

DRAFT Minutes

Held on: Monday 24th June 2013

At: John Mansfield Centre, Dogsthorpe, PE1 4HX

Time: 10:30-12:00 followed by short lunch

Training: 12:30-2:00 HWE Information system training by Darren Morgan

Attendees and apologies:

Directors: David Whiles (Chair) Gordon Lacey (Vice-Chair) Mary Bryce; Gill Metcalfe; Louise Ravenscroft

Apologies: none

Management Group: Margaret Robinson; Rosemary Dickens; Geoff Bovan; Dennis Pinshon; Nicky Hampshaw; Anne Lockwood-Hall

Apologies: Annette Beeton; Ian Arnott; Gill Bachelor; Barbara Cork; Jean Hobbs; Gill Bachelor

CAB HWP: Angela Burrows (Chief Operating Officer)

Sanam Rashid (Development Officer)

C&P CCG: Jane Coulson

Guest Speaker: Cathy Mitchell (Local Chief Officer for Borderline/Peterborough LCGs)

HWP members/public in attendance

1. Welcome

- David welcomed all to the meeting
- There were no **declarations of interest**
- Apologies were noted

2. Previous minutes

- a. Minutes from 21 May 2013 agreed correct

3. New staff - Gill Jones retracted acceptance. Position to be re-advertised.

4. Management Group

a. Terms of Reference

- i. Number of amendments including vote for named representative. (this will be carried out anonymously at the meeting on 21st Aug)
- ii. ToR confirmed on Monday 1st July 2013 unless amendments sought

5. Healthwatch Peterborough update

a. Website/social media

- i. We now have a twitter account; *HWPeterborough* – Sanam will update, regularly tweet and follow specific twitter accounts – Mge Gp/Dir to contact with news articles
- ii. Facebook is set up – ‘*Healthwatch Peterborough*’
- iii. Website has new host. Initial problem with operating system *drupal* software.

b. Training

- i. Information System for local Healthwatch Training (this afternoon 12:30-2:00) Darren Morgan, Parkwood Healthcare (24th June 2013)
- ii. E&V – 19th July 9:00-12:00 The Fleet
- iii. Adult Safeguarding (Vicky Lightfoot) details tbc
- iv. PLACE – to be delivered early 2014 (PLACE audits usually completed around
- v. E&V – second session – tbc – **Angela to action**

c. Focus groups

- i. Cancer Services Review Group – Action Plan completed mtg on 25th June Gill M & Angela
- ii. Patient Assessor Focus Group – Sanam has contact all PPGs in Peterborough. Few contact issues. Will send out invite to E&V training and adult safeguarding once confirmed. Offer to attend their meetings (Angela at Thorpe Road on

Thursday 27th pm) POST MEETING NOTE: attended Thurs
25th July)

- iii. Recommendations review – Sanam identifying issues raised and recommendations/actions noted on members reports for HWP Directors/Mge Gp. **Margaret and Rosemary**
- iv. Local services – Action Plan completed- identified first change of commissioned service. *Sleep Solutions*.
Confirm Mge Gp members wishing to be part of group.

6. Reports from internal/external groups

- a. **David** attended Healthwatch England Conference –Shadow Health Sectary attended. Focus on HW being ‘eyes and ears’ of patients. Peterborough further on in developing their HW. Maintained good relationships/members/volunteers from Pboro LINK. Noted Which? Advice: ***be brave, collaborate, be ambitious***
- b. **Gordon:** MIU due to level of activity now weekly (physically fortnightly) Lincolnshire Community Service to provide service e. Bill for PFI separate from PFI Build. Blood test service some GPs send to MIU. Strategic review of phlebotomy service across all GPs. **Cathy M.** Review to cover all provides of the service (CCS, GPs, Walk in etc). **Gordon:** needs patient input – affects rural communities due to access. **Cathy:** will review as part of CCG OPPB overview.
- c. **Angela** LINK annual report (summary version) on website
- d. **Sanam:** 15 Step Challenge
- e. **Jean:** Independent Social Care Providers Mtg
- f. **Ian:** CPFT Report
- g. **David:** CQC national Conference
- h. **Margaret:** Older Peoples Partnership Board
- i. **Margaret:** Dementia Resource Centre
- j. **Gill:** Place report (with input from: Karen Oldale & Robert Oldale; Rosemary Dickens & George Dickens; Barbara Cork)

7. Cambridgeshire and Peterborough Clinical Commissioning Group update – Jane Coulson

As part of CCG 'road show' trying to speak to as many groups that engage with the elderly as possible (speaker at next meeting).

Minor Injuries and Illness Unit will be part of local winter planning (including hospital) and Choose Well campaign (October). Circulating Stakeholder Newsletter, Programme Board for End of Life Board.

Coronary Heart Disease (possible guest speaker).

Angela: can we see the provision of comms. Material in Eastern European languages made available and target locations.

8. Guest Speaker: Cathy Mitchell (Matthew Smith apologies)

CCG looking at challenges – growth of older people, finances available.

CCG focus on elderly and rising number of those needed care, ageing population, also reviewing services to meet demand for living in own home.

Thinking differently on commissioning services – bring GP influence into pathways and technology moved forward. (once delivered in hospital – can now be delivered in home).

Working with local authorities, CCG OPPB, other members, patient engagement to get local prospective – look at very early stages in prevention pathways (working with voluntary orgs – looking at mechanisms with identifying needs.

Working with housing sector too.

Procurement: open to all orgs, private, NHS, voluntary, community providers, acute hospitals. CCG have met with a number of prospective providers.

Dennis: how long contract/s?

Cathy: 5 years and 2 years extension and beyond – transitional contracts/ NHS contracts – need longer term for providers to invest and offer stability. Request for 10 years (includes break clauses)

CCG - OPPB – Programme of Engagement:

With local markets, support groups, voluntary orgs etc.

Gordon: Salvation Army have 'Good Neighbour' service – need to look at model activities in community already. Should be 'at table' providing input.

Margaret: good practise to offer longer term.

Cathy: incrementally working, building on it, building momentum.

Margaret: assurance/confidence by offering longer contract/s.

9. AOB

- i. Issue with format of docs sent – should be sent in Microsoft doc – few other raised problems with accesses **Angela to Action**
- ii. Margaret asked about procedure for suggesting items for enews – would contact Sanam directly.
- iii. Dennis raised concerns about public not knowing where to go for certain services with all the re-structuring **HWP Team to look at way to support/signpost for services**
- iv. Management Group needs to be on website

10. Next meeting

- a. Wednesday 21st August 12:00-2:30pm Caribbean Millennium Centre.

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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 Trust

CPFT Cambridgeshire & Peterborough Foundation Trust (Mental Health)

CQC Care Quality Commission