

Meeting:	Healthwatch Barnsley Strategic Advisory Board	
Date:	3 March 2016	
Location:	The Core, County Way, Barnsley	
Chair:	Adrian England	
1. Welcome and Apologies		
<u>In attendance:</u> Carrienne Stones Carolyn Ellis <u>Present:</u> Adrian England - Chair Margaret Dennison Margaret Baker Tony Alcock Tony Murray Christine Key	<u>Apologies:</u>	
2. Declarations of Interest		
AE opened the meeting and thanked everyone for attending. There were no declarations of interest.		
3. Guest Speaker		
The Operational Development Manager for I Heart Barnsley was due to attend the Healthwatch Board meeting but did not arrive. Action: The board requested that CS follow up, and feedback at the next meeting.		
4. Minutes of Previous Meeting and Matters Arising		
The board looked over the minutes of the previous meeting and they were agreed as an accurate record of discussions. Matters Arising: Mental Health Concordat - CS advised the Healthwatch Board that the Healthwatch Service user and carer report looking at Mental Health Crisis Care services was presented by Mark Smith Healthwatch Champion to the Mental Health Crisis Care Concordat on the 10 th of March 2016. CS Proceeded to share feedback from the Senior Commissioning Manager in Adult Joint Commissioning which requested that the Healthwatch Report be the main focus of the 23 rd of		

March meeting.

And advised that partners had been requested to:

1. Consider each of the 12 recommendations specifically and agree how they fit into our existing action plan and if different partners will be taking additional/ separate actions. So that we can formally respond to Healthwatch.

Action: CS to update at next meeting

5. Events Informed by Data and Intelligence

5.1 Deaf Event, Social Care

CS updated the board on arrangements for the Assessment and Care Management Event.

Confirming that it will be held on the 5th of March 2016 between 10-2:00pm at The Town Hall in Barnsley.

CS reminded board members that they were welcome to attend and observe the day's proceedings and get involved.

Shared a copy of the promotional poster designed by Leeds Involving People, outlining that it had been sent via our Healthwatch Networks, and also advised that the DEAForum were handing it out amongst their friends and contacts.

Carolyn also advised that she is putting a press release to the Barnsley Chronicle, We Are Barnsley and that we had launched a Facebook and Twitter notification.

CS advised that the event is being opened by Cllr Jenny Platt's and that Cllr Bruff will close the event.

AE advised that he would be in attendance at the event and supporting its closure advising of what Healthwatch will do with the information.

Action: CS & AE to report back to the board on the event and outcomes.

5.2 GP event in the Dearne

CE and JG will be leading on the GP Event to be held at Goldthorpe Library on the 10.3.2016.

CE advised that she has produced a poster which has gone out to:

- ✓ Local Councillors
- ✓ The Big Local Thurnscoe and Goldthorpe
- ✓ Local Libraries

- ✓ Dearne Coal Field Regeneration Trust
- ✓ Barnsley CCG
- ✓ Local General Practices
- ✓ The Local Area Team
- ✓ Social Media.

JG also attended a Health event in the Dearne in preparation and to spread the word.

CS advised the board that the event will be ran like a drop in and we have asked for the Dearne Area Team to pop in in shifts throughout the day to bear witness to our work within the community.

Once this event is complete Healthwatch will cross reference the findings with the Dearne Approach Report written in 2013 and write a report to send to general practices in the Dearne area for comment, once we have received provider feedback, Healthwatch will also share the report with the Contracts Manager at the Clinical Commissioning Group.

CE shared the Poster, with the Board and MD and TA Volunteered their support.

Action: CE, JG, MD and TA to feed in how this event went at the next board meeting.

5.3 Asylum Seekers and Refugees Event - CS Thanked the board for their quick response to the e-mails and communications regarding the quote from 360.

CS advised that she had written to 360 to accept the quote against the given brief on the 23rd of February 2016, and advised that 360 has not yet been in contact to begin arrangements.

Action: The board requested that CS ask 360 if they wish to proceed.

6. Healthwatch Champion Minutes

CS had sent the board the Healthwatch champion's minutes in advance of the meeting.

CS asked the board if they had any questions on these minutes.

Advanced Statements and Decisions

TA asked for clarification on Advanced Statements and Decisions and CS told the board about the history of the document and how Healthwatch Barnsley had inherited it because it was designed by Barnsley People for Barnsley People and as such had stayed with a community driven organization.

CS also advised that this document is a living will, pages 1-9 are legally binding and that members of the public had used it to supplement the information held in their care plans.

MB and CK who are both carers confirmed the usefulness of this document and its origin.

Carers Project

MB and CK confirmed that LL had been to the Carers and Friends meeting and that the visit was

informative.

AE asked if the Healthwatch Champions received copies of our minutes, CS advised that they do not receive copies as a matter of business and CE advised that they are publically available, and will be easier to upload onto the new feedback center.

7. LHM Update

CE updated the board on the implementation and installation of the new LHM Media Feedback Centre.

CE told the board that the go live date was this afternoon the 3.3.2016 or tomorrow 4.3.2016 at the latest and invited board members to have a look at it when they had time.

CE also advised that she and JG had undergone some training and that some more training was due to be delivered upon JG's return from annual leave.

8. Healthwatch Tender

CS updated the board on the success of achieving the Healthwatch Barnsley contract and advised that the responsible commissioning officer would be attending to report on progress at 2:30pm.

There was a discussion around the table about the Healthwatch Tender and lessons to be learned going forward.

9. Additional Income Projects

The Friends and Family Test - General Practice.

CS advised the board that we were on target with this work, that all of the outreach and engagement was now complete and that AP was now analyzing the data.

CS informed the board that the next step is to present the draft toolkit at an FFT Week event on the 10th March 2016 at which we will be seeking feedback on implementation from attendees.

CS shared with the board an e-mail received from NHS England which advised that Healthwatch Barnsley had been nominated by NHS England and shortlisted from over 200 entries for an awarded in the following categories:

Best FFT Accessibility Initiative category

FFT Champions of the Year category

Best FFT Initiative in Primary Care Category

FFT Mental Health Services

CS advised the board that LL was working with the Healthwatch Champions MG and MS who have professional experience of Mental Health Services and have supported with Enter and View to GP's on this project.

LL is making arrangements for Enter and View to the following services:

- ✓ Community
- ✓ Acute
- ✓ C.A.M.H.S

And these visits are purely to look at the implementation of the Friends and Family Test.

Perfect Patient Pathway

Sub regional funding for this project has been confirmed but we cannot yet advise the sum that will be assigned to Barnsley.

10. Meeting Attended

Health and Wellbeing Board 2.2.2016 - AE

Barnsley Hospital NHS Foundation Trust Intelligence Sharing Meeting

CS advised that this meeting had been cancelled by BHNFT. This meeting has been rearranged to Friday 18th March 2016.

Holy Trinity School 3.2.2016

AE advised the board that he had supported JB to meet with Holy Trinity School. As a result of this meeting JB is able to attend the school to carry out outreach and promotion activities with pupils.

CS advised that this link to Holy Trinity had already proved advantageous as 3 days later she received a call from Spectrum Community Health who had been advised of the work we had done with Children and Young People on access to and understanding of sexual health services, and asked to receive our report, as they would like to use the information to help inform some of the school sessions they were arranging to raise awareness. CE has sent the report and the action plan in response to key findings and recommendations sent by South West Yorkshire Partnership Foundation Trust in response, which did not get transferred to the new contractor upon their achieving the contract.

Children and Young People's Trust Executive Group 5.2.2016

CS attended the Trust Executive Group to present on the work of Healthwatch Barnsley with Children and Young People.

CS advised that the report was well received by the Trust Executive Group and the following comments were noted:

- The CCG Chief Nurse emphasized how valuable the contribution of Healthwatch had been, particularly in relation to the work of CAMHS.
- Chair of the Adult and Children's safeguarding board suggested working more closely with Healthwatch in future in relation to safeguarding issues and it was agreed that Bob would ask the BSC Board Manager, Nigel Leeder, to contact Carriane Stones regarding this.
- It was noted that Healthwatch is not currently engaged with primary schools, and it was agreed that Gerry and Carriane would meet to discuss how this could be achieved.
- Young people are informed of the positive impact that their contribution is making via the bulletin, and through Healthwatch representatives who go into schools on a regular basis.

And it was agreed that:

TEG agendas will be sent to Carrienne in future who will determine whether there are any agenda items which Healthwatch could contribute to, or comment on in order to ensure that the Children's Trust is sufficiently connected to Healthwatch in future.

The draft Children and Young People's Plan 2016-19 would be sent to Carrienne for comment by Healthwatch.

Rachel congratulated Healthwatch on the excellent achievements over the years.

Yorkshire and Humber Patient Experience Conference 9.2.2016

CS attended the Yorkshire and Humber Patient Experience Conference and advised the board that the main reason for our attendance was to demonstrate the work we were undertaking locally and to look for opportunities to work in partnership.

CS advised that at the event she took part in a number of workshops and also heard about a project NHS England were leading on in terms of Carer Identification, which was being presented by the Leadership Support Manager (Patient Experience) Nursing Directorate NHS England.

CS advised that this gentleman has been leading on some national work to streamline the process by which health and social care services can identify and assess carer health and wellbeing needs, so felt that it was important to highlight what we are already doing here in Barnsley.

Taking this work forwards, NHS England have heard that the person who can make the biggest difference to an individual carer's health and wellbeing is the GP and in order to improve the identification and recognition of carers, they are proposing to run a major work stream around practice accreditation schemes.

And as part of this work, they said it would be useful to gain understanding of how these are being run, around.

After the event CS requested that LL make contact with him as she is leading on the project and they are meeting here at The Core on the 15th of March 2016 to discuss how we can work in Partnership going forward.

Action: CS to keep the board updated on progress.

Barnsley CCG Patient and Public Involvement Workshop 12.2.2016

CE fed back on the event that was also attended by AE and MD. The event was well attended but was mainly people who already engage in services and involvement workshops and there was no representation from groups of people who are harder to engage. The event had looked at the CCG's commission intentions going forward and there was also a presentation from Jamie Wike and Vicky Peveril.

- Stronger Communities Partnership 16.2.2016 - AE & MB

AE advised that he and MB attended this meeting and he feels that it still needs to find its feet in terms of its key priorities going forward. MB said that she found the presentation on social

prescribing interesting and looks forward to being involved going forward.

Healthwatch England Committee Meeting 25th and 26th Feb 2016

AE attended the chairs meeting on the 25th of February, and advised that he had, had some interesting discussions with chairs from other Healthwatch about Healthwatch Independence, he was surprised that some Healthwatch were not using their local Joint Strategic Needs documents and noted that some of the chairs were new to Healthwatch projects and as such still settling into their role.

CS attended the Healthwatch England Committee meeting over 2 days and advised the board of the priorities discussed by Healthwatch England going forward was more about the support package they offer local Healthwatch in terms of facilitation, training, and policy support.

There were also discussions around the CRM system being established by Healthwatch England for which Healthwatch Barnsley are a pilot site, and we advised of our position using LHM for data collation as we felt that the CRM was not in line with our wants and needs for Healthwatch Barnsley.

This was recognized by Healthwatch England who advised that they were also looking at how they can connect the range of systems being used by Healthwatch so that they are compatible with data upload to Healthwatch England.

TA attended the committee meeting on the 26th and advised that he felt that some of the discussions seemed to be late in terms of the support packages available to local Healthwatch. He also felt that the areas being discussed in terms of issues for the general public had been covered by Healthwatch Barnsley.

SSDG Development Workshop 26.2.2016

AE advised the board that he attended the SSDG Development Group and that at this meeting the CCG and partners were discussing their key priority areas. AE advised the board that he had not got out of the meeting what he expected by that it was clear that they are looking at ways to work together more closely and that he as the Healthwatch Chair had been invited to attend a meeting aimed at enabling closer working relationships between providers and commissioners.

Adult Safeguarding 2.3.2016

CS advised that she had not attended the Adult Safeguarding Board on the 2.3.2016.

Overview and Scrutiny 2.3.2016

CS attended a meeting with the Overview and Scrutiny (OSC) officer for BMBC, this is a regular meeting between Healthwatch and OSC to discuss the Healthwatch Barnsley work plan and OSC Work Plan and reiterated with the board that this regular meeting enables us to work together more closely and to avoid duplication occurring.

In advance of this meeting CS advised that she was approached by a local councilor who had, had issues with the recent procurement exercise undertaken for Highgate. CS advised that she took the councilors business card and asked him to refer members of the public to us who have been affected by this change to their local service.

During the meeting the OSC officer advised that they were planning to invite the GP Federation and Clinical Commissioning Group to scrutiny.

Confirmed the CAMHS meeting for the 4th of May and discussed the Overview and Scrutiny meeting planned to look at Barnsley Hospital NHS Foundation Trust in light of the recent inspection.

11. Date and Time of next meeting

Date: Wednesday 6th April 2016

Time: 10:30am - 12:30pm

Location: The Core, County Way, Barnsley, S70 2JW