



Healthwatch North Somerset Directors Meeting

Tuesday 9th February 2016

at

**Scotch Horn Leisure Centre, Brockway, Nailsea BS48
2pm - 3pm**

MINUTES

Present:

Georgie Bigg (GB) [Chair]
Dick Whittington (DW) [Treasurer]
Lance Allen (LA)
Joanna Pritchett (JP)

In attendance:

Eileen Jacques (EJ - Chief Officer HWNS)
Janice Walsh (JW - Operations Coordinator HWNS)
Shaun Fitzpatrick (SF – North Somerset Council)
John Gowar (JG)
Mary Adams (MA - North Somerset CCG)
Pauline Genge
Christina Elliot
Dawn Judd
Brian Kemmish (BK - Volunteer HWNS)
Anthea Makepeace (AM - Volunteer HWNS)
Delyth Lloyd-Evans (DL - Chair NSCP)

01-16 Apologies for Absence

Apologies were received from:

Tim Evans
Craig Eddy
Celia Henshall

02-16 Declarations of Interest

None stated.

03-16 Public Participation

Question

JG asked for progress update on 2009 Transforming Community Services.

NSCP now NS provider of community services after rigorous procurement process which involved lay person involvement from HWNS volunteers.

MA added that the model that has been commissioned is the recommended model for community service provision. CCG looking at what aspects of hospital services could be better provided in community setting and currently working on 8 transformation projects.

Now have 26 community based services on offer in NS so we have moved a long way towards the ambition.

DW added that his volunteering role in community transport has highlighted increase in visits to South Bristol Community Hospital.

DL added that NSCP annual report gives further explanation of their integrated approach. The NSCP strategy has been signed off for the next 4 years and will be made public shortly. Currently serving a quarter of NS population. Reiterated that it's a difficult process to extrapolate specific services from acute system.

Question

JG asked about Seven Day Services.

GB advised that a lot of strategic work is going on but we are not there yet.

Question

AM asked if HWNS could inform people of upcoming CQC inspections so that they can make comments.

EJ advised that we do this if we are aware of an inspection but we are not always kept in the loop. Currently working on strengthening the relationship between HWNS and CQC.

04-16 Minutes of Meeting 11th August 2015 - GB

The minutes of the meeting of 11th August were checked for:-

4.1 For accuracy

4.2 For matters arising

4.3 Outcome of actions

The minutes were agreed as a correct record.

The three actions from the previous meeting were as follows:

Action 1: Risk Assessment – Complete

Action 2: Confidentiality Policy - Revision

Action 3: NSCCG Quality Report - Link

Action 4: Response from Southmead Hospital

No actions outstanding. EJ currently working on developing stronger links with Southmead Hospital.

05-16 Finance Report - DW

Accounts now on Charity Commission website. End of year Accounts may be on an accrual basis so may involve some changes. DW will discuss with independent examiner. Forecast underspend of £8k but excluding £2k Quartet fund for work to be done in next financial year.

06-16 Plum Activity Report - EJ

EJ provided an outline of publicity received over recent months and highlighted future publicity opportunities. LA asked if noticed increase in intelligence as a result of 'Somerset Life' advert. EJ confirmed a small number of calls received as a direct result. LA confirmed have follow up feature booked in next edition.

11-15 Chief Officer Report - EJ

EJ presented the CO report to the Board and invited all in attendance to share comments or questions.

Update on community engagement.

Maternity report sent to stakeholders. Should be available to public later this month.

Generally very positive.

Putting report together on GP complaints procedures after volunteer secret shopper activity.

Enter & View of care homes has begun with three 'butterfly' homes. Looking ahead hoping to do one Enter & View each month.

Patients in Control pilot volunteers about to get involved in CUBE assessment.

Poster provided for Weston General Hospital entrance and HWNS information soon to be featured on all hospital maps with leaflets available.

Continue to attend meetings and groups to gain intelligence. Fundamental to our work.

Linking with Portishead Youth Club to engage with young people.

Looking at diabetes care in North Somerset. Delayed intelligence collection period to ensure meeting with groups from different areas of North Somerset.
Will be setting up Prioritisation Panel as more democratic way to decide on work to be done.

Will be involved in next 'Heart of Weston' (Central Ward) event in April to engage with local people.

Arranging PPG event 7th June.

JP asked for further explanation of enter and view.

JW gave overview. Lay person perspective of 'softer' aspects of care such as how staff interact with residents and how much independence and choice is offered.

GB expressed thanks to EJ, HWNS staff team and volunteers for hard work.

12-15 **Any Other Business**

None raised.

13-15 **Date of Next Meeting**

Action Log

Action Number	Start Date	Details of Action	Person	Date to be Completed

Approved	
Date	