

Meeting:	Healthwatch Barnsley Strategic Advisory Board	
Date:	24 th January 2017	
Location:	The Core, County Way, Barnsley	
Chair:	Adrian England	
<u>In attendance:</u> Carrienne Stones Gill Doy <u>Present:</u> Christine Key Margaret Dennison Tony Alcock JP Adrian England Ian Guest Wendy Hardcastle	<u>Apologies:</u> Margaret Baker Mark Smith	
1 & 2 Welcome, Apologies and Declarations of Interest		
Action by		
AE Welcomed attendees and asked if there were any declarations of interest for the agenda or any apologies.		
Apologies were received from Mark Smith who was in London at the Royal Society of Chemistry's Inclusion and Diversity meeting.		
The agenda was reviewed by attendees and there were no declarations of interest.		
3 & 4 Minutes of Last Meeting & Matters Arising Action Log		
The minutes from the previous meeting were reviewed by the board and agreed as true reflection of discussions.		
Members were taken through the action log carried over from the last meeting and advised as follows:		
Mental Health Concordat YAS Visit		
MS to feedback to the Strategic Advisory Board and the Healthwatch Champions about his visit to Yorkshire Ambulance Service, in line with his activities on the Mental Health Crisis Care Concordat.		
Mark who was unable to attend the Strategic Advisory Board meeting had provided to the group a		

written update detailing his experience and observations.

Please see documents attached to the minutes for this information.

After reading the report TA advised that he thought it was a cause for concerns to see the long waits for mental health teams, and asked where else this information had been fed.

CS advised that Mark and Moira had fed in their observations to the lead of the mental Health Crisis Care Concordat and that it was brought into discussions by Moira Tombs at the Mental Health Crisis Care Concordat meeting, where South West Yorkshire Partnership Foundation Trust and Yorkshire Ambulance service are in attendance.

TA asked that this be monitored to see if something comes out of the feedback that Mark and Moira had given at this meeting.

CS also shared at this point as it was relating to the agenda the written update provided by MS board member on the Local Mental Health Crisis Care Concordat.

CS for the new board members explained about the work that Healthwatch had done and had fed into the Mental Health Crisis Care Concordat and discussed the actions plans that had been received as a result.

CS advised that action plans had not yet been sent by South West Yorkshire Partnership Foundation Trust and that Mark Smith had requested that this be escalated to the Health and Wellbeing Board.

AE advised that he would approach the District service director, Barnsley and Wakefield prior to escalation.

Action: Carrienne to send to board members information about the Mental Health Crisis Care Concordat, responses and local plan for their information. Please see information shared attached.

Strategic Advisory Board Terms of Reference

CS advised that she had brought the terms of reference to the group to review and that this would be covered under Item 6.

Information about the STP and progress

Discussed under item 9.

Oral Health Action Plan

Plan brought to the meeting for information

Equality Forums and Access to Speech and Language Therapy February.

Discussed under item 7.

5. Healthwatch Strategic Advisory Board Terms of Reference

The terms of reference had been circulated in advance of the meeting.

TA advised that he felt that an amendment was required on these in terms of their being a section about confidentiality. AE advised that Healthwatch had a policy on confidentiality and this could also be referenced within the Terms of Reference.

Action: CS to make amendments and send out to the board for final approval.

6. Welcome new Board Members

Adrian England formally welcomed the new board members to the group.

7. Update On Work

Access to General Practice in the Dearne.

CS outlined the background of this work for new board members around the table, advised that an update had been given to the Dearne Approach meeting which had stimulated excellent conversations about access to general practice in the Dearne and what could be done practically to try to reduce Did Not Attends, and impact upon the availability of appointments.

CS shared with the board a Facebook Post as follows:

Mention

The Dearne Approach
January 17 at 2:53pm · 🌐

Like as Your Page

Very positive meeting last week the group discussed the Healthwatch Barnsley report and what the group could do in order to promote other services available to help with minor ailments. They also discussed homelessness, housing, health, jobs and the fab work groups and services are doing in the area

Next meeting 13th March 4pm at the Salvation Army- for more information contact Claire 01226775106

Alison Sykes Dearne Area Team Charlotte Johnson Pauline Phillips Biglocal Thurnscoe Wendy Lowder Goldthorpe Development Group Big Local Goldthorpe Bolton & Highgate Goldthorpe Coalfield Community Bernslai Homes Annette Gollick Derek Bramham Company Shop

Charlotte Johnson, Jackie Kenning and 2 others · 1 Comment · 2 Shares

Like · Comment · Share · Chronological

Wendy Lowder Great discussion about access to healthcare across the Dearne
Like · Reply · January 18 at 6:55am

Write a comment...

And advised that the next step was to meet with the Practice manager at the Dearne Valley Group Practice to talk about moving this work forward to effect change.

A conversation occurred in the group about Did Not Attends and the reasons that they may be more prevalent in the Dearne.

IG recalled his experience of working with Credit Union and the difficulties they found when individuals regularly changed their mobile phones and telephone numbers.

MD who is a member of the Walderslade Patient reference group spoke about how DNA's were

also an issue for their general practice, but were not reporting as high numbers as the Dearne.

Action: CS to send out the GP Reports to new board members for information.

CS advised of a new practice based pharmacist service being introduced to General Practices, inclusive of the Dearne. The role is to be defined at our clinical meeting of the Dearne group practice next week. They are expecting for them to be able to help with medication reviews, change of medication (from hospital letters) clinics with patients to discuss reduction plans for people addicted to pain management drugs, where education and support will be offered. The pharmacist will begin a prescribing course next month too so in the future they will become an independent prescriber.

The conversation about the General Practice pharmacist led into a conversation about Pharmacy First and MD asked if maybe members of the community were confused about what systems can be accessed for what and when.

IG and TA asked about the progress pharmacies had made in continuing funding, and CS advised that she regularly received the LPN Newsletter which contained regular updates if board members wanted her to send it on for information.

Action: CS to send LPN Newsletter to board members for information.

Review of Speech and Language Therapy Services

The work was undertaken between Nov and January 2016. Carolyn has written the first draft of the report.

CS advised that board members who are on Facebook may have seen evidence of the outreach we undertook as we are trying to ensure that our engagement activities are linked with our promotional tools such as social media.

Action: CS to bring the report to the next meeting.

Equality Event

CS updated the board on the Equality Event, and advised a draft report had been written and shared with the Equalities Manager at BMBC highlighting a need for deeper engagement.

The workshops on the day were minuted verbatim by staff and volunteers but the information gained did not fully encompass the views of the public for example statements were made like accessing services is like a postcode lottery, but the experience to underpin the statement was not available.

Healthwatch also received feedback about the event contextualising the national picture but did not encompass the local one.

CS advised that she met with the Equalities Manager to discuss this in more detail and that the statements and questions raised from pulling together the information from the workshops will be taken back to the forums to try and get a better understanding of the impact being had on

Barnsley people.

Action: CS to update the board on how this progresses.

8. Healthwatch Monitoring Report

CS had circulated the monitoring report with the board in advance of the meeting. MS had sent in comments and feedback and a discussion occurred around the news item section with CS asking if members felt that this was worthwhile adage to the report.

The board felt that this provided a summary to individuals about what had been in the news and requested that it be kept in the report.

TA asked how we used the reports CS advised that they could go anywhere to demonstrate what we are doing with the views of local people.

TA requested a dozen copies.

CS advised that they had succeeded to drive up their engagement figures for this quarter despite being short staffed.

CS also advised of an increase in Signposting requests this quarter.

Action: CS to print out spare copies for board members to take out.

8. Regional STP

AE advised the board that South Yorkshire and Bassetlaw Healthwatch are represented on the Collaboration Board by Healthwatch Doncaster. Adrian England our chair is the deputy on this meeting.

Healthwatch Barnsley in collaboration with Voluntary Action Barnsley will be contracted by NHS England to undertake community engagement around the Strategic Transformational plan and we are just awaiting the details of this from NHS England.

Action: CS to keep the board updated on how this progresses.

Local Plan

CS shared the local plan with the board, WH advised that she felt that the information was still inaccessible to the public and needed further explanation.

There was a discussion around the table that the Local plan name would probably not mean a lot to the general public and that it could be referred to in communications about it as Barnsley's Health and Wellbeing Local Plan before it, so people knew exactly what it was referring to.

There was a feeling and a recognition around the table that things do need to change and that the plan set out local aspiration, and an acceptance that further updates in terms of actions are to follow.

9. Voluntary Action Barnsley

AE updated the board on the position of Voluntary Action Barnsley. CS advised that she had had a conversations with service commissioners about next steps and communicated with the board options.

The board asked CS to return to them with an options appraisal and a meeting has been set for the 27th of February 2017.

Action: CS to arrange options appraisal, financial forecast / costings, Svc Contract and send to

board members in advance of the meeting on the 27th of Feb.

10. Date and time of Next Meeting

Date: 27th February 2017

Location: The Core County Way

Time: 2:00pm - 4:00pm