

**Healthwatch North Somerset
Annual General Meeting**

Tuesday 11th October 2016

2pm-4pm

At

**Weston College, Hans Price Building,
Knightstone Road, Weston super Mare BS23 2AL**

MINUTES

Present:	Directors	Georgie Bigg (GB) [Chair] Dick Whittington (DW) [Treasurer] Tim Evans Lance Allen Joanna Pritchett
	Staff	Eileen Jacques (EJ) Kerry McDermott Vicky Marriott Sophia Jones Karen MacVean
	Public	Roz Willis Cllr Mike Bowles MJB Accounting Anna Horton UHB Sandra Farmer NSCP Rachel Clarke SEAP David Jolley Cllr Portishead Rosemary McLeod SCL Martin Callow SWASFT Kyla Dawe Harbourside Family Practice
	Members	David Campbell Portishead PPG Dianne Warwicker Cara MacMahon VANS Tricia Godfrey Jane Towler (Speaker) Sue Stone (Speaker)

Sue Robinson SEAP
Sarah Miller Stroke Assoc.
Mike Lyall
Rosemary Dowie
Krys Lane
John Gower
Brian Kemmish
Mary Backhouse NS CCG
Alan Rice Graham Rd PPG
Lorna Cryer
Margaret Dorrett
Christina Elliott
Mary Adams NS CCG

Apologies for Absence

Apologies were received from:

Celia Henshall (Director)
Catherine Williams NSCP
Liam Fox MP and Cabinet Member
Tony Watkins UHB
Odette Coveney CQC
Sarah Jones-Ralph WGH
Donald Davies Cllr Pill
Mike Bell Cllr Weston Central
Delyth Lloyd-Evans NSCP
Mavis Downs
Elizabeth Farron SW Fibromyalgia
Tony and Anne Hawkins
Maureen Mitchell Parkinsons UK

Presentations

Introduction and Welcome

Georgie Bigg, Chair, Healthwatch North Somerset

Sue Stone, Healthwatch North Somerset Volunteer

Reflecting on a year volunteering for Healthwatch North Somerset

Karen MacVean, Engagement Worker and Sophia Jones, Volunteer Coordinator, Healthwatch North Somerset

Engaging with the North Somerset Community

Joanna Pritchett, Director, Healthwatch North Somerset

An insight into the Healthwatch North Somerset Prioritisation Panel

Jane Towler, Healthwatch North Somerset Volunteer

Enter and View

Eileen Jacques, Chief Officer, Healthwatch North Somerset

Reflecting on the Healthwatch North Somerset Annual Report

Vicky Marriott, Operations Coordinator, Healthwatch North Somerset

Connecting with local people; the Heart of Weston project

Questions from the audience:

Q1: What are the most frequently received pieces of intelligence received?

EJ said the feedback most frequently received from the North Somerset public referred to access to GP appointments. The other most frequently received was positive comments about their GP service. EJ said this shows how central the GP service is to so many people's lives. EJ said feedback about Discharge was also a frequent subject; this was the issue of Discharge from various settings, not any one in particular.

Q2: Is the Central Ward project now completed?

GB said it was ongoing. A Steering Group was meeting regularly to continue the work and it is a co-production between North Somerset Council and other agencies (including Healthwatch North Somerset) as well as local residents. GB said the intention was to for local Central Ward residents to manage the Steering Group; currently there are five residents involved in the group and additional members were being sought.

Q3: GP Practices are disappearing or merging which is disappointing.

GB said changes to GP services are a feature of the current climate and one that may continue as reorganisation of the NHS continues. NHS England have been contacted about the impact that was picked up from the Central Ward Engagement project. The public were encouraged to continue to feed into Healthwatch North Somerset how these changes affect them and this will be recorded in the intelligence reports that are forwarded to and inform NHS England and other stakeholders.

Q4. Martin Callow Ambulance Service stated well done to HWNS. That it is enjoyable working together and they look forward to continuing the work in the future.

GB said thank you.

The presentations ended at 3.25pm

**Healthwatch North Somerset
Annual General Meeting
3.30pm-4.00pm**

1. Welcome and introduction by the Chair

GB welcomed the public and Healthwatch North Somerset members to the AGM.

2. Apologies for absence

Apologies for absence were received.

3. Minutes of Annual General Meeting of 9th October 2015

The Minutes of the Annual General Meeting of 9th October 2015 were agreed as accurate. GB proposed they be approved which was seconded by EJ. There being no objection they were signed by the Chairman.

4. Receipt of the Healthwatch North Somerset Annual Report 2015/16 and moving forward plans for 2016/17.

Members received the Healthwatch North Somerset Annual Report and moving forward plans for 2016/2017.

5. Receipt of Healthwatch North Somerset Annual Statement of Accounts 2015/2016

Dick Whittington (Treasurer) presented the draft Healthwatch North Somerset Annual Statement of Accounts 2015/2016, produced in accordance with company law and independently examined.

He mentioned that Healthwatch North Somerset became a charity in the September 2015, which affects the accounting process. DW mentioned the expense for media and publicity dropped significantly compared to the previous year; Healthwatch North Somerset will continue to generate awareness in-house. DW announced a small deficit in 2015/16 of £667. DW mentioned some changes to HWNS functions and the cost of managing the SCL project in the year 2014/2015. He also mentioned a reduction in the core grant from North Somerset Council of 10% in 2015/2016 and a further 5% in the coming year.

Questions from the attendees:

Q1: Why have items of £32,900 been reduced on the balance sheet?

DW. The move to charitable status was the main reason. This amount had previously been a restricted fund.

Members agreed the accounts for submission submitted. DW will submit the accounts to the Charity Commission and to Companies House.

6. Election of Directors

Members voted unanimously for the re-election of existing Directors.
There were no objections against the re-election of existing Directors.

The following six existing Directors were re-elected as per Healthwatch North Somerset Articles of Association:-

Lance Allen
Georgie Bigg
Tim Evans
Celia Henshall
Joanna Pritchett
Dick Whittington

7. Response to written questions submitted by members

GB read a question provided by Rosemary Dowie

'The proposed closure of the Stafford Place Surgery in Weston is a great concern to those patients who may have to accept the alternative choice of travelling to Locking Castle surgery. That is a considerable journey of some difficulty to those who do not drive a car and complicated for those who will have to take a bus to Town and then change to another bus to reach the Locking Castle practice. Meetings have been arranged and our Member of Parliament together with a local Councillor attended the last presentation of the future plans, but very little has been offered as an alternative solution to those who do not necessarily want to change their Medical Adviser of many years ...I expect the problem will be repeated if another Surgery in Weston repeats the pattern and leaves the centre of Weston.'

GB responded saying the Healthwatch North Somerset Heart of Weston report has raised the issue that the redevelopment of the Central area of Weston-super-Mare needs to include alongside it, the development of services.

A member of the audience stated that the new GP system seemed to be doing away with Practice Managers also. Rosemary Dowie agreed this was true Stafford Place Surgery has lost its Practice Manager of 18 years. A Practice Manager from Portishead said she wanted people to get involved with their GP practices and could do so by joining their Patient Participation Group. She said she welcomed the enormous help of the PPG throughout the year.

A member of the audience stated that transport to GP practices was becoming more of a problem. He suggested GP surgeries were expecting help from the voluntary sector so that elderly patients can get to the surgeries.

8. Close of AGM 4pm

Date of next AGM 10th October 2017