



Agenda Board of Directors

Date: 15th October 2014

Time: 11am-1pm

Place: People First Offices ,123 - 127 Botchergate, Carlisle, CA1 1RZ

Tel: 01228 550 696

Agenda items and requests to: Lisa Blackwell

Board Members:

Mark Hoelterhoff (Chair)
Gilda Wells (Board Member)
Maria Johnson (Board Member)
Helen Horne (Board Member)
Gill Sadler (Board Member)

Supporting Officers:

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

Part 1: Public

1. Welcome and Introductions

New Board Member- Gill Sadler
Background and Previous Experience

2. Apologies for absence

Sue Stevenson

3. Declarations of interest

4. Minutes - *Attached*

Agree minutes of the 21.07.2014

5. Matters arising

6. Operations Report - *See Attached Report*

7. University Hospitals of Morecambe Bay Improvement Board Update

8. Board Away Day

Provisional dates set, awaiting confirmation.

9. Adult Scrutiny (Care Homes)

10. HWC Contract

11. Communication

Annual Conference
Letter to Stakeholders

12. Reflective Audit

13. Meeting Attendance and Representation - *See Attached Dates*

Part 2: Private

1. Healthwatch Concerns - See Attached

2. Board Membership -Plans for the Coming Year -Job Description to be Tabled.

3. Draft Community Forum Proposal- See Attached Report

4. Cumbria Health and Wellbeing Board LGA Review - See Attached Report

5. Patient Experience Team (PET) Review - See Attached Report

Next Meeting Dates:

Bi Monthly Meetings (Exact Dates to be Agreed):

October 2014 - General meeting

November 2014 - Development Session

December 2014 - Reflective Audit Review and Action Plan

February 2015 - General Meeting & Finance Review/Year 3 Strategy

April 2015 - Development Session

June 2015 - General Meeting

August 2015 - Outcome and Impact Tool Review

October 2015 - General Meeting

December 2015 - Reflective Audit

Appendices:

Draft minutes 21.07.2014



**Draft Minutes
Board of Directors**

Date: 21st July 2014

Time: 11am-1pm

Place: People First Offices ,123 - 127 Botchergate, Carlisle, CA1 1RZ

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Part 1: Public

1. Apologies for absence

Sue Stevenson.
Maria Johnson absent from meeting.

2. Declarations of Interest

No declarations of interest.

3. Minutes - Attached

The minutes of the last meeting were agreed, with one amendment (see paragraph 3 under Board membership below). MH confirmed that minutes and Board papers are available on the website.

4. Matters arising

- HH noted that SS attends the CCG Governing Body meeting and asked for details of these meetings which are held in public.

Action - LB to send dates for HH.

- DB advised that Board Members would be welcome to attend other meetings (e.g. The Health and Wellbeing Board). LB will send the HW Board a list of meetings that could be attended by Board members. It was agreed that they should indicate which they wish to attend so that advanced notification can be given to the organisations hosting the meetings.

Action - LB to send list of all relevant meetings to Board members. Board members to advise which meeting they wish to attend

- It was agreed that effective networking, meeting attendance and involvement are all important to ensure that the role and profile of HW is continually enhanced.
- Board membership:-
 - MH advised that he had written to CG and advised her that her volunteer role on the HW Board would be terminated. He said this was unfortunate but that several discussions had failed to reconcile the differences of opinion that had emerged. He has not had a response to date.

The Board agreed that the last meeting had been quite challenging and personal and went on to support MH in this difficult decision. It was agreed that the minutes of the previous meeting should be amended to read “there was a full and frank exchange of views” to reflect the very difficult nature of the conversation that had taken place.

MH also advised the Board that the HW team had received questions from a member of the public regarding the governance of the Board. The position has been explained via email with an offer to supply further information by telephone if required.

- MH confirmed that, following an advert being placed on the on the HW Cumbria website and on the CVS website and newsletter, he has met with two potential Board Members.

- MH confirmed that, following an advert being placed on the on the HW Cumbria website and on the CVS website and newsletter, he has met with two potential Board Members.
- MH provided an overview of the interview process following which the board agreed to offer a position to one of the applicants. The successful applicant will be invited to attend the next board meeting.
- MH to advise the unsuccessful candidate

- Maria Johnson - there has been no further contact from Maria or any response in relation to our correspondence. HW will seek to confirm in writing that she no longer wishes to be a Board Member and thank her for her participation to date.

Action - LB to write to MJ

- **It was agreed** that further skills based recruitment for further Board members would be appropriate.

Action - further skills based recruitment to take place to seek additional Board members

- Some names of possible Board members were put forward. **It was agreed** that these could be followed up by the team and feedback on progress reported back to the Board.

Action - HW make initial enquiries to potential Board members

- **It was agreed** that a series of Board development sessions would be helpful and that these could be scheduled to take place between the quarterly Board meetings.

Action - LB to set dates and times for Board development sessions

- DB highlighted the availability of business development sessions in the area (currently available at Shap). These sessions help organisations focus on particular issues such as contingency planning and governance.

It was agreed that it would be helpful to find out more about what was available.

Action - LB to explore what was available and circulate to Board for discussion the next meeting

- HH suggested introducing an annual programme and a timetable of all meetings to support Board members to plan their attendance.

Action - SA to develop an annual programme and timetable and circulate to Board members

- MH feels that it would be helpful to review the role of the Chair and how we operate. At the HW England national conference it was interesting to see how other organisations operate e.g. some organisations have a 'rotating Chair Person'.

It was agreed that this needed further debate and consideration

Action - role of Chair to be put on next agenda

5. Operations Report - See Attached Report and Appendices 1,2,3,4

Sarah Allison provided an update on operational activity, covering;

- A) Staffing
- B) Operations
- C) Engagement
- D) Key Priorities
- E) Enter and View Programmes
- F) Marketing
- G) Other Priorities (Complaints Handling Task and Finish Group)

SA confirmed that HW is making good progress. SA reported that HW now has processes in place to support and shape engagement activity, evidence gathering, priority setting, research and analysis and report writing. There is also a systematic process to agree HW priorities and this, for example, has led to the agreement to put in place a Task and Finish group to look into the delivery of cancer services. This is due to start in August.

SA and MH attended the national annual HW England Conference and noted that other HW organisations have spent the last year setting up and getting established, and HW Cumbria is considered by other HW bodies to be progressive. It was re-assuring to listen to everyone else and how they were progressing. Cumbria has now developed a good profile and is known for its achievements so far.

SA noted that there were still opportunities to promote the achievements of HW more effectively to a much wider audience.

The Operations report included figures summarising the engagement activity that had been commissioned by CCG to support the development of Together for a Healthier Future. HH highlighted that Carlisle's responses seemed to be the most negative but it was also noted that this could be because this event had the largest number of respondents.

HH offered congratulations to the team on their partnership working.

The Board discussed the work on the national Special Enquiry. HW Cumbria had responded to a national request to explore discharge practices in health and social care settings. Responses are coming in from the electronic Survey Monkey and paper versions of the questionnaire have been sent out. All responses will be analysed and the final report sent to HW England in August.

Sharing information and publicising the work of HW:

Increasing amounts of information on activities are now available on the HW website together with HW reports. The HW Newsletter also disseminates information on the work of HW and related health and social care matters.

The Board wondered about holding a Board meeting in Public, to give the public an opportunity to ask questions. The Board agreed this would need to be effectively arranged and managed to ensure maximum participation.

6. Annual Report - Attached paper 1

MH said that the annual report is a very informative and effective document. It provides a positive summary of the first year of HW, setting out achievements and plans for the future. The annual report had been submitted to HW England by the deadline required but there was still an opportunity to enhance it with further text and pictures. SA asked the Board for feedback.

HH thought it would be good to highlight the good projects? She wondered if these could be set like a case study. SA agreed to look at ways to highlight the very positive activities that HW had undertaken to date and once done, the Annual Report would be released to for the public.

A second HW conference/AGM

The Board considered the next annual conference to follow on from the successful first HW conference held at CREA in September 2013. The possibility of opening out the next conference to a wider audience was discussed. The agenda would include reports on activities and provide opportunities for the delegates to ask questions. It could also provide an opportunity for delegates to indicate how they may like to become involved with HW in the future. The possibility of a more accessible venue was considered, with the likely date to be in October.

7. Ambassador Review - Verbal Update

DB provided an update on HW ambassadors. It has been noted that it would now be helpful to recruit additional ambassadors to increase capacity and reach, and with specific areas of interest/skills, e.g. engage/work with children and young people? HW ambassadors also need to be representative of a wide range of social groups, e.g. youth ambassadors, ethnic communities etc. And in turn support the continued engagement of as many communities across Cumbria as possible.

Attracting ambassadors would be more effective if more people understand what the HW message and role is. The idea of a monthly briefing to advise the public of the work that HW does was

considered. It was also noted that there is increasing publicity of HW through the newsletter and website.

It was noted that the Board would approve the appointment of new ambassadors.

Agreed - a recruitment process to be put in place to recruit ambassadors.

8. Enter and View Report - Attached paper 2

The final Enter and View summary report, together with the individual Care Home reports are all on the HW website. The reports have also been sent to the homes visited, CCC, CQC and other key stakeholders and as a result of this HW has been invited to attend Adult Scrutiny Committee where the CCC Head of Contract and Commissioning will present the report. HW will also aim to meet with Richard Parry, Corporate Director of Health and Care Services.

It was acknowledged that a number of lessons had been learned during the first Enter and View project. It had taken longer than anticipated to finalise the report and it was important that the homes also understood the context of the reports and their recommendations.

It was agreed that a second Enter and View project would follow a more robust project plan.

9. HW England Annual Conference - Attached paper 3

SA presented a short paper which summarised the key highlights of the HW England Annual Conference. She said that supporting papers that had been available at the conference could be provided to Board members if required. SA said that the conference had been a great opportunity to learn more about what other HW organisations are doing and to network.

MH said that the conference had highlighted the differences and similarities between all the HW organisations across England, both in terms of governance, relationships, operational approach and activity.

In Cumbria, one initial focus had been to build strategic relationships which had resulted in becoming involved with, and invited to, a wide number of key strategic meetings which can stretch staff capacity at times. It was noted that Board members could support this activity and attend some of these meetings to represent HW.

It has become clear nationally that there are a number of shared issues which are coming to the attention of HW organisations. One of these is mental health services which has certainly featured as an area of concern in Cumbria. The Board considered the concept of HW Cumbria championing a specific issue, such as mental health? The host organisation People First, through its Best Life Wellbeing Network, has recently carried out consultation to support the development of Cumbria's Mental Health and Emotional Wellbeing Strategy. This work was very well received by CCG, and so there are opportunities for collaboration and some in-depth work which could inform the national situation.

HH- expressed a concern that HW is not influencing the decision making processes of health and social care commissioners well enough yet. HW Cumbria is striving to ensure that its findings can

have traction through well evidenced reports, but this is also something that needs to be addressed nationally through HW England.

10. Operational Plan/Communications- Verbal Update/Presentation

Action: SA to complete the Communications Plan which was Tabled as Appendix 3 and share with Board.

DRAFT

healthwatch Cumbria

Operational Report Board of Directors

Presented by: Sarah Allison

Date: 13th October 2014

Key Priorities:

We continue to ensure that our work plan reflects the intelligence that HWC receives. Our focus comes from the voice of the public. We continue to ensure that the public drives our agenda. To this end based on what the public have told us the key priorities for the next 12 months are:

- Hospital Car parking
- Access to GP's
- West Cumberland Hospital - New build and service office
- Cancer Services
- Mental Health
- Transport (NWS)

Car Parking task and finish group

Car parking at West Cumberland Infirmary and Cumberland Infirmary Carlisle has been an ongoing concern for several years. HWC created a task and finish group to investigate the issues surrounding parking and to identify possible solutions. HWC has met with NCUHT on 2 occasions and presented concerns raised by the public and the task and finish group. These issues were discussed with the Trust's CEO and Director of Estates and although there are no fast and easy solutions to the problem of parking there is some progress being made around possible identification of land for parking. A parking strategy was provided for the Trust Board recently and we await an update from the Trust. The task and finish group has agreed a number of actions including patient engagement to establish the actual experiences and to build evidence and a letter further letter to the Trust to raise outstanding questions.

Cancer Services Review

HWC received concerns about the varying levels of service between trusts and clinics. Issues were raised at HWC district meetings, HWC roadshows and through direct contact. We are also aware of complaints being brought against services through the Independent Advocacy Service for NHS Complaints, which is provided by our parent organisation People First.

The nature of complaints and concerns is varied and includes:

- Failure to diagnose
- Late diagnosis
- Chemotherapy being unavailable
- Radiotherapy being unavailable locally
- Patient records being mislaid causing delays in treatment
- Poor coordination of services between Trusts and community services

We are in the process of researching the issues in more depth through a patient survey which has been made available in hard copy and via an online survey. We have received support from many 3rd sector support agencies with the preparation of the survey and its circulation. We will be carrying out visits to trust clinics over the next 3 weeks in order to gather more evidence for the review. The evidence presented will be analysed and reports drafted by the 31st October 2014. We will share our findings with Services, Commissioners, Regulators and other bodies as required.

Complaints task and finish group

Phase 1 of this work is nearing completion and we are about to begin phases 2 and 3, which will focus on complainants experience of complaints handling and the services approach to embedding learning within their respective organisations. We anticipate this work to be concluded in November 2014

Mental Health

HWC has received intelligence in relation to autism diagnosis, mental health services and access to appropriate primary care.

At the recent HWE annual conference we learned that issues around mental health is not unique to Cumbria and that there are concerns about CAMHS and Crisis Mental Health nationally.

We are aware of existing research and whilst Healthwatch Cumbria would not wish to duplicate what has already been carried out, we will begin a review of research available on mental health services and patient experience in November/December 2014. We will contact providers of mental health services prior to commencing the review in order to share intelligence and identify ways in which HWC can support service improvement.

Operations:

- Contract monitoring for year 2 - quarter 1 review meeting took place on 11th August and we received positive feedback. We will have a new contract manager for the November review and we are working on a revised format for the report following feedback from Joel Rasbash (existing contract manager)
- HWC supported Cumbria Health Scrutiny Committee by providing intelligence in line with their focus on Mental Health and Hospital Meals
- We have reported to Cumbria Scrutiny Adults with a summary of the Enter & View visits to care homes, which highlights good practices and areas for improvement.
- HWC attended the CQC & UHMB Quality Summit meeting in Kendal on 20th June, where the Trust received the outcome of the CQC inspection (inadequate). A follow-up meeting took place in July where the Trust's improvement plan and the development of an Improvement Board were shared. Since then David has attended

the first Board Improvement meeting and requested that the next meeting focuses on the overall patient experience activity of the Trust with them presenting on their current work programme. In addition HWC has been asked to join senior Trust leaders on ward visits during November - March 2015 in order to gain a greater insight into ward-level operations and patient experience.

Sue Stevenson and Sue Hannah attended a meeting with the Trust to review their existing patient experience offer and activity, which centres on 'I Want Great Care'.

HWC has agreed to work with Healthwatch Lancashire to work with the Trust moving forward. David will have a follow up meeting with Patricia Chilton from HWL and Phil Woodford from UHMB on the 14th October.

- HWC took part in the HWE special inquiry into unsafe discharge for the frail and elderly. We sent surveys to sector/support agencies and collated/analysed data. Findings were sent to HWE on the 30th July. This is part of a wider special inquiry into unsafe discharge of homeless, people with mental health problems and the frail and elderly. Appendix 2
- Our data has highlighted the need to carry out a review of cancer services and we have circulated a detailed survey amongst support groups, mailing lists, and staff and via the HWC newsletter to gain a greater understanding of issues and experiences. We are also carrying out clinic visits to gather experience from patient, families and staff. We will analyse findings to highlight areas for improvement and where there are areas of best practice which should be shared across Trusts/services. Our report will be made public, sent to service providers, commissioners, regulators, HWE and other bodies as appropriate.
- HWC has carried out a review of the Cumbria Partnership Trust patient experience model and presented the findings to the Trust. We await their formal response.

Engagement:

- HWC has engaged with approximately 1743 people in year 2 and this figure is increasing with the road shows currently taking place in the south of the county.
- We are making steady progress in distributing HWC information to services in the county.
- HWC facilitated a 2nd meeting in Hawkshead on Wednesday 24th Sept. Approximately 200 members of the public attended to hear about the future of the medical practice from Tim Farron MP, NHS England, CCG, GP's and Healthwatch Cumbria. We were complimented on the meeting, which was a success for all who took part. We now wait on the outcome of the Presentation Bill which will go to Parliament this month (presented by Tim Farron).
- HWC has been working closely with Cumbria Deaf Vision to better understand the challenges facing the deaf community in Cumbria, we are providing support for the Deaf Vision event on Sunday 5th October.
- We have been approached by The National Autism Society to take forward their recent research on CAMHS with Cumbria Partnership NHS Foundation Trust. This has been referenced in the report to Health Overview & Scrutiny - Oct 2014

- We have carried out another round of Healthwatch district meetings but with a slightly different approach. We have encouraged members to identify key issues in their districts and to become more involved in addressing the issues through additional engagement activity, task and finish groups and surveying.
- We have carried out roadshows in key towns on the south of the county including Barrow, Millom, Ulverston, Grange, Sedbergh, Kirkby Lonsdale, Coniston, Hawkshead and have engaged with approximately 100 people. Further roadshows are taking place in Milnthorpe, Windermere and Ambleside over the next week. The aim of the roadshows is to increase public awareness of HWC and to gain an understanding of the key issues in the south of the county.
- We took part in Eye Health week with NHS CNT&W colleagues and Cumbria Society for the Blind on 25th Sept.

Marketing:

We will continue focussing on promotional activity to raise awareness of Healthwatch Cumbria, this will include:

- We have changed the distribution of our monthly online newsletter to fortnightly and are monitoring readership and subscriptions.
 - We have recorded approximately 28,000 page hits of the Healthwatch Cumbria website.
 - We have carried out roadshows in the south of the county and engaged with nearly 100 people.
 - Fortnightly newsletter/update for board members is circulated.
 - We are creating a quarterly newsletter for elected members, first edition will be available for the full members meeting in November
 - We will be attending full council on 13th November 2014 to share information on Healthwatch Cumbria.

Staffing:

We have carried out a review of the staffing structure and compliment.

The team will now consist of:

- CEO - Part time
- COO - Part time
- Health & Wellbeing Manager - full time
- Senior Engagement Officer - North - full time
- Senior Engagement Officer - South - full time
- Engagement officer - part time
- Information officer - part time
- Research and Data Officer - part time shared post with PF

We can also report that we have identified a number of consultants who will support

specific project work.

We welcome Edward Bebbington into the Ambassador team, Edward has a special interest in eye health and Shirley Tordoff, who will provide us with a much needed presence in the south of the county.

Finance:

Income to date: £149,633.50

Income budget to date: £14,3003.52

Variance + £6,629.98 (CCG Commission for Together for a Healthier Future)

Expenditure to date: £145,802.14

Expenditure budget to date: £148,700.46

Variance + £2,898.32

Overall Variance to date + £9,528.30

| Meeting Type | Date of Meeting | Public/Private |
|---|---|--|
| Health and Well Being Board | Tuesday 4th November 2014, 14:00 pm - 17.00 pm, Conference Room 1, Cumbria Office of the Police and Crime Commissioner, Police HQ, Carleton Hall, Penrith, CA10 2AU | Public |
| Cumbria Health Scrutiny Committee | Thursday 16th October 2014 | Public |
| | Tuesday 2nd December 2014 Cancelled TBC for January 2015 | Now |
| | Thursday 2nd March 2015, 09:00am -12:30pm, Offices, Kendal, Committee Room 1 | County |
| | Monday 18th May 2015, 09:00am - 12:30, The Courts Carlisle, Committee Room 2 | |
| | Monday 27th July 2015, 09:00am-12:30pm, County Offices, Kendal, committee room 1 | |
| Cumbria Health Scrutiny Committee- Lead Members | Tuesday 2nd September 2014 | Public |
| | Tuesday 4th November 2014 , 13:00-15:00, The Chairman's Room The Lonsdale Building ,The Courts Carlisle, CA3 8NA | Carlisle, |
| | Tuesday 13th January 2015 | TBC |
| | Tuesday 7th April 2015 | TBC |
| | Wednesday 17th June 2015, | TBC |
| HW Board Meeting | Wednesday 15th October | |
| Clinical Commissioning Group Governing Body | Wednesday 1st October 2014 | Public |
| | Wednesday 3rd December 2014, 13:00-17:00, Botcherby Community Centre, Carlisle | |
| | Wednesday 4th February 2015, 13:00-17:00, Energus, Excellence Room, Lillyhall, Workington | |
| | Wednesday 1st April 2015, 13:00-17:00 South Lakes, Location TBC | |
| Cumbria Health and Care Alliance | Wednesday 10th September 2014 | Private but Available Upon Request (Via David Blacklock) |
| | Wednesday 8th October 2014 | |
| | Wednesday 12th November 2014 | |
| | Wednesday 10th December 2014 | |
| North Cumbria Programme Board- Together for a Healthier Future | <i>First Thursday of Every Month</i> | Private but Available Upon Request (Via David Blacklock) |
| | Thursday 4th September 2014 | |
| | Thursday 2nd October 2014 | |
| | Thursday 6th November 2014, 15:30-17:00, Conference Room, NHS Cumbria CCG, Rosehill Office | |

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| | Thursday 4th December 2014, 15:30-17:00, Conference Room, NHS Cumbria CCG, Rosehill Office | |
| South Cumbria Programme Board- Better Care Together | Dates TBC | Private but Available Upon Request (Via David Blacklock) |
| I Want Great Care | Thursday 4th September 2014 | Private but Available Upon Request (Via David Blacklock) |
| People First Board Meeting | Wednesday 24th September 2014 | Private but Available Upon Request (Via David Blacklock). |
| | Wednesday 22nd October 2014 | |
| | Wednesday 26th November 2014, 11:00-15:00, People First, Workington | |
| | Wednesday 17th December 2014, 11:00-15:00, People First, Workington | |
| | | |
| HW Eden District Meeting | 18th November 2014, 10-12.30pm, St Andrews Parish Rooms, Penrith | Public |
| | 10th March 2015, 10:00-12:30, TBC | |
| | 15th July 2015, TBC | |
| | | |
| HW Carlisle District Meeting | 19th November 2014, 09:30am-12:30, People First, Carlisle | Public |
| | 17th March 2015, 10:00am-12:30, TBC | |
| | | |
| HW Allerdale District Meeting | 11th March 2015, TBC | Public |
| | 1st July 2015, TBC | |
| | | |
| HW Copeland District Meeting | 6th November 2014 | Public |
| | 4th March 2015, TBC | |
| | 8th July 2015, TBC | |
| | | |
| HW Furness District Meeting | Dates TBC | Public |
| | | |
| HW South Lakeland District Meeting | Dates TBC | Public |
| | | |
| UHMB Improvement Board | Tuesday 21st October 2014 | Private but Available Upon Request (Via David Blacklock). |
| | Thursday 27th November 2014, 14:00-16:00, Castle Green Hotel, Oak Room, Kendal, LA9 6RG | |
| | Tuesday 16th December 2014, 14:00-16:00, Castle Green Hotel, Castle Green Hotel, Oak Room, LA9 6RG | |
| | Tuesday 13th January 2015, 14:00-16:00, Castle Green Hotel, Function House, Kendal, LA9 6RG | |
| | Tuesday 24th February 2015, 14:00-16:00, Castle Green Hotel, Oak Room, Kendal, LA9 6RG | |
| | Tuesday 24th March 2015, 14:00-16:00, TBC | |
| | Tuesday 21st April 2015, 14:00-16:00, TBC | |

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|---------------------------------------|---|---|
| | Tuesday 26th May 2015, 14:00-16:00, TBC | |
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| Cumbria Third Sector Executive | Tuesday 21st October 2014 | Private but Available Upon Request (Via David Blacklock). |
| | Tuesday 13th January 2015 (Provisional Date: TBC) | |
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