

Healthwatch South Gloucestershire Executive Board

Monday 11 June 2018

Room 11.6, The Vassall Centre, Bristol

Present

Joanna Parker	Lead Volunteer for Enter and View
Karen John	Lead Volunteer for Quality
Christine Eden	Lead Volunteer for Equality
Sue Elford	Lead Volunteer Children and Young People
Alex Francis	Healthwatch South Glos Team Manager (TCF)
Pat Foster	Healthwatch South Glos Volunteer Support Officer (TCF)

Apologies

Sarah Moore	Lead Volunteer for the Health and Wellbeing Board
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1) Welcome and introductions

Alex welcomed everyone and noted the apologies. Alex explained that she is still trying to get a representative for advocacy to sit on the Executive Board.

Joanna asked if there should be a lead representative for mental health. Alex explained that mental health and wellbeing is a cross cutting theme for all of the lead roles.

2) Public submission

Alex explained that the Executive Board is a 'meeting in public'. The meeting was advertised on social media and the Healthwatch website but no public submissions have been received. The minutes will go onto the Healthwatch South Glos website as a record of the meeting.

ACTION: Alex to put the minutes on the website

3) Nomination for Executive Board independent chair

Alex explained that following a nomination process, Joanna Parker had been nominated for the independent chair for the Healthwatch South Glos Executive Board. Alex asked Joanna if she would be happy to take up the position and Joanna agreed. Alex thanked Joanna for her ongoing support.

Alex asked that we look at the role description for the chair and review it in light of the change to an Executive Board and the lead roles.

ACTION: Pat to send the Chair role description to Alex to review

Alex continued to chair the meeting and Joanna will chair future meetings.

4) Review and agree minutes of the meeting held on 3 April 2018

The minutes were agreed as a true and accurate record.

Christine suggested shorter minutes with less detail, just the main points of conversation and the decision taken.

If agenda items are sensitive the meeting could be held as a closed session

Matters arising:

- Alex is still to contact David Jarett, Area Director for South Glos at BNSSG CCG. Alex explained that the new structure for the combined BNSSG CCG came into place on 1 June 2018. Alex went on to explain that Louise Fowler is the South Glos Directorate Partnership and Engagement Manager and Alex is meeting her on Thursday 14 June 2018. BNSSG CCG central staff are now based at South Plaza in Bristol and the South Glos Area CCG team are based at Badminton Road, Yate.
- Joanna has written up the report on the Enter and View exercise poster, this will be shared with:
 - South Gloucestershire Falls Prevention team
 - Adult Social Care
 - CQC
 - Healthwatch England
 - South Glos Care Home Partnership Group
 - Care and Support South West
 - Sarah Moore to share the report with the Health and Wellbeing Board.

Joanna suggested that the report be shared with 'Alive' who are working to encourage volunteers to work in care homes, and to share it with other Healthwatch projects.

ACTION: Pat to send the poster to the list of organisations

Sue said that she gave a copy of the poster to Merlin Housing at the Ageing Better Group. Alex explained that sheltered housing is a target audience for Healthwatch South Glos to communicate with this year. There are only a few independent organisations that people can contact about their experiences of social care services, so it is important that we make sure people are aware of Healthwatch.

Sue had emailed Alex feedback from the Ageing Better Group. Alex thanked Sue for this and explained that the agenda does not give time for feedback from the meetings today, however in future this will be a standing agenda item.

Sue has asked that the Executive Board meet more regularly than the quarterly meetings, after discussion it was agreed that there would be working group meetings when needed in between quarterly Executive Board meetings. There will be a working group meeting in early July to plan the proposed open meeting in September.

It was agreed that Executive Board meetings should be booked in advance, so everyone has the dates in their diaries.

ACTION: Alex to find dates and circulate a Doodle Poll

5) South Glos Council Consultation

Alex showed everyone the Equality Impact Assessment that accompanies the consultation and said that this provided lots of useful information for us to consider regarding health inequalities in South Glos.

Alex explained that two stakeholder meetings have been planned for the incumbent provider and interested parties to find out more about and discuss the proposals for the provision of

Healthwatch from 1 April 2019. Morgan, Vicki and Alex attend the first meeting. Various potential models for delivering Healthwatch South Glos on a reduced budget were discussed, e.g. a desktop service, focusing on enter and view, focusing on a small number of priorities for engagement etc.

The proposal of three Local Healthwatch (Bristol, South Glos and North Somerset) coming together as one was also discussed but as yet nothing has been confirmed. Alex asked that volunteers share the consultation as widely as possible. Alex has spoken to the Healthwatch South Glos commissioner about meeting with the volunteers and a date will be arranged ASAP.

ACTION: Alex to book a date for South Glos commissioner to meet volunteers

Volunteers discussed various people that they would share the consultation with, including local elected members and town/ parish councils.

Healthwatch England have been involved in discussions with local authorities across the country about decreasing funding and are monitoring this closely. They have recently released their strategy for 2018 – 2023 which outlines the importance of consistency across Local Healthwatch and the importance of maintaining high standards of quality despite funding reductions.

It was agreed that Healthwatch should contact the three MPs in South Glos: Luke Hall, Chris Skidmore and Jack Lopresti. Joanna will also write to Jane Cumming, Director of Nursing at NHS England.

ACTION: Joanna to write letters raising awareness of the Healthwatch consultation

Having a timeline of what Healthwatch has achieved over the last five years on the website would also assist understanding about Healthwatch and its role. Alex pointed out that the annual reports provide a lot of this information and are all available. The 2017-18 report will be published shortly.

ACTION: Vanessa and Alex to update the website

6) Healthwatch South Glos Work Planning 2018 – 19

Alex shared the draft work plan and communication strategy. The draft work plan reflects previous conversations that this group has had regarding priority topics for the year. The communication strategy sets out the target audiences for Healthwatch, methods of communicating and key messages.

Alex had applied to South Gloucestershire's Learning Difficulties Partnership Board for further funding for Hivewatch. We did not receive all of the funding that we requested, but we have received enough to run two wellbeing events for people with learning disabilities to share learning from the visits and highlight where people can have choice and control with the health and care services that they use. These events will be planned and delivered in partnership with The Hive in the autumn and spring 2019. The proposed Hivewatch visit to Southmead Emergency Department will go ahead this year. Dominic has proposed meeting on 28 June or 5 July to begin planning. All volunteers welcome to get involved.

The group discussed the draft work plan.

- Topic one, projects one and three can be integrated and will emerge as we hear what is happening with the BNSSG CCG and their plans for patient and public involvement. All agreed.
- Topic one, project two is a directorate priority focusing on the 'Healthier Together' programme. It was proposed that the Healthwatch open meeting planned for September should focus on Prevention and Self Care. All agreed.

- Topic two, project one is ongoing. The Accessible Information Standard meeting is on 15 June 2018, with follow up later in the year to see what organisations have done as a result. This will conclude that piece of work. All agreed.
- Topic three, project two - the GP survey can be removed from the work plan. All agreed.
- Topic four, project one is the continuing 3Rs work that should be completed by Christmas
- Topic five is understanding people's experience of ageing in South Glos. Sue and Karen attend the Ageing Better Forum and there is potential to pick up on engagement and enter and view visits aligned to the priorities and outcomes listed in the Ageing Better Plan. All agreed.

Enter and View will emerge from work around the 3Rs work and Ageing Better, and possibly also the Accessible Information Standard.

The work plan is fluid and takes into account the influx of feedback from the public, so can be added to or changed when required. This will be reviewed quarterly as feedback is received.

The work plan was agreed by the Board with the necessary changes as discussed.

ACTION: Alex to make the necessary changes to the work plan and re-circulate

7) Any other business

- Alex asked that the group sign off the Annual Report (due back with the Secretary for State on 30 June) by email, she will send a draft around to everyone. All agreed.

ACTION: Alex to send the draft annual report for agreement

- Joanna reminded everyone there is an Enter and View planning meeting on Monday 18 June 2018.
- Alex asked that we try to produce a timetable of volunteers' meetings so that we can schedule gathering feedback, asking for comments and sharing it with the volunteers in a timely manner.

ACTION: Pat to work with volunteers to produce a graph

Date of the next meeting:

The next meeting will be a Healthwatch South Glos Working Group meeting 10am -12pm on Tuesday 3 July 2018 in The Care Forum small meeting room. We will use this time to plan the open meeting in September.

Alex thanked everyone for their time and input and closed the meeting.