

Minutes

Healthwatch Peterborough Public Community Meeting

Held on: Wednesday 20th August 2014

At: Italian Community Association (ICA) The Fleet, Fletton, Peterborough, PE2 8DL

Time: 10.00 – 12noon (followed by 12:30-3:30 Enter and View and Adult Safeguarding Training for volunteers)

Attendees and apologies

Directors: David Whiles (DW), Gordon Lacey (GL), Mary Bryce (MB), Louise Ravensthorpe (LR), Gill Metcalfe (GM),

Apologies:

Management Group: Rosemary Dickens (RD), Margaret Robinson (MR), Nicola Hampshaw (NH), Dennis Pinshon (DP), Jean Hobbs (JH), Gill bachelor; Geoff Bovan; Susan Mahmoud, Annette Beeton (AB),

Apologies: Barbara Cork; Ian Arnott

CAB HWP

Angela Burrows (AB) COO
Jennifer Hodges (JH) SO

Other Attendees

Mary Telford (MT), Liz Telford (LT), Peter Skivington (PS), Sue Turner (ST), Patricia Mendes (PM)(Peterborough City Hospital) Martin Lightfoot (ML)

C&P CCG

Jane Coulson (JC) apologies
Susan Last (SL)
Jessica Bawden (JB) Apologies:
Jo Fallon (JF) CCG

PSHFT

Chris Wilkinson (CW)

Welcome -David Whiles (Chair)

1. Welcome & Introductions;
2. Apologies;
3. Declaration of interests;
4. Minutes of 15 July 2014

Action Plans/Activity - Updates - Angela Burrows

Actions

JC provided information following question raised by PS re; 111 for deaf users on 15 July 2014.

We use Type Talk, please see below for the procedure:

***Voice Carry Over (VCO)** - VCO allows the text phone user to speak their part of the conversation directly to a hearing person. When the hearing person is speaking the RNID Type talk operator will then type the messages for the text phone user to read on the screen of their text phone. If the text phone user is speaking directly using VCO the RNID Type Talk operator is no longer involved in the call and they cannot hear the conversation. This adds greater confidentiality to the call.*

***Hearing Carry Over (HCO)** - HCO allows a telephone user to type their part of the conversation, but instead of reading the response on the screen of their text phone, it allows that person to hear the response directly from the caller. The RNID Type talk Operator is not involved, so the caller should be inform you if they are using this method, so you can speak directly to them.*

| Action by | Area/action | Completed/further comment |
|--------------|--|---|
| Angela B | MIIU (E&V) – to provide follow up site visit report and update at next meeting | Follow up report – shared with papers |
| Jennifer H | Share Discharge Lounge report – PSHFT | Completed. |
| Angela B | Draft Q&As/Project details/ share with interested parties | Completed |
| Angela B | Provide feedback on A&E attendance – to CCG | completed |
| Angela B | Communicate if need for post mtg session to discuss ENT | Following response – there will be no meeting. Agreed to review |
| Jane C (CCG) | Agreed ENT attendance | Notified no availability at August meeting. to be reviewed |
| Angela B | Request for Info – CCG – re: ‘stats’ stickers etc – between providers | Pending |
| Jane C (CCG) | 111 for deaf people | Response with meeting papers |

PLCG Patient Forum Elections - HWP independent attendance

Healthwatch are not a member of the PF and will attend at the request of the PF for an item on the agenda.

Also, Healthwatch can request to present an agenda item to the PF and they will be a corresponding member so we can avoid duplication on areas of work or join up areas if appropriate.

A HWP Director to attend the next meeting, just for the Election.

As previously agreed PF representative cannot be elected on the LCG Board if they are a Healthwatch Director or on the Management Team, so that we keep the clarity at LCG Board level between patient and Healthwatch reps.

HWP Staff Update

Healthwatch England - Special Inquiry - update

Hydrotherapy - update

Cancer Services - update - local project/Macmillan community worker (SURVEY)

Complaints handling - Update

Coronary Heart Project proposal - lead Mge/Dir TBC - update

Patient Assessor Group (E&V Update - inc. HWE Special Inquiry)

Mental Health (Jennifer)

SEND Reforms (L Ravenscroft)

Prisoner Project -Train the Trainer: Sept 23rd 12-3:30pm

Community engagement

Communications: Website; Twitter; Health Aware; Enews; events; (Jennifer Hodges)

Soft Intelligence - Management Group/Director

ENT - issues highlighted, only one attendee for additional sub-meeting. therefore, request if interest in this area for September afternoon (additional room to be booked as training in main room)

Reports from Mge Gp/Directors/Staff (all distributed to Dir/Mge Gp) taken as read

| No. | Date | Committee/meeting | Attended/report by |
|-----|---------------------------------------|--|--------------------|
| 1 | 7 th August | Older Peoples Programme Board | Gordon L |
| 2 | 1 st August | Peterborough Local Commissioning Group | Gill M |
| 3 | 23 rd July | Adult Social Care Providers Quality Group | Jean H |
| 4 | 25 th July | Dementia Resource Centre Visits | Margaret R |
| 5 | 17 th July | End of Life Care Programme Board (CCG) | Margaret R |
| 6 | 23 rd July | Healthwatch England Committee | David W |
| 7 | 2 nd July | CCG Children and Young People Programme Board | Louise R |
| 8 | 6 th -7 th June | CCG Children and Young People Programme Board - Stake holder event for Women and Children's Health | Louise R |
| 9 | 14 th July | Follow up site visit (MIU) | Angela B |

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|-----------------------------------|
| Communications to/from HWP |
|-----------------------------------|

| Date | From - to | Details (overview) |
|-----------------------|--|---|
| 6 th Aug | HWP - Client | Prescription charges advice |
| 5 th Aug | CEO (m Winn) CCS - HWP | Outcome of CQC recent inspection |
| 1 st Aug | HWP - Client | Provide information on contacting CCG |
| 31 st July | C&P CCG - HWP | Response to MIU Enter and View findings/recommendations. Review opening times/HWP invited to be part of working group |
| 31 st July | C&P CCG - HWP | Action plan outlining response to HWP recommendations re: MIU |
| 17 th July | C&P CCG - HWP | Congratulation/Prisoner Engagement Award |
| 21 st July | Client - HWP | MP advised to contact re: making a complaint |
| 17 th July | HWP - Client | Sent/advised re: POhWER services |
| 18 th July | HWP - Vivacity | Memory boxes |
| 14 th July | HWP- C&P CCG/ Linc.CHS NHS/ PCC | Enter and View visit findings/recommendations |
| 9 th July | HWP - Client | Provide information how to complain about dentist |
| 1 st July | HWP - C&P CCG | Comms. Use of Boards Advert. MIU Boards at Hampton (no address/opening times etc) |
| 13 Aug | C&P CCG - HWP | Invite to Annual General Meeting 16 September 2014 at The Maltings, Ship Lane, Ely, CB7 4BB. |
| 29 th July | C&P CCG - HWP | Response to marketing concerns (error by venue/ removed/destroyed) total costs for MIU comms £36+K |
| 27 th June | HWP - PSHFT/Macmillan | Supporting project for Wellbeing Centre |
| 31 st July | HWP - PSHFT/ Healthwatch England | Discharge Lounge Report |

Activity confirmation from Directors/ Management Group/Staff

| Management Group Member | Meeting attended (July) | Report submitted y/n Month shared |
|--------------------------|-------------------------|--------------------------------------|
| Margaret Robinson (MR, | | |
| Rosemary Dickens (RD) | | |
| Barbara Cork (BC); | | |
| Geoff Bovan (GeB); | | |
| Susan Mahmoud (SM), | | |
| Annette Beeton (AnB), | | |
| Jean Hobbs (JH) | | |
| Gill Bachelor (GiB); | | |
| Ian Arnott (IA) | | |
| Nicola Hampshaw (NH) | | |
| Dennis Pinshon (DP), | | |
| Anne Lockwood-Hall (ALH) | | |

| Director: | Meeting attended (July) | Report submitted y/n Month shared |
|--------------------|--|--------------------------------------|
| David Whiles | 2/3/4 July Healthwatch England national conference 11 July - HWP Annual Review 15 July - HWP public mtg 17 July - HWBB 22/23 July - Healthwatch England regional meeting 24 July - Stewart Jackson MP visit to Hydro Pool 25 July - PSHFT CQC Review 26 July - Care.Data workshop | |
| Gordon Lacey | | |
| Gill Metcalfe | 15 th July HWP community Mtg Holidays | |
| Mary Bryce | 15 th July HWP community Mtg Older People Strategy Workshop Holidays | no |
| Louise Ravenscroft | 24 July Care Design Groups CCG 25 July Care Design Groups CCG | Y (Aug) y (Aug) |

| HWP Staff | Meeting attended (July) | Report submitted y/n Month shared |
|-----------------|-------------------------|--------------------------------------|
| Angela Burrows | | |
| Jennifer Hodges | | |

Guest Speakers

CCS NHS Trust -

Jo Radnor, Services Locality Manager, Mark Cole, Communication Specialist
Integrated Contraception and Sexual Health Services (iCaSH)

[Detail](#)

Frog Life - Cathy Wormald - Memory box project

[Detail](#)

PSHFT - Chris Wilkinson

[Detail](#)

C&P CCG - Susan Last (for Jane Coulson)

[Detail](#)

Open to questions/feedback from attendees/ AOB

[Detail](#)