

Healthwatch Cambridgeshire and Peterborough**DRAFT** Minutes 18 July Community Meeting in Peterborough**Directors and Advisory Committee:** Gordon Smith, Nik Patten, Gordon Lacey, Geoff Bovan, Rosemary Dickens, Margaret Robinson, Dennis Pinshon, Suzie Henson-Amphlett, Jean Hobbs, Gordon Lacey**Staff:** Angela Burrows, Heather Lord, Samuel Lawrence**Other Attendees:** Verity Swinscoe (YMCA), Julian Base (Peterborough City Council)

Members of public also attended (contributions noted as PA for public attendee)

Apologies: Susan Mahmoud, Annette Beeton, Jo Woodhams, Nicky Hampshaw, Ian Arnott, Ivan Graham (PSHFT)**10:00 Merger Update - Margaret Robinson and Nik Patten**

MR informed meeting Healthwatch Peterborough Community Interest Company has now closed down. Former HWP directors have all now been elected to the board of directors of Healthwatch Cambridgeshire and Peterborough.

NP wished to formally thank **MR** for the efforts she has put in to this transition. Stated that the next major order of business was the appointment of the new CEO next week. Informed meeting that staff and directors had met to discuss strategic priorities.

GL asked what would be the process going forward for establishing what would be kept and what would be discarded from the volunteer roles and working practices in HWP and HWC.

GS Answered this would be a process of discussion at board level. Board's task was to pick the best of both.

NP stated that Taproot have produced a report highlighting the strengths of both organizations which will be used to help set priorities.

Discussion followed about importance of HW working across boundaries both geographical and professional. **PA** raised concern about PPGs not always being accurately informed about what being a PPG should entail. **DP** suggested HW should raise this as a concern with Peterborough patient forum. **AB** agreed to undertake this action. **PA** asked whether HWC&P could work with local PPGs and guide them as to what being a good PPG should entail. **AB** responded that some CCGs fund their HWs to deliver this piece of work and she had asked our CCG to do the same but had been refused.

HL raised concern about loss of time due to increased travel as a result of the merger. Difficulty of meeting up with staff spread across Cambridgeshire is resulting in dead time, as is requirement for sign off sheet for every piece of work. In Peterborough we are able to react to situations a lot quicker.

AB we will need to look out of patch for best practice in dealing with a big geographical area.

Discussion emerged around efficient working across a big patch in a bigger organization. Increased travel time and HWC working practice of getting multiple people involved in signing off on every piece of work identified as potential inefficiencies. General agreement that local focus needs to be maintained and that staff need to be careful not to get bogged down in bureaucracy.

10:40 Annual Reports (HWP and HWC) Nik Patten

NP Our annual reports have been sent out. Our annual conference was a success, and **NP** noted that he had found the work on our prisoner engagement project particularly interesting.

10:50 Annual Conference Update (COO)

AB and **HL** updated meeting on their attendance at the Healthwatch England Annual Conference.

AB attended session on CQC's quality matters initiative, which aims to improve quality of adult social care, a key lesson from this is that Healthwatches need to be careful to give praise where good social care work is done as well as criticizing bad work, this will help care home staff to feel valued and stay in post. At the moment social care had severe turnover issue. HWC&P will promote the initiative.

HL attended session on helping people in domiciliary care. Key lesson that it is difficult for people in domiciliary care to speak up as they are dependent on provider. This may be an area HWC&P needs to look into.

11:00 Break

11:10 Guest speaker - Julian Base

JB delivered a presentation on Public Health work in Peterborough, focussing on council's work in improving cardiovascular health.

11:30 Meeting reports (Chair)

GL delivered meeting report on Patient reference group. Issue raised for HWP to keep an eye on - capped expenditure of GP services, what measures are taken to reduce expenditures. Ideas under consideration are 12 week minimum waiting times, and clinical thresholds to reduce procedures with poor cost to benefit ratios. Providing GP out of hours cover is proving difficult and expensive

PA raised concern about hospitals/GPs failing to give people info on after stroke services. **AB** suggested we may need to ask hospitals what they provide.

JH delivered report from Adult social care quality board. Stated that people are missing availability of soft concern report forms. Stated that people expressed appreciation of HWP enews and annual report. **GS** stated he would ask about getting soft concern report forms at patient experience group.

11:45 Social media for volunteers session

SHA updated meeting on volunteer development session on volunteers promoting HWC&P and monitoring concerns raised on social media. SL promised to send round invitation to HWC&P volunteer Facebook group.

11:50 AOB

PA asked about mental health options available for local people. SHA suggested Let's Talk as a service that anyone aged 16 and up can refer themselves to.

VS promoted WalkEasy 2017, to take place on 12 August, which will be raising money for YMCA Peterborough to providing its counselling service for 13 to 25 year olds in schools for free. Also promoted Sleep Easy an upcoming fundraising event.

PA asked whether there was any update on the status of the hydrotherapy pool. SL answered that the council have committed to repairing the existing pool in the short term and to building a new pool in the long term.

Actions

This meeting

Action	Lead	Timescale
Raise concern about lack of clear definition for PPG function with Peterborough patient forum.	Angela Burrows	Next meeting with Peterborough patient forum.
Send out invitation to HWCP volunteer Facebook group.	Samuel Lawrence	Done 20/07/17
Try to get soft concern report forms from patient experience group.	Gordon Smith	Next meeting with patient experience group.

Previous meetings

Action	Lead	Timescale
Look into alternative minuting options.	Val Moore	Ongoing
Establish what cover is available for people needing social care out of hours	Angela Burrows	Ongoing - through liaison at future partnership board meetings.
Find out more about concerns with district nurses	Nicky Hampshaw	Ongoing