



Draft Minutes of Meeting Board of Directors

The Healthwatch Cumbria 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. There will also be an opportunity to ask questions at the end of the meeting on matters relating to the agenda discussed.

Date: 11.07. 16

Time: 14:00-16:00

Place: Best Life Building, 12 Duke Street, Barrow in Furness, Cumbria LA14 1LF

Tel: 01900 607208

Agenda items and requests to: Elaine Ralph - email: elaine@healthwatchcumbria.co.uk
Website address for copies of documentation and question sheets for questions to the Board: www.healthwatchcumbria.co.uk

Board Members:

Helen Horne (HH) (Chair)
Gilda Wells (GW) (Vice Chair)
Gill Sadler (GS) (Board Member)
Tamsin McGlinchey (TM) (Board Member)

Supporting Officers:

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

Part 1: Public

1. Apologies for absence

Tamsin McGlinchey

2. Declarations of Interest

There were no declarations of interest.

3. Minutes

The minutes of the meeting of 11th April 2016 were agreed.

4. Matters arising

The Action log was updated. **Item 3** - a meeting has been set up with two councillors on 05th September and the Board recognised that another meeting was to be arranged with another councillor. GS suggested that it would be good for other members of the Board to also meet with the councillors. DB said that he had offered elected members the opportunity to meet with HWC and Healthwatch England. HWE were happy to come along as part of the Members Development Programme. There might be the opportunity for HWE to present at a full council meeting.

DB informed the Board of the People First Celebration Day which took place on 22nd April 2016. This included a development session with all staff followed by a dinner at The Plough, Lupton. This was to thank all staff for their commitment, especially during the period before the contract confirmation.

GW said that the skills audit would be useful, especially for identifying any gaps in skills within the Board. This will be an item on the next Development Day agenda.

5. Operations Report

SS gave an outline of the business of HWC in the last quarter, highlighting the Kentmere Unit engagement carried out by HWC on the potential temporary closure of the Mental Health Unit at the Westmorland General Hospital in Kendal. The Unit had been assessed as not fit for purpose by the Care Quality Commission. Cumbria Partnership NHS Foundation Trust (Trust) announced in June that the Unit would close shortly. This was followed by an announcement that the Unit would potentially temporarily close and the Trust had asked HWC to engage with the public to find out what they thought about it. This included an online survey which produced 308 responses and a drop-in engagement event held in Kendal on 30th June attended by clinicians from the Trust and facilitated by HWC. Approximately 70 people attended this event.

SS also highlighted the HWE Award which HWC received for the maternity work undertaken in the last year. This work continues with the involvement of HWC engagement work with the Success Regime and the Vanguard project in the south of the county.

Patient Led Assessments of the Care Environment (PLACE) and Review and Inspection of Standards of Excellence (RAISE) visits continue.

The Quality Accounts requirements are still ongoing and are being supported by the Ambassadors/Representatives.

6. Success Regime (SR) HWC Engagement Report

SS presented the SR report which had involved a great deal of work over the last six months for the HWC team. This project gave the public the chance to give messages about the local health services. The feedback from the public has been collated into the full report and presents good feedback on what the public felt. It has to be noted that the lack of responses to a lot of ideas/questions presented from the SR was due to people probably being interested in areas most important to them.

GS indicated that this was a good way to facilitate discussions with the public because the ideas are so difficult and complex. It is difficult for the public to know what these changes to services would look like, i.e. What would an Integrated Care Community look like?

DB agreed that this was difficult to explain to the general public and can depend on the audience. HWC can shape and lead to an extent. GS suggested that HWC produce briefings at consultation. HW Kent has produced a paper on formal consultation. What does a great consultation look like?

GS said there has to be realistic discussions regarding service design, i.e. where does the money come from? It might be useful to produce a pictorial document on what the current health system looks like. This could involve young people as they have a vested interest in the service changes as the current and upcoming patients. It should also be noted that information regarding the health and social care system should now be accessible for all.

HH noted that the analysis of the findings is good.

DB said the lessons learned from the SR report are that we have to be clear on our briefing for next projects. Service Level Agreements need to be more robust, i.e. our brief to the University of Cumbria could have been clearer. The report was two separate documents, HWC and the analysis by the University. As there has now been a Research and Data Officer recruited to HWC then this will be done in-house.

GS - In Bolton they are using (Not in Education and Training) NEAT young people to help with research projects.

DB - Peter Rooney at the Clinical Commissioning Group (CCG) had put the SR report as an agenda item at the CCG meeting. There was a discussion at the meeting that the engagement system needs to be improved with the help of HWC and the need to shape the resources for a better engagement programme. DB is meeting with Stephen Eames (Chief Executive of North Cumbria University Hospital Trust) about engagement around services.

SS said that young people from South Lakeland Youth Council had attended the Kentmere drop-in event on 30th June and have offered to help set up Young Healthwatch in Cumbria.

Action - SH to contact Lucia from the South Lakeland Youth Council to discuss how the progress involvement of young people with HWC.

7. HWC Annual Report 2015-16

SS noted that it has been a busy year and that the result is a maturity within HWC as an organisation. The report was submitted to HWE on 30th June and also sent to relevant organisations as recommended by HWE.

GS said that it was a really good report.

Action - ER to send round to elected members once printed.

8. Healthwatch England, Report for the HW England National Committee

HH shared with the Board the thinking behind the format of the HWE conference. This year local Healthwatch showcased their own work and priorities.

DB agreed that it was a good conference and that it was good to see other Healthwatch's ideas and to pick some brains.

9. Recruitment and Volunteers

DB - job role vacancies went to advert countywide and included Casual Engagement Officers for HWC, a Research and Data Officer, Quality Checkers and HWC Board members. Lynne Gibbons has been invited to trial as a Board member and we have received further applications for Board members.

Casual Engagement Officers have been recruited in order to be able to carry out larger engagements such as the Success Regime engagement. 10 Engagement Officers have been recruited to cover the geographic area needed for effective engagement. There will be an induction day for all new recruits on the 04th and 05th August which will include more in-depth training for the Casual Engagement Officers in order to be prepared for the commissioned work such as the CHoC project. Each project will have a named Lead in order to manage a smaller team of Engagement Officers. A Research and Data Officer has been appointed, Jane Irving, who will be based in Carlisle.

CHoC Project - GS was concerned that HWC do not get involved at point of crisis as this might be inappropriate. DB responded that there will be a meeting with CHoC commissioners to discuss the different options on how to capture experiences and agreed it would not be appropriate to talk to them at that crisis point.

HH asked to ensure that it is recognised in the business which is core work and commissioned work. SS explained that there were 3 key themes:

1. Themes emerging from ongoing core work
2. Commissioned work
3. Core activity in line with statutory functions.

GS stated that it would be useful to note how long finished pieces of work take and to establish a management tool which would quantify work carried out. It would also be useful to know which pieces of work did not meet the business case criteria and show why they did not meet the criteria. An example would be useful.

Action: SS to look for an example of a business case which did not meet the criteria
Action: SS to ask JI to look at HWC work over the last 2/3 years to establish what is capacity at peak/non peak times.

GS talked of the importance of taking into account health and inequalities when scoping

projects and asking questions of the public, i.e. locations/accessibility and provision of services in that area/rurality. This should be a discussion at the start of each project.

SS to ask JI to look into inequalities in areas in Cumbria

11. Finance Paper

GW, Vice Chair and Board Member with responsibility for Finance presented the papers. GW suggested it would be useful to see the accounts at least twice a year at the public meetings. It would also be useful to see costs against core work and against commissioned work.

12. Healthwatch Board Development Day - 12 September 2016.
The next Development Day agenda was discussed.

Next Meeting Dates:

Dates of next Healthwatch Cumbria Board Meetings in Public are listed below

10th October 2016 (Board Meeting in Public)

2-4 pm Kendal College, Milnthorpe Road, Kendal, Cumbria, LA9 5AY

16th January 2017 (Board Meeting in Public)

2-4 pm Noon, Best Life Building, People First Independent Advocacy, 4-8 Oxford Street, Workington, Cumbria, CA14 2AH