

<b>Meeting:</b>	<b>Healthwatch Barnsley Strategic Advisory Board</b>	
<b>Date:</b>	<b>August 23<sup>rd</sup>, 2017</b>	
<b>Location:</b>	<b>The Core, County Way, Barnsley</b>	
<b>Chair:</b>		
<b><u>In attendance:</u></b> Adrian England (Chair) Mark Smith (Vice Chair) Margaret Linquist Wendy Hardcastle Margaret Baker Christine Keys	<b><u>Apologies:</u></b> Tony Alcock Ian Guest John Marshal	
<b>1 &amp; 2 Welcome, Apologies and Declarations of Interest</b>		
<b>No declarations of interest</b>		
<b>3. Minutes of Last Meeting &amp; Matters Arising</b>		
<p>I Heart service will be extended into the Dearne to support people who cannot get a GP appointment. AE said that HW had been involved in the decision to get this service in the Dearne.</p> <p>MS said that the MHCC are looking at availability of 136 suites at kendry Hospital for Barnsley people. It is used by SWYT across their area but it is not clear whether Barnsley people are gaining access to the facility. Barnsley is paying for this facility. MHCC is looking into this.</p> <p>MS said that S Y Police have asked for an inspection of police station and how they work in relation to People with Mental Health issues. Mark will be attending a focus group to look at the design of the visits that will enable people to feed suggestions in.</p> <p>A discussion took place about the use of police cells for people with Mental Health issues. The focus group will be considering these questions.</p> <p>AE said that the SDP had no meeting planned regionally. There will be a workshop in September. The SDP is to be rebranded. AE didn't get to the board meeting due to illness.</p> <p>AE reported that Mount Vernon Hospital will be closed by October. There has been a public outcry about this. It was featured in the chronical. the impact on lack of intermediate care baeds has still not been resolved.</p> <p>AE gave information about Age Well. There wil be a conference at Priory Campus on October 6<sup>th</sup> to find out how we think people see Barnsley in repect of Ageing well. HW may be asked to get involved.</p> <p>A discussion took place about staff shortages in the health service and the cost of agency staff. The situation is bad. CQC will be investigating finances as well as health care in the future.</p>		
<b>4. DNA report</b>		
<p>The Board ratified the DNA report with 2 minor changes. AE thanked all staff involved. The consensus was that it was an excellent report. LL asked that special thanks go to Carolyn for her continued support. MS said that the report should be shared with SDG andwith providers and commissioners. AE asked that the report go to the Health and Well Being Board SDG.</p> <p>LL said that it would go to The Dearne approach as they commissioned the work.</p>		

## 5. Managers' report

Office move around and desk set up for new manager.

DNA report completed and draft delivered on time. Thanks to jade for help with the stats and completing surveys and to Carolyn for proof reading. Carers grant application submitted. Work was hampered by technical issues. IT and photocopier down. Deadline met but will be surprised if we get anything.

Jade has written an STP report for Young People. It will come to the next meeting for ratification.

Team working on IT filing system.

Team working on CRM system – Kirklees visit to look at how it works for them. Gill is taking part in a webinar on the subject.

Attended Health event in the Dearne. Lots of professionals not many public. Good networking event.

Attended Healthwatch network meeting.

NHs England and HW England are looking for STP experiences. Can we send good or bad experiences of STP? Send to Katy HW England or to me. AE said that there is nothing much to say until the next phase starts.

HW Wakefield has a Macmillan Cancer engagement officer. They want to make contacts with local support groups and individuals in Yorkshire to hear their views. LL said she would put this on our website.

It was reported that several HWs have lost all staff due to a delay in contracting. This has happened to HW Sheffield. Doncaster has a new contract for 3 years. North York's HW has gone independent and is struggling without the correct infrastructure in place. Leeds have moved premises and their contract is out for tender. They know of 2 other HWs that are going for it. Other HWs have gained contracts some with incremental rises. I have reported this to JM as he feels we may get our contract but he feels it will be for a lot less.

HWE asked for feedback about the conference. Members in attendance were quite negative about it. HWE will consider a different format for next year.

A discussion took place about the CRM. It is not working for us at the moment and it seems that it isn't working for many others in our region. It was agreed that this would be a topic for the next meeting with a view to looking at how it is configured and how we can get what we want from it. It is not mandatory for us to use it. We have been led to believe it was. HWE are recruiting a CRM team to take the work forward.

East mids region have an operational group that meets to discuss their day to day work and ideas.

Members thought that this would be good practice to roll out in Yorkshire. East mids will share the format.

Working with Mark on MH crisis card sessional engagement opportunity. MS said that the direction had changed slightly but they still want us to do a piece of work. He will keep us posted.

### Operations

The phones have started ringing again and we have been dealing with some quite complex enquiries. GP surgeries are still the biggest problem. Apollo and Kakote are receiving negative feedback.

We have several issues about cuts in medication and medication being reviewed without any consultation with the patient. One case compromised patient safety. This is a big issue. There is a national review of Diabetes services taking place. Barnsley has put a survey out but the consultation period is very tight. Gill has been ensuring that queries are dealt with, that the website is up to date and that the CRM is

populated. We are all working the development of the CRM. We have developed a new form for recording that relates to the CRM. We have yet to use it...

### **Staffing**

James is off for 2 more weeks. One week sick and one week holiday. He came in yesterday for a chat to see how he was. He said he felt ok and would see us in 2 weeks.

Jade is on leave for 2 weeks. This was arranged some time ago.

**AGM postponed to November.** I have agreed with Adrian that we arrange the AGM at the end of November as we do not have the capacity to arrange it. This would give him the opportunity to do some promotion of himself and give him some networking opportunities. It was agreed that this was a good idea.

### **Future work**

We are hoping to get on with Adult and Young People engagement and with the recruitment of YP and adult volunteers. This will be Jades priority when she returns from annual leave. I will be focused on this when the new manager is in place. I will be calling a meeting of current volunteers next month.

LL said we need to decide what our priorities are for engagement and what issues we should engage with people about. LL proposed that we look at raising awareness about DNA's in GP surgeries, getting involved with the Diabetic review by feeding in comments and talking to people and pharmacies about the medications reviews as well as our general engagement and outreach work. The board agreed that this would be ok for now.

LL proposed that we have a discussion about meetings i.e., who goes where and why. LL agreed to find a list of the meetings we attend and to put it as an agenda item for the next meeting.

LL told the Board that Adrian Hobson, our new commissioner is coming in the office for a visit next week. Adrian told LL that monitoring report is due October 16<sup>th</sup>.

MB told us about a St Johns event in Peniston on October 13<sup>th</sup>.

MS has been asked if we will be involved in Suicide prevention week. We have agreed to support this by sharing information and raising awareness.

WH asked if we were aware of a community hub in Darfield. None of us were but Lorna agreed to do some work in Darfield in the future.

### **10. Date and time of Next Meeting**

**Date: Wednesday, September 9<sup>th</sup>, 2017**

**Location: The Core**

**Time: 10.30am to 12.30pm**