



Healthwatch South Gloucestershire Executive Board

Thursday 13 September 2018

Room 11.6, The Vassall Centre, Bristol

Present

Joanna Parker	Chair and Lead Volunteer for Enter and View
Sarah Moore	Lead Volunteer for the Health and Wellbeing Board
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

Karen John	Lead Volunteer for Quality
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1) Welcome and introductions

Joanna welcomed everyone and noted the apologies.

Joanna asked if the new Healthwatch South Glos representative for mental health should be invited to the Healthwatch Executive Board. Alex explained that all volunteers are welcome to attend the Executive Board meetings. There is also a rep for the Patient and Public Involvement Forum (formerly known as Improving Patient Experience Forum (IPEF)) and a rep for the Carers Advisory Partnership. Healthwatch volunteer reps can attend to feedback to the Executive Board after they have attended meetings if they wish, or alternatively they can submit their report and Pat/ Alex can share it on their behalf.

2) Public submissions

Alex explained that the Executive Board is a meeting in public and, although the meeting was advertised, she has received no public submissions.

3) Review and agree minutes of the meeting held on 11 June 2018

The minutes were agreed as accurate.

The minutes will go onto the Healthwatch South Glos website as a record of the meeting.

ACTION: Alex to put the agreed minutes on the website.

Matters arising:

- Board members' role descriptions should also be on the website, together with the Chair's role description and the Board's Terms of Reference (ToR).

ACTION: Alex to develop role descriptions for the Executive Board and share them with members for agreement.

ACTION: Alex to share Chair's role description and ToRs on the website.

- It was agreed to send the Enter and View poster report to the Senior Officers' Group for the Health and Wellbeing Board, and state that this is relevant to the Board's discussion on the Health and Wellbeing Strategy.

ACTION: Pat to send the Enter and View Poster report to Claire Rees along with the Healthwatch Annual Report as info for the Health and Wellbeing Board

4) Update on the Healthwatch work plan 2018/19

Alex shared the communication strategy that has been produced for Healthwatch South Glos and updated Board members on how this is being implemented.

Prevention and Self Care

Alex updated the Board on discussions with commissioners. The Board agreed to run two public events during the autumn to speak to people about prevention and self-care. Joanna asked that these events have a practical activity theme.

Alex informed the Board that The Care Forum's Voluntary Sector Service are also working on Prevention and self-care and are holding a conference for the voluntary sector in October 2018.

ACTION: Healthwatch 'save the dates' to be advertised and planning to begin.

Accessible Information Standard

The team is planning to do some follow-up work in the New Year to see what steps attendees of the June event have taken to implement the Standard. Alex has spoken to staff from Southampton and Hillingdon NHS Trusts to share findings of the June event and the visits/ survey work that we have undertaken. Word of Healthwatch South Gloucestershire's work is being shared nationally.

GP Clusters (South Glos Locality Transformation Scheme)

The team are engaging in regular conversations with local leaders about primary care and development of the South Glos locality. Work with the Patient Participation Groups (PPGs) is also continuing, and the team are currently working with colleagues from the Voluntary Sector Service and Well Aware to put together a workshop for PPG Chairs around isolation and loneliness. This will be delivered in October.

Healthwatch South Glos GP survey

The South Gloucestershire Area Leadership Group were interested in the Healthwatch GP survey, particularly around communication.

ACTION: Alex to share the GP survey report with the Executive Board. ,

Rehabilitation, recovery and reablement (3Rs)

The Enter and View reports on Thornbury Hospital and Skylarks Rehabilitation Unit have gone to the Health and Wellbeing Scrutiny Committee. Alex will present the final report on the 3Rs work the Committee in December 2018.

ACTION: Alex to share final report with Executive Board when ready.

Ageing Better

Understanding people's experiences of ageing in South Glos

Ideas for focus group activities to hear the views of older people will be discussed at the Enter and View planning meeting on 24 September. The Board felt that prevention of falls could be one of the topics for focus groups based on some of the findings from the 3Rs work. This will be taken to the Enter and View team for discussion. There are other topics on the Centre for Ageing website.

ACTION: Alex to follow-up with South Glos Council to see if the Ageing Better Group have any specific areas of focus.

Feedback from the public

Alex shared a summary of the feedback that had been received from the public since April 2018. The Board expressed concerns about one particular item, which alluded to regular mistakes with prescriptions at a local pharmacy.

ACTION: Alex to share feedback with BNSSG CCG's Medicines Management team.

5) Healthwatch South Glos recommissioning update

The Care Forum has met with South Gloucestershire Council to discuss the timeframe for recommissioning Healthwatch across Bristol, North Somerset and South Gloucestershire. Consultations are still underway in Bristol and North Somerset. South Gloucestershire's Cabinet are due to meet in October to decide how this will proceed, based on feedback from the Council's consultation which ran during the summer.

Joanna Parker fed back from the South West Clinical Senate's Citizens' Assembly (CA) where she is chair. The CA had received a letter dated 3 September that gave some information on the joint Healthwatch procurement process.

6) Board members' updates

Lead for Equality:

Christine has been looking at the variance in life expectancy in the priority neighbourhoods. Christine attended a Bristol, North Somerset and South Gloucestershire (BNSSG) consultation event to develop the CCG's Quality Strategy. This was an event to give feedback on the principles of the quality strategy, there were strong views shared at the meeting and it ended with the CCG asking for comments to be sent to them.

Team Manager:

Recommissioning of community health care services across BNSSG will begin soon, with the new service to come into place April 2020. It is expected that there will be lots of opportunities for patients and the public to engage with this process.

Patients at Henderson Ward in Thornbury Hospital are due to be moved to another setting before the winter sets in. The Board were pleased to hear this, it was clear when we visited in December 2017 that controlling temperature in such an old building was challenging and some patients had reported being cold.

Of the 76 Care Homes in South Glos 90% have been rated good or outstanding by the Care Quality Commission.

The Red Bag scheme, an initiative that has been piloted nationally is being trialled in BNSSG with five care homes. The initiative aims for an individual's paperwork to be transported from the care home to hospital and back again in a red bag. This bag stays with the patient at all times. This initiative has worked well in other parts of the country. Healthwatch is not sure if any South Glos homes are included in the trial.

Date of the next meeting:

The next meeting will be a Healthwatch South Glos Executive Board meeting is on Monday 10 December 2018, 1.30 – 3.30pm in Room 11.6 at The Vassall Centre.