

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

**10th July 2018
Redcliffe Bay Hall, Portishead
2.00pm – 4.00pm**

MINUTES

Present: Georgie Bigg [GB] [Chair]
Dick Whittington [DW] [Treasurer]
Gerry Wadham [GW]
Shaun Fitzpatrick [SF]
Raquel Benzal [RB]

In attendance: Eileen Jacques (Chief Officer)
Vicky Marriott [Operations Coordinator HWNS] [Minutes]
Tricia Godfrey
Sue Stone

01 Welcome

Georgie welcomed all the meeting.

02 Apologies for Absence

Apologies were received from: Lance Allen

03 Declarations of Interest

None stated.

04 Public Participation - questions

None.

GB stated that the previous public meeting (April 10th 2018 The Diversity Trust report on Trans Health) had been exceptional and a great example of the kind of work we want to be involved in.

05 Minutes of Meeting 10th April 2018

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

There were no matters arising that were not on the agenda

iii. For matters arising

There were no actions outstanding.

Action Log

Action Log item 16: Local press article re. BRI providing an overnight lounge for those unable to travel back to North Somerset if discharged late in the evening. EJ had checked for accuracy and received a reply from BRI which did not support the press article.

EJ to forward UBH response for clarity on the matter.

06 Finance Report

DW provided a financial overview and informed the Board that although the figures indicated an underspend of approximately £2,000, HWNS have been subcontracted for £2,800 from The Care Forum for engagement work on a project looking at Smoking in Pregnancy, which will require staff and other costs.

The Board recently agreed a 2% salary increase to staff in line with local government settlements; this was implemented in June.

DW stated that he expects a small overspend in 2018/19.

07 Healthwatch North Somerset Chief Officers Report

Attendees were provided with a report of the activities of the HWNS team and volunteers.

A: The final Enter and View report compiling the findings from 28 GP site reports 'A Patient's View of General Practice in North Somerset' will be published on the website tomorrow and sent out to Members, Councillors, Practice Managers and Volunteers. It is the result of six months of work and EJ thanked the team of staff and volunteers.

B: The team and volunteers worked alongside the CQC collection patient feedback at CQC inspections at the Mendip Vale Group at the CQC's request. There were five questions added to the spreadsheet by HWNS concerning patient travel to appointments. There were 40 patient responses. The work required a quick turnaround with data provided to CQC in early July. This work gives HWNS additional credibility.

C: The Annual Report was published 30th June. Paper copies have been printed for circulation. Electronic copies have been sent to stakeholders. EJ said the report shows the quality and breadth of work HWNS has accomplished in 2017/18

D: Applications were submitted to HWE for Conference Awards in categories Volunteering (GP Enter and View) and Helping People Have Their Say' (Young People's takeover day) but HWNS were not shortlisted.

E: South Gloucestershire Council have put out a public consultation seeking feedback on reducing the cost of the contract for Healthwatch South Gloucestershire and a joint contract for Bristol and South Gloucestershire Healthwatch and possibly Healthwatch North Somerset.

F: Intelligence collected from local people relating to experiences in Health and Social Care services. April 2018 81 pieces of feedback, May 2018 180 pieces of feedback (this ranked as the 3rd highest figure in the Healthwatch network in May); June 2018 34 pieces of feedback. 25 people have been signposted since 1st April 2018.

G: GDPR compliance: policies and processes have been updated and are in line with GDPR compliance.

H: IT: HWNS moved to Office 365 cloud-based system including for email. There have been some teething problems with the implementation.

I: Smoking in Pregnancy: BNSSG commissioned the Care Forum to gather feedback in the BNSSG area. HWNS agreed to liaise with and link in with service users through Public Health North Somerset and gather patient experience in North Somerset and have been sub contracted to do so by the Care Forum. This work will be undertaken internally with VM working an additional seven hours per week for nine weeks.

J: Volunteers week was celebrated with a tea party with HWNS volunteers and staff. Two new volunteers joined HWNS. Safeguarding training with is no longer available free through North Somerset Council and we are looking at suitable alternative options.

K: Health and Safety: the office temperature is a problem again this summer, routinely topping 35 degrees. It is often uncomfortable for the staff to work despite several fans and a mobile air conditioning unit.

L: GW and EJ have a meeting arranged with Colin Bradbury (Area Director (North Somerset) at BNSSG CCG) to progress communication over CAMHS service in North Somerset.

08 AOB

GB said there was restructuring of the North Somerset Sustainability Board into a Partnership Board and while the future structure is unclear Georgie represents HWNS on it.

SF suggested obtaining Equality Impact Assessments that influence future decisions over BNSSG and North Somerset Council.

SF advised that batteries for hearing aids were no longer free from GP surgeries but could be obtained from Weston General Hospital if patients live in their

catchment area. A member of the public mentioned that batteries last at the most, a week and cost £10 for a box of 8.

GB mentioned the increasing importance put on 'equity in service provision' in future commissioning.

DW said he attended the AGM for BNSSG. They are using an external agency to recruit a 1000 strong Citizen's Panel over the BNSSG area. He asked Julia Ross if it was her preference to use the panel instead of LHW engagement, she denied this.

09 The Board meeting closed at 4.15pm

2.00pm – 3.00pm Presentation of the Combined GP Enter and View Report

The Board Meeting was preceded by a presentation by Sue Stone, who supports HWNS as a Volunteer Enter and View Coordinator. Sue provided a presentation of findings from the combined GP Enter and View Report: A Patient's View of North Somerset General Practice. The Report is available on the HWNS website and is available in other formats on request.

Sue informed the audience that this project involved the process of Enter and View visits and reports of 28 GP Practice sites by HWNS staff and volunteer Authorised Enter and View Representatives.

The usual method of approaching patients was suspended for the series of Enter and View methods at the request of Practice Managers. However, Enter and View Representatives could speak with patients if approached by the patient.

The report highlighted 126 examples of good practice at surgeries and 97 examples of changes the surgeries have made following feedback from patients. 49 comments were made about future improvements to patient access planned at surgeries. There were 150 recommendations recorded in the reports.

SF asked why some surgeries (46%) did not respond to the recommendations in the reports following the 20 day period given. SS said some were chased up but it was not clear why others did not respond.

EJ said two recent drop-ins at surgeries, part of our routine engagement activity, had met with an unwillingness from Practice Managers to let volunteers approach patients.

DW mentioned that while relationship building with GPs was good, how did the report contribute to improvements at surgeries for patients? GB said this piece of work will contribute to work happening in primary care commissioning where GP surgeries are being measured in new ways

The next Public Board Meeting is 9th October 2018 (Healthwatch North Somerset AGM).

Approved	By Board
Date	12/02/2019