

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

**12th Feb 2019
Nailsea Methodist Church, Nailsea
2.00pm – 4.45pm**

MINUTES

Present: Georgie Bigg [GB] [Chair]
Dick Whittington [DW] [Treasurer]
Shaun Fitzpatrick [SF]
Raquel Benzal [RB]
Lance Allen [LA]

In attendance: Rowan Williams (Strategy Manager)
Vicky Marriott [Operations Manager]
Ann English [Volunteer]
Alan Richardson [Dementia Friend]
Kay Stokes [Memory Service]
Simon Stevens [Mini concerts for seniors]
Julia Senior-Smith [Minutes]

01 Welcome

Appreciation was given to Kay Stokes and Alan Richardson on their very interesting presentations about dementia which preceded the meeting.
Georgie welcomed all to the quarterly meeting open to the public.

02 Apologies for Absence

Apologies were received from: Gerry Wadham, Tim Evans, Tricia Godfrey

03 Declarations of Interest

None stated.

04 Public Participation - questions

None.

An announcement was made that there is currently a consultation open regarding the Healthwatch North Somerset service. Details of how to respond to the consultation can be found in the meeting pack of papers for each attendee. This consultation closes on 21 February 2019.

05 Minutes of Meeting 10th July 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. Actions outstanding

Action Log

Action log item 16 update: There was one action that needed clarification. SF commented on the provision of an overnight lounge at the BRI for those unable to travel back to North Somerset if discharged late in the evening. HWNS wrote to the BRI to check on this and the BRI sought clarity from Alison Grooms, the Trust's Deputy Chief Operating Officer regarding this matter and the issue was raised at a Trust members' meeting.

Response: We recognise that there are some patients for whom travelling home overnight from the BRI is difficult. At the meeting, the Trust confirmed that patients in this situation would be able to wait in the hospital until such a time as they were able to arrange onward transport. Following the meeting it was confirmed that patients would be able to wait in the existing waiting area in ED. We have not created any new area and the discharge lounge at the BRI is not open overnight. This is the same position for any patient attending ED overnight, including those that already attend the BRI from the Weston region as part of care pathways that already exist prior to the overnight closure of the ED at Weston General Hospital.

Senior Managers at UH Bristol wish to further assure you that they are aware of and sensitive to the issues relating to the current overnight closure of the Emergency Department at Weston Hospital and the impact travelling to the BRI can have for some patients. Our team continues to work with colleagues at Weston Area Health Trust and North Somerset Clinical Commissioning Group so that UH Bristol can offer the best possible quality of care and ensure that the safety of patients attending ED is not compromised.

06 Finance Report

DW reported that HWNS is currently running at a deficit of £4,700k but a deficit of £5k was planned for so HWNS is actually on budget. The plan is to use some reserves, rather than cut resources. The annual accounts can be looked at on the Charity Commission website.

The expectation is that the current contract with North Somerset Council is due to end in March with the intended BNSSG wide model being adopted going forward. There is now a 6 month extension to the current contract. The budget for the next 6 months will be outlined at the next board meeting. A rolling contract ongoing has been agreed with the landlord for the rental of the office accommodation.

Rowan is now registered with the bank and set up on Quick Books for accounting purposes.

A question was asked about what will the changes be once operating across BNSSG? DW responded that it will be predominantly set up as an organisation of volunteers to deliver HWNS services. Money is grant funded and not ring fenced. Hopefully we will be able to maintain a good service for North Somerset residents, in conjunction with each of the local authorities.

With regard to the HWNS consultation, Bristol and South Gloucestershire have already consulted whilst HWNS's consultation is open currently. The principal of the merger is to become more cost effective but it will be very important that North Somerset continues to be properly represented.

DW reported on staff change. Eileen Jacques, Chief Officer, has left and her role divided between Rowan Williams who has been recruited into the strategy manager role, and Vicky Marriott who has been promoted to Operations Manager.

07 Healthwatch North Somerset Strategy Manager's Report

1. Activity Update

The key areas of work for the team since the AGM have been:

- a. Enter and view visits to all GP Practices were undertaken between November 2017 and March 2018. Individual Reports were completed and published for 28 GP Practices. A HWNS volunteer who is our Enter and View Coordinator is in process of re-contacting the 28 GP practices to ascertain whether or not recommendations have been implemented and to ask how extended surgery hours are publicised. Report due in April 2019.
- b. Smoking in Pregnancy: The Care Forum were commissioned by BNSSG CCG who subcontracted HWNS to collect data. The final project report is finished and is expected to be available in April.
- c. The staff team, volunteers and Board have held a series of planning days to agree potential project work and priority areas for 2019.
- d. A report of user and carer experiences during and after the closure of the 1 in 4 Service in Clevedon and Weston and the Second Step wellbeing service provision in North Somerset from July 2018. This report has been sent to stakeholders for their comment before publication in February.

- e. Community Health Services: staff and volunteers will be involved in evaluating the upcoming procurement of a new provider in 2019. They are currently undertaking training to support them in this role.
- f. A range of engagement activities with local residents to inform our monthly intelligence reporting

2. Intelligence collected from local people relating to experiences of health and social care services

The number of respondents is as follows:

October: 28

November: 77

December: 51

January: 13

3. Prioritisation Panel

The Prioritisation Panel met on 21 January 2019

Agreed recommended actions based on intelligence received from local public around; waiting time for assessments for CAMHS, a survey of what Young People want from prevention and support services to help them thrive mentally, review of access and waiting times for rehabilitation services following hospital discharge, a review of access and waiting times for home care packages after hospital discharge and access to appointments for cancer diagnosis.

4. Engagement activities

Our staff and volunteers have attended a wide range of events, meetings and services to collect views of residents of North Somerset to inform our wider work.

5. Key external meetings

External meetings are attended by the Chair of the Board, Strategy Manager, Operations Manager and Volunteers– all three have been meeting to map the relevant meetings for HWNS, to ensure that they are attended by the most relevant HWNS representative and to agree method for communicating content of meeting.

6. Staffing

The following staff changes have occurred since October 2018.

- The Chief Officer and Engagement Officer have resigned
- A Strategy Manager has been appointed

- An Operations Manager has been appointed

We are currently advertising two paid positions in our team. We are offering short fixed term contracts until end September 2019.

- Information and Communications Lead (25 hours) – this role includes communicating to our partners and key stakeholders, keeping on top of our social media and website, producing a bi-monthly newsletter
- Engagement Lead (25 hours) – this role includes liaising with the public and identified patient groups to determine what works and what needs improving in local health and social care

NB: Both roles will be advertised during the week beginning 11th February 2019.

The hours of 25 for each post listed above were agreed at the board meeting with a salary of £20K for each position.

A young person will be sought for a work experience role for 2 hours a week and will be paid at the minimum wage. This has to be approved with Dick and other board members regarding the cost implications.

7. Volunteers

We hold regular meetings with Volunteers and our Volunteer Co-ordinator supports them in being involved in a range of engagement projects, public outreach, meetings and steering groups. HWNS is one of only two voluntary sector organisations represented at service design meetings for the imminent Weston-super-Mare crisis and recovery service.

8. Policy and Procedures

The Strategy Manager has been assessing HWNS policy and procedures and making tweaks and amendments to ensure that we are 'bid ready' if we need to be. We have been working on a quality assurance policy for HWNS and are making sure that this is in line with the newly developed HWE Quality Framework.

9. Future plans

Key issues identified for 2019 include, but are not limited to:

- GP access
- Mental Health: Young People's mental health needs survey coming to an end. Project report will be compiled and circulated once results collated
- Transitions: from hospital to home, from children and young people's services to adult services
- Dementia
- Learning Disabilities and Autism

We will continue to work with the following:

- Healthy Weston: we will be encouraging engagement in the forthcoming public consultation and the local GP Consultation on Graham Road and Clarence Park

- BNSSG STP now called Healthier Together (Bristol, North Somerset and South Gloucestershire Sustainability and Transformation Partnership): Ongoing participation in various meetings
- North Somerset Council: Ongoing participation in various meetings
- Partner agencies across the patch including service providers and Healthwatch agencies in areas that border North Somerset and those within the STP footprint

In the months ahead we are to be part of a national project organised by Healthwatch England to engage locally on the NHS 10 Year Plan which was released last month. This work involves us collecting 250 surveys and facilitating 2 focus groups over the months of March and April. The survey will be split into themed areas including mental health, cancer, dementia, lung and heart, learning difficulties and autism.

We aim to work more closely with partner agencies across Bristol, North Somerset and South Gloucestershire and to raise our profile across the patch. We will continue to promote co-production and engagement work. For example, I will be working with a HWNS volunteer to help assess and evaluate questions on social value and engagement in the commissioning of the new 10 year multi-million pound contract for Community Health Services. We are undertaking training to assist us in this task and ensure equity.

We will be re-visiting projects and work that we have completed over the past few years to assess the impact of this work. We are in the process of re-contacting Practice Managers that we previously visited as part of our Enter and View GP work to see whether the recommendations we made as part of our original project have been implemented. We will repeat this type of exercise with the majority of work we have undertaken and will share the results so that people who have engaged with our projects can see the outcomes of the activities that they have been involved with.

08 AOB

There was no AOB.

09 The Board meeting closed at 4.45pm

The next Public Board Meeting is 9th April 2019.

Approved	Shaun Fitzpatrick
Date	9 th April 2019