

Meeting:	Healthwatch Barnsley Strategic Advisory Board	
Date:	6 April 2016	
Location:	The Core, County Way, Barnsley	
Chair:	Adrian England	
<u>In attendance:</u>	<p>Carrienne Stones James Goodwin (minutes)</p> <p><u>Present:</u> Adrian England Margaret Baker Tony Murray Christine Key</p>	<u>Apologies:</u> Tony Alcock Phil Stables Margaret Dennison
		Action by
<p>AE welcomed everyone and apologies were noted.</p> <p>There were no declarations of interest.</p> <p>The minutes of the previous meeting were agreed as a true record.</p> <p>AE and CS updated on matters arising:</p> <p>I-HEART Barnsley - Following the last meeting, Rob Wilkinson was contacted. He will attend a future meeting, date to be confirmed.</p> <p>Action: CS to send out a table of dates of future meetings.</p> <p>Mental Health Concordat - Report presented on 23 March. We have still not received a response, but Alison Rumbol has been given an extension to 12 April. From the key findings we will need an action plan. If we don't receive a response, we can liaise with the Health and Wellbeing Board.</p> <p>Deaf Event on 5 March - 34 attendees from the local Deaf community were present. The event incorporated four interactive theatre</p>		Complete

sessions, highlighting various issues facing this community. There are systems in place for care assessment and management, but Deaf people do not know about them. The community expressed an interest in a Deaf social worker, as they feel working with BSL interpreters lead to confusion; it was also felt that people working with this community need an understanding of Deaf culture. A draft report is to be submitted to the Deaf Forum on 15 April and they will tell us their view on recommendations and key findings. The final report will be in a BSL friendly format, bullet pointed, signed and containing photos. Khalid (Deaf Forum) is to assist with this. There were a few issues with the event and lessons for next time, but overall it was felt that it was worthwhile.

Action: CS to send Draft Report Version 1 to Board Members

Asylum Seekers and Refugees Event - We agreed a quote with 360 Engagement but they later decided that they could not arrange this event for us, due to lack of capacity. Jackie Wray (VAB) works with people from this community and there is a Conversation Club for Asylum Seekers and Refugees on Tuesday evenings at The Core that we may be able to link into.

Action: CS to keep the board updated

Minutes from the last Healthwatch Champions meeting were reviewed at this point.

LHM update - There are still some services that are not on the site, but we are working to address this. However there is a facility on the public end of the site whereby people can add a service if it is not on the site. This information is then verified in the office, along with all comments. CS has given a presentation on the site to the Patient Council. This was well received. Another positive attribute of the site includes each time a comment is inputted, the service it relates to is notified and the information informs the Friends and Family text as well. We need to promote the new website wherever possible, such as Facebook, Twitter but also in publications such as the Friends of Carers newsletter.

Action: CS/CE to look at promotion and provide an update at the next meeting.

CAMHS update - The report has been submitted and the response is

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<p>due on the 12th of April 2016.</p> <p>A CAMHS Enter and View visit will take place in 2017, looking at waiting lists, especially on treatment appointments.</p> <p>Action: CS to keep the board updated via e-mail and at the next meeting.</p> <p>Call to action (Consultation on cuts to pharmaceutical services) - Michael Dugher MP challenged Healthwatch to look into this matter. Whilst we can't be involved in anything which is seen as political, in Barnsley we contacted Tom Bissett to help us access patient opinion on the impact of smaller pharmacies closing and these community hubs being lost. Our Champions are to help us gather views at 12 potentially affected pharmacies and this will be fed into the consultation, which closes on 24 May.</p> <p>Action: CS to keep board members updated on champs progress through meetings</p> <p>Annual Report - CS asked for volunteers to write an article for the annual report, about their involvement and future aspirations. CK and MB said they would write something jointly. A new template for the annual report is to follow from Healthwatch England and this should hopefully make the next one easier to put together. AE said that a storyboard, rather than just statistics could be a better way to demonstrate impact.</p> <p>Action: MB and CK to work together on this.</p> <p>We have lost some Young Champions as they've gone to university but JB is looking to recruit more. Young Champions will be carrying out Enter and View visits following their training in this.</p> <p>Action: progress will be reported via monitoring documentation</p> <p>Wards 19 and 20</p> <p>Enter and View work will take place on wards 19 and 20 at Barnsley Hospital in May of this year.</p>	<p>Complete</p> <p>Underway</p> <p>Underway expected completion May 15th 16</p> <p>Complete</p>
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<p>Access to General Practice</p> <p>The GP event in Goldthorpe went well and another is scheduled to take place in Thurnscoe. Hopefully this will yield more useful information on access to GP services for people in the Dearne area.</p>	<p>Complete</p>
<p>Healthwatch Contract</p> <p>The contract for Healthwatch Barnsley has been received but it will be distributed prior to being signed. The contract is two years, plus one, but there is no guarantee that the funding will remain the same in the future (the Healthwatch initiative is statutory, but not the budget for it).</p>	
<p>Action - CS to distribute contract copies.</p>	<p>Complete</p>
<p>Healthwatch Business Development Plan</p> <p>CS talked through the Healthwatch Business Development Plan and AE thanked her for preparing this information. Additional income opportunities were discussed.</p>	
<p>Meetings attended Feedback, Updates and Actions</p>	
<p>Service User and Carer Board</p> <p>CK and MB updated. A lot of time was spent trawling through points on the agenda. There will be two focus days looking at the “Help to live at home” tender. There was a lot of confusion in the meeting and firm rules and a stronger chair person would help to alleviate this.</p>	
<p>NHS England Improving Patient Experience of Care</p> <p>CS went to a meeting about this on 9 March to present on our Friends and Family Test information. We weren’t successful but at least we were nominated. Attendees were asked to rate the toolkit and a high percentage said they’d use it. There have been four enquiries since then, all wanting to use our toolkit.</p>	
<p>Healthwatch England Introduction to Quality Statements</p> <p>CS reported that in terms of using these when doing a 360 review,</p>	

we are on track with this.

Healthwatch Yorkshire and Humber Network Meeting

NM attended. The independence of Healthwatch England now it is based with the CQC was discussed. All local Healthwatch organisations are getting on the right track but some are become more aware of competition; how can we all network without affecting business?

Pathways and Partnership Sub Group

CE attended and she raised issues stemming from the Deaf Event, such as safeguarding.

Safeguarding and the Care Act - Training

CS, CE and AE attended this training and it looked at how systems are changing and how they link in with the Care Act.

Quality Surveillance Sub Group

TA to feedback at next meeting.

Public Health Family Nursing Partnership

CS attended and asked when this will be happening. We will be kept informed.

Barnsley Hospital Intelligence Sharing Meeting

Action: CS to distribute these minutes

Senior Strategic Development Group

AE updated and said he'd been impressed by the presentation given. The local transformation plan for the next three to five years was discussed. The deadlines are such that it will be difficult to do all the work in the time allotted by NHS England.

DIAL Intelligence Sharing Meeting

Complete

JG updated. 21 advocacy cases were looked at, of which 11 are now closed. 4 failed to engage with DIAL and the remainder are ongoing. Systems at DIAL are chaotic and will be improved by their new database. JG to carry out follow up for Healthwatch over the coming months, to ensure no clients have been missed and to ensure customer satisfaction with our service. DIAL are now having a lot of self-referrals and there has been a dip in the number of people coming to us first.

Interim Safeguarding Board Manager

CS updated. They are currently looking at Safeguarding Adults Plan and CS discussed our systems in relation to this and our issues linking into it.

Patient Council

AE and CS gave a presentation to the meeting and this was well received. Questions such as “where is the money coming?” from were asked. YAS are not hitting targets.

SAB Performance Management and Quality Assurance

CS updated. Barnsley Hospital was discussed and there issues around maternity services, systems, appointments and waiting times. CS updated the meeting on our new website and the feedback centre.

Health and Wellbeing Board

AE attended. The TEG and young people were discussed by the board.

Improving GP Experience Sheffield

AE and MD attended. Waiting times were discussed and information will be circulated to the group.

Dementia Strategy Group

CK attended. Health Needs Assessment for Dementia was discussed and the strategy is to be refreshed.

There was no other business.

Date and time of next meeting: 16 May at 3.30pm at The Core.	
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