



Healthwatch Peterborough Public Community Meeting

A local consumer champion for patients, service users and the public

Minutes

Meeting details:

Held on: 22 April 2013

At: **The Fleet, High Street, Fletton, Peterborough PE2 8DL** on:

Time: 10:30-12:30 noon followed by lunch

Attendees and Apologies:

Directors: Gordon Lacey (vice-chair) acting Chair,

Apologies: David Whiles (Chair) work commitments; Gill Metcalfe (Holiday) and Mary Bryce (pre-notified late arrival) Louise Ravenscroft attending: PTTLS course (parent participation).

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

Apologies: Annette Beeton; Yvonne Saint-John; Ian Arnott;

CAB HWP Team: Angela Burrows (Chief Operating Officer)

Declarations of Interest

none declared

1. Welcome

Gordon welcomed everyone to the new Healthwatch Peterborough. Currently going through the process of setting up.

2. Final LINK Minutes ratified

3. Management Group confirmed currently 12 members. Additional members to be co-opt as and when necessary in regards to work plan and representation on boards and committees. See ToR.

Terms of reference distributed for approval

ToR to be distributed electronically to all Management Group for comments and suggested amendments. To be reviewed at next meeting and approved. Angela to action.

4. Healthwatch Peterborough Update

1. Gordon explained that Healthwatch Peterborough (HWP) will provide evidence and reports which include recommendations. There would not be "lobbying" and/or political activity. Not the remit of local Healthwatches. The structure includes being part of the

commissioning process. It has been proposed that a HWP Director sits on each of the Local Local Commissioning Groups (LCGs); there will be a HWP representation on the Health and Wellbeing Board (HWB) Gordon confirmed the HWP will openly report involvement. Angela to action.

2. Geoff suggested Long Term Conditions is added to work plan proposal – all agreed. Angela to action.
3. Gordon requested anyone interested in chairing the Management Group/Healthwatch Community meetings – can share the chairmanship of the meetings. Margaret and Barbara volunteered. Further discussions once ToR agreed.
4. Margaret requested means of communications between Management Group and Directors. Gordon – to review but there may be the opportunity for a representative from Mge Group to sit in with Directors at CIC meetings.
5. Gordon highlighted limitations of all members – Directors and Management Group – they cannot make statements in any capacity on behalf of HWP without review by a Director and CAB COO. Further, members cannot stand to represent HWP at meetings, boards, committees etc – unless agreed and approved formally at a Healthwatch Public Community Meetings.
6. Gordon updated on contracts: Solicitor appointed to act for the CIC. CAB and CIC contract minor amendments. Council contract pending. Angela to action.
7. Request for BACS and expenses forms to be sent electronically. Angela to action.
8. GL noted training for Enter and View etc will be confirmed once new staff in place. Move to be more connected with other HWx across the country to stop duplication, share experiences and training.

5. Reports from External & Internal sub-groups

Gill Metcalfe:

BME cancer Pilot (PSHFT)

Community Engagement Committee (PSHFT)

PALS and complaints review group (PSHFT)

HSJ:

week 1&2.

Patient satisfaction rate; cancer drugs off “fast track”; NHS Engalnd plans to lead; Francis Report; HWE lead admits delays to LHWx

Gordon Lacey

HW National Launch Birmingham

Jean Hobbs

Adult Social Care Quality report

CCS PIPE meeting minutes

6. Clinical Commissioning Group

Update of Minor Injuries and Illness Unit report
Older People Programme Board report

7. AOB

Anne – suggested making a satisfaction survey available at public launch meeting. Angela to action

Nicky – issue of provision of orange butterfly clip for drips. Change of clip, after complaint, change to another (more expensive one). Cheaper alternative suitable, but not used.

Gordon – suggested potentially a wider issue, could affect a number of people. request for information at: End of Life Programme Board.

Geoff – will raise at HICC (Hygiene Infection Control Committee)

Margaret – issue with paperwork overload. – what is level of expectation – and storage of documents. There is a greater role within the community than with predecessor LINKs.

Angela – will draw up a document control policy – this can be used in conjunction with the Data Protection/Confidentiality policies. Angela to action. Also, large volumes can be stored at CAB offices.

Barara – asked to continue to attend CQC events. All agreed.

Margaret wanted clarity on logo/use of upper/lower case “h” in Healthatch etc. Angela confirmed the logo uses a lowercase – but as the name of an organisation when used in documentation, it will be uppercase.

Venue/dates and times for HWP Community Meetings - to be provided. Angela to action

Update of recruitment of new CAB HWP Team at next meeting

Website update at next meeting

Next meeting:

John Mansfield Centre
Western Avenue
Dogsthorpe
PE1 4HX

12:00 -2:30pm

08451 20 20 64

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