevant permission must be sought from service users, and it is important that they have an understanding of how and where this information will be used.

Action: Trial use of Podcasts and bring an example to the next Development Day.

Presentation of Action Log:

Action: Print off Action Log in colour for next meeting and letter coding (R = Red, A= Amber, G = Green) to be added in the progress column to assist those unable to access colour printing.

5. Success Regime

David Blacklock, CEO Healthwatch Cumbria

See Briefing Paper Enclosed.

DB advised the Board that the concept of the Success Regime was set out in the NHS Five Year Forward View, and that the north Cumbria Programme Board which had been working to achieve the objectives in Together for a Healthier Future was now benefiting from national leadership through the Success Regime supported through the Tripartite of NHS England, The Trust Development Authority (TDA) and Monitor.

DB pointed out that the Cumbria County Council has stated its support of the Success Regime but noted that it is not “in” it. Board members expressed concern that social care had a fundamental role in any improvement programme for the health and care system noting that although the Local Authority is not accountable to the NHS, they are still accountable to the public.

HWC has a seat on both the Programme Board and Executive Board of the Success Regime. DB and SS will attend these respectively. The full programme of Success Regime activity has been documented in a Project Initiation Document (PID) agreed by the Programme Board and a public version of the PID will be available shortly and made available through the HWC website.

HWC is also supporting the development of an extensive Communication and Engagement programme and has advised on how people must be involved from all communities of place and interest across north, west and east Cumbria.

Plans at the moment include four Deliberative Events with targeted recruitment to ensure full representation from all demographics and including from seldom heard groups. There will also be 16 roadshow events. HWC will provide appropriate and independent support to this programme.

The Success Regime is focused on achieving some rapid improvements which could be accelerated through the agreement of various 'freedoms', i.e. high level decisions that can be made to address some of the most challenging issues halting progress.

DB also updated the Board on the visit last week of Simon Stevens, Chief Executive of NHS England. Representatives of West Cumbria Community Forum had a 45 minute lunchtime session with him during which they presented a number of questions that had been developed in consultation with all Forum members. The full set of questions has now been formally submitted to Simon Stevens requesting a written response which will be posted on the HWC website once received.

Action: Send copy of questions submitted to Simon Stevens to Healthwatch Board Members.

Action: DB to provide regular updates on the Success Regime at Board Meetings.

6. Royal College of Obstetrics and Gynaecology (RCOG) review.

Sue Stevenson, COO, Healthwatch Cumbria

SS provided an update on engagement activity that has taken place and is planned in relation to the maternity services in Cumbria. SS explained that this work has had a number of drivers including the Kirkup Review in south Cumbria and the RCOG Falconer Report which covered all of Cumbria and stretches into north Lancs. SS said that it also coincided with the national review of maternity services and reminded the Board of the national on line survey which was live until the end of October. The basic premise of the Cumbria work was to build up a picture of what "good looks like" through all the stages of maternity care.

HWC is helping to plan and deliver extensive engagement activity in communities across north, west and east Cumbria and a Cumbria online survey all building on the question framework and findings of a large scale event that recently took place in Barrow HWC was working closely with members of Maternity Services Liaison Committees who would support one to one engagement on the ground.

HWC will lead the analysis of this work and present the findings to a meeting of the RCOG Implementation Board at its meeting on 13 December 2015.

Action: Include CCG Governing Body paper on RCOG Implementation 07.10.2015 with circulation of the minutes).

7. Development of the Cumbria Health and Wellbeing Strategy.

Derek Houston, Policy and Scrutiny Strategic Advisor.

See presentation enclosed. [Presentation requested by LB on 08.10.15]

A refreshed Health and Wellbeing strategy is in development led by Colin Cox, Director of Public Health, CCC, and through the Cumbria Health and Wellbeing Board.

The strategy will be developed to address three identified gaps:

- 1) Life Expectancy;
- 2) Care and Quality; and
- 3) Funding and efficiency.

At the same time the development of the Health Deal, as an integral part of the Cumbria Deal will also look to address structural issues.

DH told Board members that there was a real focus on understanding the drivers for and achieving Population Health with energy being put into the development of a countywide health and wellbeing system to support this. The strategy is being developed through a series of engagement events, including a workshop with the Public Health Alliance and will also be the subject of formal consultation from mid-October to end November 2015 once the final draft has been agreed.

The Board asked about alignment of funding and accountability for the delivery of the strategy? DH advised the Board that this would be through agreement of all the delivery partners through the Health and Wellbeing Board.

Action: Derek Houston to provide a copy of the slides for circulation.

8) Operations Report

Sarah Allison, Health and Wellbeing Manager

See Operations Report Enclosed.

Sarah presented the Operations Report which provided the Healthwatch Board with an update of operational activity from the first quarter of 2015-2016.

HWC have engaged with over 2,000 people over the last year, and figures have increased steadily over the last three years.

HWC now has an increased team of enthusiastic Ambassadors engaging with the public and informing the public about the aims and purpose of HWC. HWC recently held an

Ambassador induction day covering all aspects of HWC Cumbria activity. They were joined on this occasion by Board member, Tamsin McGlinchey. The Ambassadors discussed the idea of being renamed 'Healthwatch Representatives', and requested that a skills audit to be done to ensure that the full range of skills could be appropriately harnessed to enhance the activities of HWC.

Enter and view training was also made available for Ambassadors.

Action: SA to create a skills matrix for Ambassadors.

Board members commented on levels of engagement activity and noted that HWC could increase its activity through better use of social media, including Facebook, Twitter and YouTube.

SA advised the Board that the team was currently preparing reports for Care Quality Commission to support its forthcoming inspection of CPFT and also a short presentation to support and Cumbria Health Scrutiny Committee Task and Finish Group investigation into CAMHS. Copies of the above will be circulated when available.

In terms of work focus SA advised the Board that current HWC priorities include:

Success Regime;
Maternity Services;
Deaf project;
Diabetes project.

SA said that they were keen to increase the response rate for the Diabetes Survey and the Board discussed how they can gather more data in relation to diabetes care.

DB reported on a specific issue that had been reported to HWC and which resulted in concerns being raised directly with CPFT. The concerns were in relation to a specific unit. The Trust had responded with an hour and had put in place refreshed arrangements to address the issues raised. HWC also raised their concerns with the CQC.

HWC were satisfied with the response from the Trust but will keep this situation under review.

The Board noted the Operations Report and thanked Sarah and the Team for their work.

8i. Feedback from the Last Development Session

HH explained the purpose of the Development Session to the public attendee, Sarah Roberts. At the last meeting, the Board had discussed the Draft Quality Statements and the Decision Making Model. Helen explained that these discussions will be progressed again at the next development session on the 25th November 2015.

Action: Continue discussion Quality Statements and how they can be used to assess HWC performance at next development day and also consider seeking further stakeholder feedback.

DB advised the Board that HWC had been asked to present our best practice at recent the Healthwatch England Commissioners Conference as one of the top local Healthwatch across England. We had since received excellent feedback in relation to our work and approach summarised in the presentation.

9. Next Meeting Dates

The Board discussed the next meeting dates and venues, and a comprehensive list is included below. Please note that Board Development sessions are not open to the public.

10. Public Questions

Sarah Roberts enquired (in relation to the Operations Report) as to whether the numbers reported in the report made a distinction between 'engagement' and 'awareness' raising. She wondered whether full conversations were taking place about their experiences each time or whether some of the engagement numbers related to briefer exchanges focused only on sharing information about HW.

Helen Horne thanked SR for her question and said that she was right to observe that some of the activity was indeed awareness raising and that it would be helpful to make a clearer distinction between these activities in the report in future.