

**Healthwatch North Somerset Board Meeting  
Held in Public**

**11th April 2017**

**For All Healthy Living Centre, 68 Lonsdale Avenue, WSM BS23 3SJ  
2pm - 4pm**

**MINUTES**

**Present:**

Georgie Bigg [GB] (Chair)  
Celia Henshall [CH]  
Dick Whittington [DW] [Treasurer]

**In attendance:**

Eileen Jacques [EJ] [Chief Officer HWNS]  
Vicky Marriott [Operations Coordinator HWNS] [Minutes]

2 members of public were in attendance.

**02 Apologies for Absence**

Apologies were received from:  
Tim Evans  
Lance Allen

**03 Declarations of Interest**

None stated.

**04 Public Participation**

Patricia Godfrey shared her volunteering activities representing HWNS in the past months in the Citizens Senate Conference, Citizen's Senate meeting in Taunton, involvement with PLACE (Patient-Led Assessment of the Clinical Environment) in

High Dependency and Coronary Units and GP engagement monthly with Haywood Family Practice in Pill which covers the areas of Pill, Portbury and Abbots Leigh.

GB thanked Tricia for her support of HWNS.

## **05 Minutes of Meeting 10<sup>th</sup> January 2017 CH**

The minutes of the meeting were checked:

i. For accuracy

The minutes were agreed as a correct record of proceedings.

ii. Matters arising not on the agenda

No feedback re GP Access Review Report. Kathy Headdon and GB discussed this issue at Joint Commissioning Committee and gap was acknowledged.

iii For matters arising

Actions outstanding:

GB to follow up for Kathy Headdon for date for reply and response to report as above.

LA to take same matter to NHS England CCG Primary Care working group

## **06 Finance Report**

DW provided a financial overview.

DW mentioned that the funding for 2017/2018 has not yet been confirmed.

## **07 Chief Officers Report**

i. Carers Report

EJ presented a summary of the work undertaken. The report will be ready for the public towards the end of June. HWE have shown interest and commented on the intelligence in our Jan and Feb monthly reports on Young Carers and Adult Carers.

ii. Weston Sustainability CCG events

EJ presented a summary of the events. EJ opened and closed each event. All were attended by members of HWNS staff including the events held by Cllr Roz Willis for North Somerset Council. HWNS has been commissioned by North Somerset Clinical Commissioning Group (NSCCG) to collate and analyse and write the Engagement Activity report. It is expected that HWNS will receive the engagement feedback in the next week. No time scales yet confirmed. EJ has asked to have the final edit on the report findings and felt this was setting a good precedent and a step in the right direction for transparency of transformation process.

iii Diversity Trust

The Diversity Trust has been commissioned by local Healthwatch including North Somerset to investigate health inequalities experienced by local LGBT communities

#### iv Intelligence

EJ noted that the monthly reports were disseminated to providers and commissioners.

During January 49 pieces of intelligence were collected from the local public.

During February 108 pieces of intelligence were collected from the local public.

During March 82 pieces of intelligence were collected from the local public.

A six month summary will be available for the public shortly.

#### v Engagement

EJ presented a list of engagement events attended in the past three months; Bridging The Gap Together; Union of Catholic Mothers; Uphill Milton Ladies Group; Weston And Nailsea Parkinson's Group; Nailsea, Gordano And Clevedon Leg Clubs; Weston Foodbank; Village Agents Roadshow; Ring 'O' Bells Men's Group; Weston Hospital; Weston College (autism week); Alzheimer's Carers to Care; Fibromyalgia Group; Senior Community Links; Time To Talk at Weston General Hospital; Nailsea and Backwell Children's Centre; Nailsea; Libraries at Portishead, Yatton, Clevedon, Weston; Weston Rotary Club; Milton Methodist Church Ladies Group; Multicultural Friendship Association; Stroke Network; Mental Health Carers; Patient Experience Group Weston Hospital; Young & Adult Carers.

Ticks below indicate hard to reach groups accessed.

1. Children and Young People ✓
2. Older People ✓
3. BME communities ✓
4. LGBT communities ✓ (via Diversity Trust project)
5. Physical and Sensory Impaired ✓
6. Learning disabilities ✓
7. Parents of children with disabilities ✓
8. Mental health ✓
9. Homeless and vulnerably housed ✓
10. Travellers
11. Substance abuse ✓
12. Carers ✓
13. Refugees and asylum seekers
14. Maternity ✓
15. Care and nursing home residents ✓

#### vi Key external meetings

EJ provided details of the meetings that were attended by EJ, a deputy or staff member over Jan-April time period;

Making Every Contact Count – workshop and Steering Committee

Diamond Cluster – Equalities Group

SW Ambulance Service Foundation Trust - Engagement

North Somerset Council Equality Impact Assessment

Futures in Mind – Young Peoples Mental Health

South West Mental Health Commissioning Network

North Somerset Council contract meetings

British Lung foundation

North Somerset CCG engagement

Learning Disabilities Partnership Board

North Somerset Urgent Care Working Group

Weston Hospital Sustainability Board

Older People Transformation Advisory Group

BNSSG Urgent Care Strategy Meeting

Healthwatch meetings – South West Network; Local Healthwatch, Healthwatch England

SEAP – advocacy

CQC

South West Quality Surveillance Group

North Somerset Sustainability Communications and Engagement Group

Weston Hospital Stakeholder Reference Group

North Somerset Safeguarding Adults Board

University Hospitals Bristol Patient Engagement Group

NHS England Sustainability Communications

Nailsea Health Hub meeting

Healthcare Collaboration

BNSSG Prevention, Early Intervention and Self Care

#### vii Volunteers

EJ mentioned that three new volunteers have been recruited. We now have 21 volunteers. SJ has set up Volunteer Connect to meet the social needs of volunteers. A 'Volunteer' banner had been bought to advertise volunteer recruitment and meetings.

#### viii E&Vs

EJ reported that Enter & View reports made available to the public in the past 3 months are Yatton Hall, Tilsley House and Weston General Hospital.

#### ix Website

EJ provided a breakdown of the total number of HWNS web page visits Jan 1583, and Feb 1562. Total number of visitors to the website Jan 494 and Feb 457. The Service review, News and Our Work were the pages most visited.

#### x Social media

EJ reported that social media likes and followers were rising as a result of a focus on expanding use of Twitter and Facebook

xi Media

EJ reported that she had responded to a BBC South West request for a verbal statement on Weston Sustainability.

Press releases went out for GP Appointments Review report, Weston Hospital Sustainability engagement and the Weston E&V report.

xii Other activities

EJ reported there had been recruitment to the vacant Information and Communications Officer job and Maisy Griffiths would be starting with HWNS on 2<sup>nd</sup> May.

EJ reported that the meeting of PPG Chairs had a tour of Weston Hospital in February.

EJ reported forthcoming Enter & Views at Cherrywood House, Silver Trees Care Home and Fig House.

Enter & View training is now arranged for volunteers in May. 7 are attending. HWNS is still looking for an E&V Lead volunteer.

xiii Future Plans

EJ reported this was a busy time of year and a number of reports and projects were imminent. The Men's Health project will be run by the staff team as we were unable to interest sufficient volunteer interest. It is hoped that plans to have a Young People's Take Over Day in November come together. We intend to young people into real working environments such as website updates, social media, meetings and engagement activities, where they can participate in decision making. HWNS has a stall at North Somerset Show and North Somerset PRIDE. HWNS Annual Report is due in June. Trust Quality Reports are due imminently.

**08**

**Prioritisation Panel**

EJ explained the Panel meets quarterly to make recommendations for further action based on the intelligence received from the public. The Meetings are in public and details are on the HWNS website. The Panel consists of four lay members, two staff members and two HWNS Directors.

The panel recommended that HWNS

- i. Revisit the recommendations from previous reports such as Teenagers and Mental health and use of the CAHMs (Children and Young People's Mental Health Service) to see what has progressed since 2014.
- ii. Compare North Somerset discharge protocols and experience to other hospital discharge protocols.

- iii. To undertake Enter and View at Silver Trees Care Home

**09**

**AOB**

EJ mentioned that the Sustainability and Transformation Plan's PEISC (Prevention, Early Intervention and Self Care) programme steering group, met last week.

Meeting closed at 3pm

**Next Public Meeting:** Tuesday 11<sup>th</sup> July 2017 at Clevedon Town Council Offices, Room 2, 44 Old Street, Clevedon, North Somerset, BS21 6BU.

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## **Public Meeting**

### **North Somerset Non-emergency Medical Transport**

**Speaker: Wayne Spedding, Director of Operations, E-zec Medical Transport Services**

#### **Notes**

Wayne was welcomed to the meeting by DW and thanked for attending.

**Summary:** Wayne presented the meeting with a summary of the family company background and their January 2017 commission to provide non-emergency transport in North Somerset. The company began in 1998 and now provides 700,000 patient journeys a year providing a 24 hour, 7 days a week service. They have a national operating centre in Staffordshire. Avonside in Bristol houses the call room base for Bristol and they have transport storage and maintenance in Yate and Nailsea.

Wayne mentioned that the eligibility criteria for using the transport is people are carried who have a need for medical supervision. This criteria is prepared by North Somerset CCG and sanctioned by E-zec at board level. Disabled people do not have automatic access to this transport. E-zec signpost to voluntary providers in the area where necessary. First journeys are often provided without the normal pathway checks which include scripted questions and assessments.

Many staff have been recruited from SWASFT (South West Ambulance Service Foundation Trust) who were formerly contracted. Vehicular and crew services types includes; Single person cars (with wheelchair access), a double vehicle for 2 crew and 2 patients (seated ambulance), Full patient transport, Bariatric vehicle, High Dependency(Hospitals to Hospital, so has pulse, heart monitor paramedics on board).

Calls can be booked by staff at the hospitals. Money is not taken from patients.

DW thanked Wayne for the very interesting and informative presentation. Wayne promised to send their vehicle types pictures to DW.

**Meeting ended at 4.08pm**

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