

## Prioritisation Panel Meeting

15<sup>th</sup> April 2019

Healthwatch North Somerset, 3<sup>rd</sup> Floor. The Sion, Crown Glass Place, Nailsea BS48 1RB

3.45pm - 4.10pm

### Open Meeting Minutes

**Present:** Vicky Marriott (Chair), Jane Towler, Lance Allen, Tim Evans, Patricia Godfrey, Julia Senior-Smith (Minutes)

1.	<b>Welcome and Apologies</b> Vicky welcomed all to the meeting. Apologies were received from Sue Stone, Anne Skinner & Gerry Wadham
2.	<b>Declarations of interest:</b> None.
3.	<b>Minutes of previous meeting:</b> P2 needs to read as Counties instead of Countries. GB to be written in full as Georgie Bigg.
4.	<b>Update on progress on last meetings agreed actions and previous priorities:</b> <ul style="list-style-type: none"> <li> <b>Action 51 and 52</b> waiting time has been confirmed for CAMHS as 46 weeks. VM said at least 5 or six schools had YP responding to our survey. LA suggested other services to get involved in possible event in NS. Off The Record in Bristol a self-referral service is only in Bristol- Future in Mind group or others such as WOW, Wanted Not Wasted to help with an event generating awareness and identify proposals/way forward. Dates to be confirmed in the Autumn. VM said Churchill wanted us to come back with an event. JT suggested Hans Price Child Protection Lead may want involvement. TE suggested Worle school too.  Action carried forward. </li> <li> <b>Action 53</b>  Suicide figures in North Somerset are higher than in other countries. Information has been circulated of a fund available for organisations to apply for to support work in this area. Action completed. </li> <li> <b>Action 54</b>  Actions 51, 52 and 54 are all related. Delay of YP report on Mental Health support means this has to be delayed. </li> </ul>

	<p>Camhs feedback still relevant to submit to Health Overview Scrutiny Panel, GB to confirm date of meeting. <b>Action carried forward.</b></p> <ul style="list-style-type: none"> <li> <b>Action 55</b>  CQC guidance re Child Protection issue regarding overseas minor with no passport seeking services &amp; unregistered in surgery - referred to the police. <b>Action completed and addressed with PPG Chairs.</b> </li> <li> <b>Action 56</b>  Social care assessment for patients with Alzheimer's provided as a signposting session from Memory Clinic and Dementia Friends session provided by Alan Richardson at public board meeting in February 2019. <b>Action completed</b> </li> <li> <b>Action 57</b>  NHS 111. VM to contact Severnside who now has contract for 111 re feedback on empathy to ask about training of call handlers. <b>Action carried forward.</b> </li> <li> <b>Action 58</b>  Support for adoptive parents provided for three years then have to pro-actively access support themselves thereafter. Going onto our website as a signposting item. <b>Action completed</b> </li> <li> <b>Action 59</b>  Reply received regarding the discharge process and embryonic frailty service at WGH which is to be increased under the Healthy Weston STP plan. Response to go onto our website under signposting <b>Action completed.</b> </li> <li> <b>Action 60</b>  Access to diabetic testing equipment recommended by NICE. BNSSG have confirmed these devices are now available in NS to those who are eligible. A local newspaper piece has been published. Also this has become a news item on our website. <b>Action completed.</b> </li> <li> <b>Action 61</b>  Houston's dentist acknowledged the information regarding 3 communications complaints. <b>Action completed.</b> </li> <li> <b>Action 62</b>  Proposed Enter &amp; View of Leonard Elms Dementia Care Home in Congresbury will not be going ahead as North Somerset Council said this is a historical problem <b>Action completed.</b> </li> <li> <b>Action 63</b>  Winter Area Health Trust reported on their winter pressure planning <b>Action completed.</b> </li> <li> <b>Action 64</b> Home care packages. Recommendations needed to be given to NSCP. <b>Action Carried Forward</b> </li> <li> <b>Action 65</b> Professional understanding needed to properly support Autism Spectrum patients. To check if there are Champions in Services or training required nationally by NHS England <b>Action Carried Forward</b> </li> <li> <b>Action 66</b> Mendip Vale Group Car – reply re availability to other surgeries in the group. Request made by VM to David </li> </ul>
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	<p>Clark (Exec Mgr.) put this advice on their notice boards. <b>Completed</b></p> <ul style="list-style-type: none"> <li>• <b>Action 67</b> Harbourside Surgery replied re confidentiality at reception and will be taking it to their next complaints meeting. <b>Completed.</b></li> <li>• <b>Action 68</b> Cancer referrals – both urgent and non-urgent. Seeing how the pathways work for patients. Will be part of LTP survey project and will extrapolate our NS feedback and report to group. Cancer one of our issues in workplan. Radiotherapy is always in Bristol. <b>Carried forward.</b></li> </ul>
5.	<p><b>Data Review:</b></p> <ul style="list-style-type: none"> <li>• Concerns regarding attending and access to Healthy Weston events. <b>Action HWNS to keep people up to date as possible using our media posts and have dates in office for staff answering queries on the phone.</b></li> <li>• Riverbank Surgery merger with St Georges. Access problems on the phone. Staff not answering. Concerns re access to regular medications. <b>Action VM to send letter</b></li> <li>• Adult Mental Health – community and ward issues. Individual signposted and forwarded to NHS England. <b>Completed</b></li> <li>• Diagnosis for Cancer missed. Provider has responded. <b>Completed</b></li> <li>• Carer Direct Payments – <b>Action: VM to ask for response from Provider.</b></li> <li>• Finding residential care. Support for Carers <b>Action (by Carers Week) to put info re support groups on website</b></li> <li>• Fall Prevention Team – falls assessments <b>Action. Find out how long people wait for assessments.</b></li> <li>• PALS at WAHT and poor response. Seen in WAHT Quality Account as it is a Priority Action for 2019/20. <b>Action: forward Dec P9 Intelligence to Suzanne Blackmore</b></li> <li>• Appointments at GP Surgeries – 2-3 week waits. See AskMy GP impact and set up presentation at July 2019 Public meeting in Weston venue. <b>Action Has AskMy GP changed the appointment waiting times?</b></li> </ul> <p><b>Recommended actions from today's meeting</b></p> <ul style="list-style-type: none"> <li>• Larger pieces of work around services for People with LDs, Autism and Mental Health</li> <li>• Check NSCP time frames for rehab, physio, falls assessment and prevention work.</li> <li>• Forward Intelligence to PALS</li> <li>• Riverbank Surgery – letter to be sent</li> <li>• Direct Payments to Carers – letter and website signposting re issue</li> <li>• July Board presentation on AskMy GP Impact on appointment waiting times</li> </ul>
6.	<p><b>Enter and View</b> No relevant feedback.</p>
7.	<p><b>AOB</b> There was no AOB</p>

8.	<b>Future meetings:</b> To be held in the HWNS office. <ul style="list-style-type: none"><li>• 15<sup>th</sup> July 2019</li><li>• 21<sup>st</sup> October 2019</li></ul>
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