

DRAFT Minutes

Held on: Thursday 17th October, 2013

At: Gladstone Park Community Centre

Time: 10:00-12:30

Attendees and apologies:

Directors: Gordon Lace (Vice-Chair) Chaired meeting.

Louise Ravenscroft; Gill Metcalfe;

Apologies: David Whiles; Mary Bryce;

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

Apologies: Jean Hobbs;

CAB HWP:

Angela Burrows, Chief Operating Officer

Sanam Rashid, Community Development Officer

Jennifer Hodges, Signposting and Information Officer

CCG:

Jane Coulson, Engagement Manager Cambridgeshire and Peterborough CCG

PSHFT:

Chris Wilkinson, Director of Care Quality and Chief Nurse

HWP Members

Amy Kennedy

Welcome and actions/items from previous meeting/s

- There were **no declarations of interest**
 - Apologies were noted
1. Previous Minutes
 - a. Minutes from 21st August ratified
 2. Actions
 - a. Prison project – have been invited to prisoner’s participation group. Proposal to be reviewed again in November. Also working with local org P+F Mind who already offer workshops in the prison regarding mental health.
 - b. Gordon and group congratulated to Margaret on being nominated named representative for the voluntary management group – roles and responsibilities tbc.
 - c. Angela and Margaret raised the issue around reviewing everyone’s roles and responsibilities as well as the relationship between volunteers, management group and staff. Create a formalised system for communication between management group and staff.
 - d. Angela highlighted that people with “other hats on” need to communicate back to HWP, essential to pull all this knowledge together to inform how HWP works. This

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information can then be inputted on to HWE Hub to gain a more informed picture of national situation.

- e. Work experience – waiting for job centre to respond
 - f. Angela fed back about CAB referral form – working very successfully already receiving a positive number of referrals from the CAB. Will be checking with CAB advisors that the forms are suitable and work efficiently for them.
 - g. Sanam raised working with British Heart Foundation – HWP to be facilitating free training for BME funded by BHF. Currently working with a member of staff at PCC who works with ethnic minority youths.
3. **Rachel Fox from Hertfordshire 111 service** – (service pending for Peterborough)
Call centre will be located in Peterborough City Care Centre, specifically a local service. Hertfordshire service has been successful taking 22,000 calls per month. Call handlers determine what service is required do not provide a diagnosis. Call can be passed on to a clinician (1 in 4 in Hertfordshire have been passed on to a clinician, 75% can be dealt with by call handler).
- a. Acknowledged negative media coverage and initial struggle with the ambulance service response to pressure on their services.
 - b. Issue raised that a lot of people living in Peterborough do not have a named GP but rather attend a local health centre, this needs to be addressed and adapted to for the Peterborough service.
 - c. Overall feeling that Peterborough are not represented and therefore we are not receiving any feedback or having an impact on a service that is meant to be a local service. Need reassurance that the public have a voice regarding this service.
4. Activity Charts – please can all members let Angela know of any activity changes.
5. **Chief operating Officer Report**
- a. HWE Annual Report Launch (Wednesday 9th October) Angela gave a presentation about the prison project that is currently in the proposal stage, only three LHWs gave a presentation and our project was also included in the annual report itself. Other LHW's have already shown an interest in this project as well as other local organisations.
 - b. Gordon congratulated Angela and HWP team for the hard work that resulted in a fantastic opportunity to raise HWP's national profile.
- Communications
 - enews:
 - 245 individual member (some are orgs)
 - All LA Cllrs
 - All GP PPG contacts
 - Stakeholders
 - News articles also go on website
 - Website
 - Still waiting for HWE to change over to new layout
 - Twitter
 - Followers 301
 - Following 429
 - Approx 2 tweets a day

- SEND Reforms – HWP are co-facilitating two meetings:
 - c. Parent/carers
 - d. Health Professionals
- How do these reforms link with the carer's strategy?
- a. Massive problem with transitional services
 - b. Age band now changed to 0-25 and therefore also involves adult services. Adult services representative should be in attendance at meetings mentioned above.
 - c. Louise emphasised that parent/carers need to be involved in developing the plan, from the language used to the key concerns being addressed.
6. Margaret discussed issue of meeting report recommendations. An example sheet was given out to illustrate how this will not be any straight forward task with one solution but a draft process for dealing with recommendations has been put together.
- a. Margaret advised that the main priorities of recommendations was that they were looked at quickly and responded to timely even if simply an acknowledgement.
 - b. Action: Two people to be nominated as recommendation response team:
 - Margaret and Rosemary were nominated and agreed by the group to handle recommendations.
 - c. Action: Meeting to be organised between Margaret, Rosemary, Angela and Jennifer to further discuss and develop a system to handle recommendations and ensure that they are acted on.
 - d. All future report recommendations to be sent to Margaret and Rosemary.
 - e. Angela made the suggestions that recommendations should also be put on the HWE Hub.
 - f. Gordon thanked Margaret for her work on the recommendations.
7. Angela explained that October reports would be sent out at the end of the calendar month as the community meeting was relatively early in the month.
8. **Jane Coulson from the CCG update**
- a. OPPB still in dialogue ISOS stage
 - b. MIIU has shown an initial change of flow for A&E and a positive response to the opening of the new service. Jane also shared a personal positive experience of using the MIIU in which they showed good waiting times and excellent communication with Peterborough City Hospital.
 - c. Dennis raised awareness about the confusion that still exists with the public regarding what service to use in certain situations and that this may hinder the effectiveness of the MIIU.
 - d. Jane recommended Choose Well campaign as a way of improving public knowledge about healthcare services. This campaign will be running again soon. Issue then raised that GP's contracts do not state that they have to display such information. Nicky suggested putting information like this on the back of appointment cards. Dennis would like this discussion to be reviewed in six months time.
 - e. Barbara highlighted that she sits on the Firm steering group, but can share any comments. Gordon and Annette Sit on MIIU Boards where they can raise issues directly. Also Healthwatch Peterborough collate and share info received with the CCG.

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- f. Margaret raised the issue of lack of transport to the MIIU as bus routes have recently changed and the nearest stop is now down Thorpe Road.
 - g. End of life care – focus on quality of life
 - h. Health care check up to be rolled out within Peterborough with a focus on individuals with a high risk of heart diseases
 - Action: Forthcoming events to be in Health Aware.
9. Next Meeting
- a. Friday 15th November 12:00-14:30 (with light lunch)
The Cedar Centre, Castor, PE5 7AX
 - b. Wednesday 27th November 10:00 – 3:00
Safeguard Training; Enter & View and Dementia Friends Training (DBS forms completed/certificates copied)
The Fleet, Fletton Way, PE2 8DL
 - c. Wednesday 11th December 10:30-12:20 (followed by light lunch)
Quality Hotels

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Acronyms

MIIU Minor Injuries and Illness Unit

CAB Citizens Advice Bureau

LHW Local Healthwatch

HWP Healthwatch Peterborough

HWE Healthwatch England

CCG Clinical Commissioning Group

LCG Local Commissioning Group

OPP Older Peoples Programme Board

PCC Peterborough City Council

CQC Care Quality Commission

BME Black and Minority Ethnic

BHF British Heart Foundation