

HealthWatch North Somerset Directors Meeting

Tuesday 10th February 2015

at

The Hive, 6 Beaufighter Road, Weston-super-Mare, BS24 8EE

MINUTES

Present: Georgie Bigg (GB) [Chair]
Dick Whittington (DW)
Chris Phillips (CP)
Celia Henshall (CH)
Eileen Jacques (EJ)
Tom Foot (TM)

In attendance: Shaun Fitzpatrick (SF – North Somerset Council)
Kelly Herbert (KH - Administration Officer Healthwatch North Somerset)
David Greenwood (DG)
Peter Cottle (PC)

Apologies: Michelle Burnett (MB)
Nikki Williams (NW)



01-15 Apologies for Absence

Apologies were received from Michelle Burnett and Nikki Williams.

02-15 Declarations of Interest

The Directors confirmed that they had no interests to declare in the business to be conducted at the meeting.

03-15 Public Participation

DG submitted written questions to the Board, prior to the meeting. He also suggested the minutes be made available to the public in draft form prior to the each meeting.

DG raised a question about the choice of web designer for the Healthwatch North Somerset (HWNS) website. EJ advised that quotes were received from local organisations. The website provider was the only developer which offered a feedback centre compatible with the HWNS function of collecting public feedback. DG enquired about the cost of the website? EJ reported this to be £11,000. DG considered local companies could provide cheaper websites. GB explained that other companies could not provide the same feedback functionality.

DG asked about maintenance of the site? EJ advised that the website developer fulfilled this role. DG considered the website difficult to navigate and access. GB suggested meeting with DG to obtain more detail on DG's feedback. PC added that he found the website difficult to navigate and access.

Action: Arrange meeting with DG & GB to discuss website.

GB thanked DG for his help inputting the HWNS GP Survey.

04-15 Minutes of Meeting of 20th November 2014

The minutes of the meeting of 20th November 2015 were checked for:-

4.1 For accuracy

The Minutes were agreed as a correct record.

4.2 For matters arising – EJ reported that a DBS checking company is now being used. GB reported that director recruitment and organisational risk will be considered at a meeting next week and will be brought to the next public Board meeting.



05-15 Finance Report

DW reported that HWNS was on budget and stated the financial figures provided exclude the carried forward figures from 2013/2014 which are being discussed with North Somerset Council (NSC). The figures reported were based on April – December 2014. Reported changes include salary increase in April and the pension scheme.

DW advised that HWNS's three year contract with NSC, ends in 2016 and that consideration be given to future plans. DW suggested a review of staff roles.

CH enquired whether NSC will request recovery the 2013/14 underspend. SF will confirm after NSC budget is confirmed, and stated usually NSC would seek a plan of how the underspend is to be used. CH enquired about proposed budget for HWNS in 2015/2016. SF responded that the 2015/2016 budget is not confirmed.

06-15 Project Proposals

EJ – see next item

07-15 Chief Officer Report

EJ discussed proposals for use of the 2013/14 underspend. Two projects had been submitted to NSC and are awaiting agreement, the first being an expert patient programme, to be piloted by users with long-term conditions.

The second, a Central Ward, Weston-super-Mare project is being discussed with NS Public Health team. SF said he was hopeful these will proceed.

EJ reported a pop up shop has been agreed and plans are underway for the week beginning 23rd February. Partners and other organisations have been contacted to participate. HWNS Young Peoples Wellbeing event will take place on 2nd March, in association with Weston College. EJ welcomed help from the Board and volunteers at these events.

CH enquired on progress with volunteering in HWNS. EJ advised that the volunteer coordinator had set up a robust programme and volunteer pack for future recruitment. She was in the process of meeting existing volunteers to determine their desired involvement and interests; defined volunteer roles had been created and volunteers will be sought to engage in specific projects suited to their interests. Six new volunteers have been recruited.

GB enquired about progress on the Stroke Special report. EJ discussed the recent staff visit to Southmead Hospital to look at discharge planning for



North Somerset. CH advised of a service user who had an unsafe discharge. EJ encouraged the Board to forward any intelligence. EJ advised that it appeared that North Somerset stroke patients do not receive discharge information from Bristol Hospitals. SF asked if the HWNS team could enquire if anyone contacted was told about single point of access in North Somerset.

SF advised that Weston General Hospital (WGH) was in 'black escalation', meaning there is high demand and suggested that HWNS investigate whether North Somerset stroke patients were admitted to Bristol hospitals because WGH did not have capacity?

GB provided feedback on the recent 'Your North Somerset' Event.

08-15 Healthwatch North Somerset Strategy Consultation

EJ reported that HWNS will seek feedback from the public to determine which areas are important to them that HWNS focus on in 2015/2016. SF offered to circulate this. CH suggested including the accessibility and impact of the Care Act for the public.

EJ suggested that it may be more beneficial next year to hold fewer big public meetings and have forum focused events instead to gain more in-depth information.

09-15 Format of Future Board Meetings

GB advised the Board will hold Board Meetings which are more focused and topic based, with a speaker at the meeting. It is proposed that the public will be invited to participate in a question and answer session with the speaker. DW suggested separating the two or having a shorter Board meeting to accommodate this.

GB encouraged the Board to feedback suggested topics for a programme of speakers.

10-15 Other Business

CH asked if there were any further developments with Clevedon Hospital. EJ advised that she understood that as North Somerset CCG is engaged in the North Somerset Community Services re-commissioning process discussions were on-hold.

11-15 Date of Next Meeting

Tuesday 14th April 2015, time and venue to be confirmed.



Approved	
Date	

