

Minutes

Held on: Thursday 17th April 2014

At: The Fleet

Time: 10:00 - 12:00

Attendees and apologies:

Directors: David Whiles (Chair);

Gordon Lacey (Vice-Chair); Gill Metcalfe; Louise Ravenscroft;

Apologies: Mary Bryce

Management Group: Margaret Robinson; Anne Lockwood-Hall; Dennis Pinshon; Nicky Hampshaw; Susan Mahmoud; Jean Hobbs; Barbara Cork; Ian Arnott; Gill Bachelor;

Apologies: Rosemary Dickens;

CAB HWP: Angela Burrows, Chief Operating Officer
Jennifer Hodges, Signposting and Information Officer
Femi Olasoko, Community Development Officer

1. Welcome
 - I. David welcomed the meeting
 - II. David introduced new HWP staff member Femi with her background and brief job specification
 - III. There were no declarations of interest
 - IV. Apologies were noted

2. Previous Minutes
 - I. Minutes ratified from 19th February 2014
 - II. Actions from Feb: Patient assessment group, M.R talk to Museum, this has proven to be difficult as hard to get through via phone and email. Discovered that the library is taking over the boxes but now wants some sort of consultation before going forward with communications at the library. Members would like M to talk to connection at the library. Gordon raised usefulness of connection with the Rotary club to launch an appeal for people to hand in things that would be appropriate for a memory box. Best option going forward will be joint working with local groups, using appeals and looking at what the current memory boxes include. City College currently have a scheme like this and have for a few years. Want this to be free for care homes and to have logos of all organisations working together. Dennis is now a member of mental health group representing the importance of acknowledging learning disabilities along with mental health

3. HWP AGM

A thank you to those who came along to support us. It had a fantastic turn out and a very positive day with positive responses. We have received one application for someone to join the management group which will be reviewed in May. The Annual report will be available the last working day of June.

4. CQC Listening Event

08451 20 20 64 16-17 St. Marks Street, Peterborough PE1 2TU

We were recognised as national best practice for patient engagement. We were able to publicise and promote this event to lead to having one of the best national turn outs. CQC were very happy with the work we put in to ensuring that this event was well attended and in providing them with E&V reports prior to their inspection in enabling them to focus their work on issues that patients and public feel need to be addressed. Would like to thank the volunteers for participating in the hospital E&Vs.

5. MIIU

We have received reports of people being seen within 45 minutes but then waiting for several hours before receiving treatment and then being referred on to A&E and having to wait hours again. This has been forwarded to the C&P CCG and Lincolnshire CCG. They have 20 working days to reply to this and we therefore expect their responses soon. It is unacceptable that there is not then a pathway from MIIU to A&E to ensure that people do not wait for hours at both places. It was queried whether they under the same inspection of how quickly people are being seen within their promised time. Reports that receptionist is telling people to ring 111 because they are closed at 4pm. Concerns of patients misusing the system due to lack of information, there is currently a big communication drive the inform people of pharmacy services etc.

6. NHS 111

HWC are collating any feedback on this service, they sit on a 111 patient group.

7. Cancer Services Review Group

Things are moving, the ball is rolling to have the RH centre to be used as it was set out to. There are currently some good conversations being had in the right direction. We are going in to the Oncology unit at the hospital and this is going to be going ahead until June and then the information and feedback gathered from this will create a report to be put forward to the hospital and any appropriate services.

8. Patient Assessor Group

We will be looking at dates for the next three care homes shortly. Request for an E&V for a mental health facility and the City Care Centre including the MIIU. DBS forms will be carried out by Family Voice going ahead. Louise to provide HWP staff with a date at when they will be approved to carry out DBS's.

9. Complaints Handling

Survey is ongoing at the hospital. We have had some very serious cases of complaints not being dealt with correctly. Highlighted to CQC and the commissioners who are both very interested. HWP are also working with Pohwer who can send an independent letter raiser their own complaints. It is emphasised that we are not investigated the clinic team but rather the complaints handling team. It is extremely important that people do complain and that the service brings all of those complaints together to use these constructively and improve the service.

10. Mental Health

There is a mental health Stakeholder event next week that a number of Healthwatch representatives are attending. A client has identified a local, independent support group for bipolar which we are hoping to attend to inform attendees of HWP as well as take on their feedback about local services.

11. SEND Reforms

The local authority have now set up three groups, parents are not sitting on all of these groups. There is an event 15th May with FV Annual Conference at the Fleet 9:30-2:30 main discussion will be the SEND reforms. changes come in to affect on 1st September this year, Peterborough are not ready for the changes there's a lot of work to do and they are about 3months behind. Going to put the HW logo on the Parent Carer reports which will be circulated to all HW members. Things are happening so quickly on a daily basis, there will be a new assessment process for children to ensure that those who may have fallen through the gap previously are able to get the help and services they require, but also to ensure that there are not too many people being inappropriately given plans.

12. Prisoner Project

Currently on session 3, there will be 5 structured sessions as well as continuous support following their completion of the training. We will then continue working with FV to provide Train the Trainer days to other LHWs and other interested organisations as a source of income generation. We have contacted HWE and they are happy to include information about this in their weekly e-bulletin once we have dates confirmed for the training days.

13. PPG engagement

If you want us to attend your PPG please let us know and we can give a speech.

14. Communications

Events calendar on website, if there are any activities that you would like to be added please let a member of staff know and we will add this event.

15. **Communications:** Website updates; Twitter (687) ; Health Aware (60); Enews (420); Facebook (34)

16. Monthly Reports

Need to ensure that name and dates are included on all reports to ensure that everyone is aware of who to contact should any follow up work needed and that it is clear whether the report is current or out of date.

A LHW has come up with a protocol for Neighbouring Healthwatch which will outline how we are going to communicate with each other so that things don't slip through the gaps and that we can share issues and concerns with each other to ensure that common trends can be identified. This will be done with our boundary LHWs. Directors agree

Enzo would like to write a newsletter in to us about the issue that GPs don't always understand the difference between disability and learning disabilities.

Care home E&V reports are currently in a first draft state and will be circulated to the volunteers before being made public.

17. CCG Update – **Jane Coulson**

MIIU have been fully staffed over Easter but if anyone knows of anything different they would like to know about it. A pilot cancer information day 28th April is being held which will try to provide one on one support for people recently diagnosed. They have had very few applications so far and will unfortunately have to cancel the day if they do not have any significant interest (received on 16th April). Need some clarification about this but can put this in to our weekly newsletter.

18. AOB:

08451 20 20 64 16-17 St. Marks Street, Peterborough PE1 2TU

- I. Plee for people to diary the older people's consultation, one at the Fleet on 2nd June in the evening. We could do with representation to these meetings
- II. Patient reference group, unsure if we have had any representation from HW, Gordon will try to attend the next event. Normally held in Huntingdon, is representation from HWC but not HWP.
- III. G.L CCG did not ask for comment on rather than actual feedback, therefore the process didn't ask what should we do instead they showed what they were going to do and then asked what people thought about it. Questions were levied so that they always got a very positive answer. That consultation process would not get back any quality. HWC and HWNH has very serious concerns about this and would like to meet to discuss this and put in a joint response to the consultation process.
- IV. Gill raised the issue of having time available to discuss the outcomes of the skills audit that has been completed with the Management Group

19. Next meeting

- I. Community Meeting, 22nd May 9:30-12:00 followed by lunch at The Fleet, Fletton, PE2 8DL

Action	
1	M.R to continue discussion with Library regarding the memory boxes.
2	G.L to utilise the Rotary club to send out appeal for people to donate items to memory boxes.
3	Staff to find out more about cancer event on 28 th and promote.

angela@healthwatchpeterborough.co.uk

jennifer@healthwatchpeterborough.co.uk

femi@healthwatchpeterborough.co.uk

Acronyms

MIIU Minor Injuries and Illness Unit

LHW Local Healthwatch

HWP Healthwatch Peterborough

HWE Healthwatch England

HWC Healthwatch Cambridgeshire

HWNH Healthwatch Northamptonshire

CCG Clinical Commissioning Group

LCG Local Commissioning Group

OPPB Older Peoples Programme Board

PCC Peterborough City Council

CQC Care Quality Commission

PCH Peterborough City Hospital