

DRAFT Minutes Dec 9th Closed meeting

Attendees

Directors: David Whiles (Chair), Gordon Smith (vice chair), Nicky Hampshaw, Susan Mahmoud, Nik Patten

Advisory Committee: Dennis Pinshon, Jean Hobbs, Jo Woodhams, Annette Beeton, Geoff Bovan, Ian Arnott

Staff: Angela Burrows, Heather Lord, Samuel Lawrence

Apologies: Margaret Robinson (D), Rosemary Dickens, Suzie Henson-Amphlett, Gordon Lacey (AC)

10:00 Welcome - David Whiles (chair)

1. Welcome
2. Apologies
3. Declarations of interest
4. Minutes Wednesday 16 November 2016 (review not ratified - due January 2017)

GS wanted correction. Minutes stated that he had said that women get pregnant to avoid going to prison. **GS** said that what he had stated was that women were getting pregnant to gain access to the maternity ward, not to avoid going to prison.

IA wanted correction regarding his comments about an attempt to complain he has made. Minutes stated he had stated his 'attempts to complain had gone nowhere' wished the record to state instead that he has said that nobody was willing to take responsibility for the issues he had experienced.

Two typos also need correcting. Corrections noted and made to minutes.

5. Minutes from 17 October development session (closed meeting)

Typo to correct, no other corrections.

6. Actions from minutes

See action sheet for outstanding actions. Issues raised in discussion from action sheet:

Concerns were raised by **DW** and others about youth worker **Rita Nunes**, the limited benefit the youth worker project has had for Peterborough and the amount of time Peterborough staff have put in to it for no financial recompense. Plans were reaffirmed to chase **RN** to provide an update on her work and to arrange a meeting with HWP, HW Cambs and other interested parties to arrange a more equitable working arrangement going forward. **HL** stated that the age band of the work needs to be clarified - does it cover people up to 25 or not?

GB raised concern about specialised optical services, patients not being given a choice over where they go, accessibility of the places they are referred to. Eg. Specsavers is in a pedestrianised area, it is not easy for patients who can't walk to get to. **AB** agreed to look into providers of specialised optical services and how they're reviewed, particularly how they are reviewed for accessibility.

SM raised concern over Concordia RE: unresolved question of whether they are accepting ENT referrals. She has been trying to contact Jane Coulson for an update but has been unable to get through.

AB explained that the CCG have been giving Concordia multiple chances, they are now on their last chance.

10:20 Directors' Update (David Whiles)

1. Joint working with Healthwatch Cambridgeshire - Update

DW and **GS** both commended the work of taproot.

DW Taproot are also presenting a report on 9 Dec which will show 5 possible options for going forward. A meeting will be held 16 Dec in Godmanchester to discuss these proposals.

The meeting which took place on the 30th November demonstrated that both Healthwatches are keen to maintain their focusses on issues specific to their area and to maintain some degree of independence.

GS stated we need to be proactive in making suggestions for direction of joint working. **SM** stated we need to focus on the commissioners of both services to make sure Peterborough interests continue to be represented.

SL asked for update on other options being explored for continuing after CAB contract ends. **AB** said that she had had a meeting with Oliver at the council last week. **AB** stated that Oliver had said the contract would be extended until September 2017, **DW** stated that the contract had only ever been extended to March 2017. **AB** clarified that she was referring to a verbal promise, not a written agreement.

AB stated that the local authority are looking at options for bringing services in house, legal department are considering this. **DW** stated that there would be some form of tendering process at some point in the near future.

HL asked for clarification on agreement process between HWP and HWC. **DW** stated both boards will say which of the options suggested by taproot they are prepared to agree to, work out a compromise between positions.

AB said HWC CIC is likely to be the means through which staff are employed. HWP CIC is likely to fold with directors joining HWC CIC.

2. Health and Wellbeing Board Update

DW CCG's policy on hydrotherapy, requested by HWBB at urging of **DW**, has not been provided and no clear deadline has been given. **DW** stated this demonstrates HWBB lacks power to direct CCG. Karen Oldale has commissioned an economic assessment of the benefits of hydrotherapy, which was carried out by PCVS. Found £1:£16 cost to benefit ratio.

HWP's contract monitoring document was presented to the meeting. Councillor Holdich praised work of HWP in general and **AB** in particular.

DW informed HWBB that he would be stepping down as chair at the end of March come what may.

CCG presented STP, Fit for the Future and Memo of understanding to meeting.

NP asked about patient engagement surrounding STP. AB stated role of HWP is to act as translator between NHS and public, and to make sure that when people give feedback it is used as part of forward planning. We have submitted a comment on the STP and are waiting till January for a response.

11:10 Chief Operating Officer's Updates

Chief Operating Officer's (COO) update	
Item	Update
Safeguarding Adults Board (update due January 2017 mtg)	Verbal
Safeguarding Children's Board (update due January 2017 mtg)	Verbal
Prisoner engagement (update due November mtg)	Verbal
Youth Worker - objectives/overview (report update only -	verbal
Wellbeing Service (RHMC) (update due December mtg)	verbal
LD /Accessible Information Standards (update due January 2017	Verbal

AB and NP are working putting together a forward plan for the coming year, projects to take forward next year. Useful as negotiating tool.

HL Noted that the Patient Experience Library has been launched - a new interactive map showing enter and view reports from across the country. Local Healthwatch are the biggest contributor. Once our reports are uploaded onto the library we will publicise it in the enews.

11:40 summary updates Reports Advisory Committee/Directors

None this month.

11:50 AOB/Soft intelligence

DP Was referred to 111 for his son's health issue. Was advised to seek primary care within six hours. Tried to call Bretton Health Centre but the line was engaged. Tried to use ringback. Struggled to get his son down to health centre. When he did get to the health centre he was told 111 had not forwarded the information to his primary care centre. No record had been made of his ringback. But a helpful receptionist did help his son to obtain the care he needed.

GB rang 111 with low blood sugar, was given dangerous advice, told 'get yourself down to casualty'.

When SM visited the MIU she was asked why she hadn't called 111. SM explained her husband was a doctor. Nurse responded 'Don't listen to elderly retired doctors, call 111.'

GB received email checking up on him, asking whether he was alright. Unclear where this email came from, GB said he would look into it.

SM tried to book appointment with Westwood surgery. Surgery do separate online bookings. SM rang and was told there were no appointments available, but looked online

and saw that there were. Feedback from other attendees at the meeting indicated this seems to be the norm.