

Meeting:	Healthwatch Barnsley Strategic Advisory Board	
Date:	20 June 2016	
Location:	The Core, County Way, Barnsley	
Chair:	Adrian England	
<u>In attendance:</u> Carrienne Stones	<u>Apologies:</u> Margaret Baker	
<u>Present:</u> Adrian England Tony Murray Christine Key Tony Alcock Margaret Dennison		
Welcome, Apologies and declarations of Interest		Action by
<p>AE welcomed everyone and apologies were noted.</p> <p>There were no declarations of interest.</p> <p>Before the meeting began CS provided board members with the Health and Wellbeing Board Strategy Draft and the agenda for the Consultation workshop planned for the 21st of June 2016 at which board members will be looking at the place based plan and health and wellbeing board strategy.</p>		
Minutes of Meeting and Matters Arising		
<p>AE gave the board members time to read through the minutes which had not been provided 7 days in advance of the meeting due to staff capacity.</p> <p>On the subject of staff capacity CS advised that one member of the staff team was off work and there was a possibility that this could be long term.</p> <p>CS continued to advise that she had sought cover for this role and this person would be coming in for a meeting next week.</p>		

TM asked who this person was and where the resource would come from for an additional person to cover this post.

CS advised that she had approached Teresa Gibson, previously employed by Healthwatch as an Adult Engagement Worker.

Outlining to the board that Healthwatch required someone with a Health and Social care background who could come in and begin work straight away.

The board agreed with this action.

CS advised that TG would not be undertaking the full role as to do this would impact upon the budget, but that she would be taking on areas of work requiring completion as follows:

- Working with General Practice to understand the barriers they are facing in terms of making appointments accessible.
- Working with Walderslade on the Carers Identification Scheme
- Completing the FFT work focussing in on Mental Health Services.

CS outlined that TG already has an excellent working relationship with General Practice, and is trained in Enter and View. She also has a rapport with Healthwatch Champions due to her having been the Adult Engagement Worker before moving to oversee the social prescribing pilot.

CS also advised that the funds for this temporary post are not additional funds as the adult engagement worker undertook the carers work and the FFT work on a sessional basis and not on an employed basis.

Ref the work to complete engagement within General Practice TG will be paid out of the surplus generated through additional funding streams.

The board were satisfied with the information provided and outlined to CS an offer of support to ensure she and the staff team were supported by the board during this period.

Board members continued to read the minutes and CK asked for an amendment to be made on page 2 under the section labelled Feedback Centre update. The amendment was for her initials to be removed as she was not present at this meeting.

MD also enquired about the arrangements set out on page 7 under the sub heading actions under way, at which point a meeting was set for the board to come together with the staff team on the 12th of July 2016 at 10:30am.

TM, AE, TA, MD are able to attend the meeting outlined above but CK had to give her apologies, therefore CS advised that she would follow up with CK after the meeting.

The minutes of the previous meeting were agreed as a true record.

CS updated on matters arising as follows:

Children Adolescent Mental Health Services (CAMHS)

CAMHS meeting between Board Member TA and Healthwatch champions to plan next steps had not yet been arranged as we are waiting on intelligence from the FFT work being undertaken by LL and MS.

Mental Health Crisis Care Concordat

CS will be covered later in the agenda.

Pharmacy call to action

The board members confirmed that they had received the report before it was sent to inform the consultation. TA commented on the feedback we had received and the positive reaction we had, had from service users accessing community pharmacy services.

CS reiterated to the board where the report had been sent:

Michael Dugher MP in response to the call to action in the Chronicle on March the 8th and in response to his letter. CS also advised that CE had called Michael Dugher to alert him of its arrival in his inbox in advance of the debate in parliament but we did not get through and his answer machine was full.

<p>Tom Bisset Local Pharmacy Committee (local and national agency)</p> <p>Department of Health Consultation e-mail inbox (May 24th)</p> <p>Shires Pharmacies</p> <p>Barnsley CCG - Barnsley Area Prescribing Committee (Chris Lawson)</p> <p>National Negotiators (Community Pharmacies)</p> <p>All pharmacies who agreed to host our champions in March and April 2016.</p> <p>Action: CS will continue to check in with the LPC on how the consultation is progressing.</p> <p>Business Continuity Plan</p> <p>At the last meeting of the board CS was asked to provide a copy of VAB's business continuity plan. CS had not followed up on this action and therefore it was set again as an action for completion. CS advised that it would be sent before the end of the week.</p>	
<p>Healthwatch Champion Minutes</p>	
<p>CS advised that the champions had not met due to the staff member being off work, but that a meeting had been planned for the 23rd of June 2016 which was being covered by JG. At this meeting JG will be giving champions training on the Feedback Centre.</p> <p>CS advised that JB had met with the Junior Champions last week and at that meeting the junior champions had looked at and begun to analyse the 261 responses they had received from the Children and Young Peoples survey on dentistry.</p> <p>CS advised that the minutes are to follow.</p>	
<p>Feedback Centre</p>	
<p>CS advised the board that we are continuing to get feedback on the system from individuals, but most of this feedback has been generated by champions and the team through outreach and engagement and not through independent approaches.</p>	

<p>Healthwatch had notified most organisations of the Feedback Centre and its capabilities and advised we are in the process of writing out to local dentists to advise them.</p>	
<p>Update on areas of Work</p>	
<p>The board had previously been updated on the CAMHS work and therefore CS discussed with the board the Mental Health Concordat Report.</p> <p>Mental Health Concordat - CS advised board members that she had not been able to call a meeting with MD and champions as discussed in the last meeting because whilst we had received an official response we had not yet received the Local Action Plan which would refer to the actions being undertaken in line with the Key Findings and Recommendations from Healthwatch Barnsley.</p> <p>CS advised that she had asked when this information will be available and has been advised that the Local Action Plan will be written by the end of June and that once agreed by the mental health concordat group a copy would be received.</p> <p>As soon as this Local Action Plan is received we can arrange a meeting with MD and the Healthwatch Champions to look at next steps and monitoring.</p>	
<p>GP Access in the Dearne</p>	
<p>CS advised that 3 visits had been undertaken to general practice in the Dearne with the last visit being planned to Goldthorpe Medical Centre. CS advised that this visit had been cancelled, but that TG will be picking up on this contact when she is in post.</p> <p>Once all visits are completed we can look at the intelligence and information gathered and begin work on the report.</p>	
<p>Enter and View to Wards 19 and 20</p>	
<p>CS shared with the board the letters between Barnsley Hospital NHS Foundation Trust (BHNFT) and Healthwatch Barnsley relating to the unannounced visit undertaken in April 2016.</p> <p>CS advised that the meeting between champions and board members trained in Enter and View as arranged in the last meeting of the board has occurred on the 15 June 2016 and shared some of the</p>	

<p>documents to come out of these discussions. This documentation was shared only as information at this point as CE had received an e-mail from MS with some additional changes to consider. CS advised that she had planned to sit down to look at them on the 23rd and that as soon as the final documents were ready if the board could look them over and agree over e-mail.</p> <p>The board agreed to this action and are expecting the finalised documents to be sent through for ratification on the 23 June 2016.</p> <p>After this point CS will send Enter and View packs to BHNFT so they are aware of our agreed policies and procedures, they will also be displayed with other procedures on the Healthwatch Barnsley website.</p>	
<p>Annual Report / AGM</p>	
<p>Annual Report</p> <p>CS sent the Annual Report out to the Healthwatch Board in advance of the meeting. Most members had read the report and advised their satisfaction with it. TM advised that he had hoped that it would be in a more finished format with graphics, but advised that he would print it out to read and provide feedback.</p> <p>AGM</p> <p>CS advised that at the AGM they would be sharing work undertaken in 2014/15 and have arranged for guest speakers to attend from:</p> <ul style="list-style-type: none"> - Barnsley Hospital NHS Foundation Trust to provide an update on Parkinsons District and Branch work. - DIAL to talk about the work undertaken by them. <p>Healthwatch will also be launching the feedback centre at this event.</p>	
<p>Additional Income Projects (FFT GP's and Mental Health)</p>	
<p>Embedding the FFT in General Practice</p> <p>CS advised that CE had completed this work and that she and CE</p>	

<p>were meeting to go over the final submission to check accuracies before it is sent out to the board for final sign off.</p> <p>CS advised that all visits had been undertaken to Mental Health Services to understand how the FFT is being embedded, and we were in the process of gathering this data together for TG to produce the final report in partnership with Healthwatch Sheffield.</p> <p>Carers Identification Scheme.</p> <p>This continues to go well at Walderslade, and TG is aiming to go in and take over where The Adult Engagement officer left off. CS advised that she was meeting with TG on the 23rd to discuss this in more detail.</p>	
<p>360 Review</p>	
<p>CS advised board members that the 360 review was underway and reminded the board that it was now a contractual requirement.</p> <p>To date there have been 21 responses of which 4 have been negative and 17 have been positive but with some examples of how we can improve.</p> <p>CS advised one of the areas mentioned was in connection with our communicating better about our work both with members of the public and with service providers and commissioners.</p> <p>CS spoke with the board about where improvements can be made but also advised that service providers and commissioners would also need to ensure that messages about Healthwatch are cascaded down to front line staff.</p> <p>CS advised that she was disappointed at the number of responses received and TM suggested that it was likely to do with the length of time an individual has to dedicate to it and that due to his other volunteering roles he had also not yet had the time to sit down and respond to it.</p> <p>CS advised that this year they had been mindful not to make it as lengthy as the previous years and had asked only 5 questions.</p> <p>AE closed this section and advised CS would keep the board updated</p>	

<p>on how this was progressing.</p>	
<p>Any Other Business</p>	
<p>Strategic Transformation Plans (STP)</p> <p>AE advised that he had met with Andrew Cash as the Chair of Healthwatch Barnsley to discuss the developments of the STP regionally.</p> <p>Adrian advised the board that the STP is not yet policy and is an area of work from the NHS 5 year transformation plans and that the Local Plan or Barnsley’s plan underpins this.</p> <p>CS referred again to the documentation provided at the beginning of the meeting for member’s information.</p> <p>Health and Wellbeing Board</p> <p>TA advised that he had attended the Health and Wellbeing Board as Adrian’s Deputy. At this meeting we were provided with a presentation on the Health and Wellbeing Strategy, Public Health Annual Report and the Housing Strategy for Barnsley.</p> <p>TA was able to contribute to the discussions had about the housing strategy due to his involvement with Bernslai Homes and Credit Union and advised that he felt that the Public Health Annual Report presentation was good.</p> <p>Healthwatch Annual Conference</p> <p>Adrian England, Margaret Dennison, Ali Aftab and Mark Smith all attended the Healthwatch England Annual Conference this year.</p> <p>AE advised the board the programme sessions he attended and outlined how he had found some useful and some affirmed what we were doing here in Barnsley.</p> <p>MD advised of the programme sessions she attended and noted how she had found the Isle of Wight’s Enter and View presentation interesting and had picked up some contacts for the team.</p> <p>CS advised the board that she had asked the board members and the</p>	

<p>champions to put a few words in an e-mail about the presentations they had attended so we could pull them into one document to send out for information.</p> <p>Issues with prescriptions</p> <p>CK advised that she was continuing to have issues with prescription services and outlined what the issue was. MD echoed what CK had said and CS asked if she could receive more information to follow this up, as it seemed both had received prescription orders twice, which could potentially put someone at risk.</p> <p>CS to follow up with Walderslade and Gold Street, although CK has reported this directly to the practice, MD did not as felt that it may have been sue to teething problems with the new Electronic Prescription Service.</p> <p>Adrian England thanked members for attending and the meeting was closed.</p>	
<p>Date and Time of Next Meeting: 12th July 2016 (additional board meeting) 10:30- 12:30pm</p>	