

Minutes

Held on: Wednesday 21st August 2013

At: Caribbean (Millennium) Centre, Dickens Street, PE1 5GD

Time: 10:00-2:30 (refreshments provided)

Attendees and apologies:

Directors: Gordon Lacey (Vice-Chair) Chaired meeting;

Mary Bryce; Gill Metcalfe;

Apologies: David Whiles (Chair) Louise Ravenscroft

Management Group: Margaret Robinson; Rosemary Dickens; Geoff Bovan; Dennis Pinshon; Nicky Hampshaw; Anne Lockwood-Hall, Jean Hobbs; Nicky Hampshaw; Gill Bachelor; Barbara Cork

Apologies: Annette Beeton; Ian Arnott;

CAB HWP:

Angela Burrows Chief Operating Officer

Sanam Rashid Development Officer

Jennifer Hodges Signposting and Information Officer

C&P CCG:

Jessica Bawden Director of Corporate Affairs

Jane Coulson Engagement Manager

PSHFT:

Chris Wilkinson Director of Care Quality and Chief Nurse

HWP Members

Amy Kennedy

Kate Masters

Public in attendance

Welcome and actions/items from previous meeting/s

- Gordon welcomed all to the meeting
 - There were no **declarations of interest**
 - Apologies were noted
1. Previous minutes
 - a. Minutes from 24th June ratified
 2. New staff – Jennifer Hodges; newly appointed Signposting and Information Officer introduced and welcomed.

3. Denis raised issue of public not knowing where to go; what services were available for a range of things
 - a. Margaret raised issue of need for co-operation on communications including opening of MIUU – currently different things are being said.
 - b. Jessica confirmed lot of money for the campaign – different methods to get message across/made clear. Will begin to see material mid September throughout the winter.
 - c. Jane advised meeting due next week and need to work across all local Healthwatches
 - d. Margaret – need to raise awareness of transport links/times etc to services (especially in light of cuts/changes to bus services)
 - e. Denis pointed out much of the transport data is out of date
 - f. Gordon highlighted the frustration when websites are out-of-date – needs to be promptly updated and reviewed.
4. Mike's Army (CQC) generic responses given
 - a. Angela has contacted CQC for clarity on role/responsibilities and training in light of Healthwatch remit to recruit and train for Enter and View visits – CQC confirmed early stages, still to be agreed way forward – but will include Healthwatch in future communications
 - b. Chris said they would join inspection teams – parallel with work of Healthwatch – need for role awareness.
5. Angela gave proposal for working with prisoners following a meeting with Susan Robinson – Clinical Nursing Manager at HMP Peterborough.
 - a. Proposal to engage with prisoners
 - b. To empower prisoners to act as patient representatives
 - c. Research to be done and further info at next meeting (Angela to Action)
 - d. Jane confirmed Susan last may have information that could help
6. Barbara advised that PPGs would be attending the Patient Forum meetings. Minutes from the forum can be obtained from Jo Falon.
7. Margaret advised that Healthwatch rep is needed for all Overview and Scrutiny Committee meetings. (Angela to action).
8. Jean raised awareness that the CQC/Info sharing and Adult Safeguarding Board are keen for HWP to undertake E&V visits. Angela advised that DBS applications would be processed at September training, with a view that E&Vs could commence around mid-November.
9. Chris has confirmed that there will be link to Healthwatch Peterborough from PSHFT website. Gordon thanked Chris.
10. Gordon highlighted failings under LINK working with delivery – need to engage with HWP throughout process, minimise impact with patients by early engagement with patient rep groups.
11. Jessica stated there was a statutory duty of engagement – to share with LCGs
12. Gill M highlighted the underfunding/relocating of budgets for East and Midlands CCGs and North overfunded?

13. Management Group

a. Terms of Reference

- i. Nominations for named reps taken
- ii. Votes for named rep to be carried out before next meeting. Angela to action
- iii. ToR agreed

14. Chief Operating Officer Report (summary for Q1 Apr-Jun 2013)

- o Community meeting Actions:
- o Actions for 22nd April Community Meeting
 - o Create ToR for Management Group **(Completed)**
 - o Organise HWP rep for LCGs **(completed)**
 - o Add Long term conditions to action plan/s **(completed)**
 - o Appoint solicitor/provide contracts **(completed)**
 - o Send all expenses forms/ BACS and submit **(completed/ongoing action)**
- o Actions from 21st May Community Meeting
 - o Amendments/updates to Mge Gp ToR **(completed)**
 - o Book, Confirm& deliver E&V training **(completed)**
 - o Request for info re: cancer services PSHFT **(completed)**
 - o Arrange further training (safeguarding/K Oldale) **(safeguarding training arranged/ k Oldale agreed to give talk – date TBC)**
 - o Provide Rosemary/Margaret report recommendations **(ongoing action)**
 - o Provide Jane (CCG) with group for 'Road Show' **(completed)**
- o Actions from 24th June community meeting
 - o ToR for Mge Gp – confirmed on 1st July 2013. Available to review **(completed)**
 - o Members to be part of Sleep Solutions (local services review group) **(highlight at Community Mtg)**
 - o E&V Training – 19th July second date confirmed as: 26th September 10-12. Safeguarding/12:30-2:30 E&V – The Fleet. **(completed)**
 - o LINk Summary Version Annual Report **(completed)**
 - o Management group info on website **(photos/info required)**
- Communications
 - o enews:
 - 125 individual members (some are orgs)
 - All LA Cllrs
 - All GP PPG contacts
 - Stakeholders (some cascade enews internally through their intranet)
 - All news articles go on website
 - o Website
 - Moving to new layout/additional features (Sept) plan to have :
 - Activity calendar
 - Sign up for newsletter (use online *mailchimp* enews)
 - Surveys (use *Survey Monkey*)
 - o Twitter
 - Following 429

- Followers 148
- Approx 2 tweets a day
- Healthwatch England
 - Provide complaints handling report for HWE Complaints Advisory Group
 - Provide questionnaire (once approved)
 - 3 case studies for HWE Annual Report
 - Provided input to provider/commissioner communications
 - Provided full E&V training pack (to be revised and distributed to all LHWx end Aug)
 - DBS – pending – this is hot topic on Hub forum
 - Communications in regards 'Mike's Army'
- Staff
 - New member: **Jennifer Hodges**: BSc Hons in Psychology. Care Assistant at neurological care unit. Previously worked supporting those with mental health and personality disorders.
 - Youth Ambassador – mtg 15th Aug - update
 - Work experience volunteer – project special needs.
- Action Plans update
 - Draft questionnaires
 - *Cancer services*
 - *Complaints handling*
 - Cancer Services review
 - Complaints Handling
 - Local services (sleep solution)
 - Patient assessor group
 - DBS
 - ID Cards
 - Training
 - Children's disability signposting service (**event proposal**)
- Neighbouring HWs (events/meetings/working together)
 - Twitter: 35 are following us. We are following 70 Local Healthwatches (many don't have Twitter yet)
 - HW Cambs – Attended HW Cambridgeshire's Launch. Mtg on 23rd Aug (CEO Sandie Smith – range of joint working opportunities (mtg TBC)
 - HW Rutland/Leicester (attended our training – good links already) to attend joint event in Rutland (24th August)
 - HW Northamptonshire – Contact made/mtg -TBC - (CEO Rosie Newbigging) Discussed working together – sharing reports (Northampton HW do not yet have rep for Borderline LCG etc)

- HW Hertfordshire (contact made/formal mtg TBC)
- Proposals
 - **'Voice' of the public** – public feedback at AGMs/APMs. HWP to offer opportunity to raise Qs and follow up with publishing Q&As
 - (first use will be CPFT AGM 18th Sept if agreed)
 - **Health Aware** (health and wellbeing campaign alerts)

In response to some PPGs wanting better awareness of local, regional and national campaigns Healthwatch Peterborough propose to create a electronic campaign alert (first trial one sent Fri 9th Aug). Separate from our weekly enews – it aims to raise awareness of current and forthcoming campaigns with links to gaining promotional material/support to raise awareness for their surgery patients. This will enable local, ground level reinforcement of health promotional campaigns.

Also – links to resources can also be included (even if current campaign is not active i.e. Macmillan fact sheets)
 - **Prison Patient Engagement**
 - Our local prison (accommodating men, women and a women and babies unit) approached Healthwatch Peterborough to help increase prisoner engagement and peer-to-peer support on health related issues.

Working with the Clinical Nurse Manager Susan Robinson - we are identifying methods of engagement and training for those wishing to be involved in PPI activity both whilst in prison and on release.

This will also give Healthwatch Peterborough the opportunity to gain prisoner feedback on services.

Healthwatch Peterborough will attend the prison Patient Support Group meetings to ascertain the key aims and objectives of the prisoners and staff supporting them. One key aim is to produce guidance for all local Healthwatches to use to engage with their local prison/s.
 - **Signposting for Children's Disability Services**

Issues around access and knowledge of services (both the statutory and voluntary sector) were raised at Parent Forum meetings. Healthwatch Peterborough facilitated a number of meetings and established a key activity to address this -by holding annually/biannually events to bring together services that support families with a disabled child.

Proposed actions:

Book venue once/twice a year and/or share event venue with other organisation (statutory/voluntary)

Contact services providers, local authority and NHS to offer stands to promote their services. Raise awareness through the media, e-news, website. At events provide feedback forms for families to complete to identify gaps in the service. Review form feedback/make amendments for subsequent events

Outcome: To give an opportunity to providers to highlight and speak face-to-face about their provision/s directly to those who would access their service.

To identify gaps in local services and share that information with NHS and local authority commissioners

This will contribute to the role of Healthwatch Peterborough to provide 'signposting' for local services.

15. Action Plans Update

- a. Cancer Services Review Group
 - i. Action Plan completed
 - ii. mtg on 25th June Gill M & Angela
 - iii. visit to RHMC planned for 10th Sept
- b. Patient Assessor Group
 - i. Action Plan completed
 - ii. First training completed for Enter and View
 - iii. Second and third E&V sessions booked
 - iv. Safeguarding to be offered at Sept 26th training session
 - v. Safeguarding and Dementia training at Nov 27th session
 - vi. POST MEETING: DBS confirmed – Young Lives to action for HWP at future training sessions.
- c. Local Services Review
 - i. Sleep Solutions action plan completed
 - ii. Need to identify Dir/Mge Gp member
- d. Complaints Handling
 - i. Action Plan Completed
 - ii. Meeting for 30th Sept to review/agree complaints questionnaire
 - iii. Follow up meeting tbc

16. Reports from internal/external groups

1	Barbara Cork	NHS Public Consultation Forum
2	Margaret Robinson + Mary Bryce	PCC Scrutiny Committee of Health Issues
3	Jean Hobbs	Adult Social Care Quality Board
4	Gill Metcalfe	PSHFT Clinical Quality Review
5	Gill Metcalfe	Patient Experience Review Group (PALS Review)
6	Gill Metcalfe	Borderline LCG
7	Gordon Lacey	MIIU
8	Gordon Lacey	MIIU, Steering Group
9	Gordon Lacey	Borderline LCG
10	Annette Beeton	MIIU Transitional Project Group

17. Cambridgeshire and Peterborough Clinical Commissioning Group update – Jessica Bawden

a. OPPB

First stage of procurement completed. Specification 'outcomes' due September. Public consultation for 'outcome' specs late Oct/Nov – service changes consultation on district services changes if necessary at next stage.

b. MIIU

Will be operational on 1st October. See previous notes on communications

c. CPT (PSHFT)

Working together with partners including Healthwatches, full report due around autumn.

Jane highlighted Road shows (e.g. market stalls in Oundle) for Older People services.

Gordon: the outcomes feed in to project team.

Jane: Record the patient story/engagement work – results so far has demonstrated if good family network, want health service to come to them. Isolated people want to be with 'people' in nursing /care services.

Amy – highlighted that in Oundle/Crowland many do not know who to go to for support and/or services.

26th September was Older Peoples day in Oundle.

Margaret stated that professional places need to be available to not pre-concede that need to go into care home.

Gordon also raised that there needs to be an alternative delivery of services – not necessary NHS 'site'.

Geoff also stated that they must include standards; be reliable; online; guaranteed and built in.

Dennis stated that they need to communicate with each other.

Amy – there needs to be a phone-logging system in place for when domiciliary care is provided. This can offer some reassurance on activity time with service user (arrival and departure time), and if appointment/agreed time is adhered to. How long delay is needed to be logged and recorded. Should have '2 hour' limit built in to any contract for services.

Jean will raise with Adult Social Care Board/s.

Margaret stated gaps exist – and different levels of care within the system - End of Life Programme Board (CCG) registers the level of care of patients. Standardise the way registering care of people/reviewed regularly.

Jessica highlighted that systems where records can be shared are being reviewed.

Kate M – re: younger people access – trying to be 'mum' and 'care coordinator' was a nightmare – need to identify where issues can be best shared to raise awareness and review gaps in services/awareness of services.

18. AOB

i. Amy – (Dementia Champion) trying to make Peterborough a Dementia friendly City. Number of training sessions and events in the forthcoming weeks including: Rotary Club; Dementia cafe at Town Hall; Sue Ryder etc. Enews/Health Aware to raise awareness.

19. Next meeting

- a. Thursday 17th October 10:30-12:30 (followed by light lunch)
Gladstone Park Community centre, Bourges Boulevard, PE1 2AF



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Acronyms

Mge Gp Management Group

E&V Enter and View

CAB Citizens Advice Bureau

HWP Healthwatch Peterborough

HWE Healthwatch England

CCG Clinical Commissioning Group

LCG Local Commissioning Group

OPP Older Peoples Programme Board

PCC Peterborough City Council

PSHFT Peterborough & Stamford Hospitals Foundation NHS Trust

CPFT Cambridgeshire & Peterborough Foundation NHS Trust (Mental Health)

CQC Care Quality Commission

LA Local Authority