

**HEALTH WATCH WEST BERKSHIRE**

**BOARD MEETING MINUTES: 22<sup>nd</sup> July 2016**

**Minutes of the Meeting of Health Watch West Berkshire Board on 22<sup>nd</sup> July 2016**

<b>Present</b>	Chris Noble	<b>seAp</b>	<b>CN</b>
	Andrew Sharp	<b>Chief Officer Health Watch West Berkshire (HW)</b>	<b>AS</b>
	Martha Vickers	<b>Volunteer Board Member</b>	<b>MV</b>
	Teresa Bell	<b>Volunteer Board Member</b>	<b>TB</b>
<b>Apologies</b>	<b>Ann Standen</b>	<b>seAp</b>	<b>ASt</b>
	<b>Zoe Tomes</b>	<b>Volunteer Board Member</b>	<b>ZT</b>
	<b>Dr Melanie Morgan</b>	<b>Volunteer Board Member</b>	<b>MMJ</b>
	<b>Jones</b>		

<b>Item No.</b>	<b>Agenda Item</b>	<b>Action</b>
<b>1.</b>	<b>Welcome and Introductions</b> AS welcome everyone to the meeting.  It was agreed that AS would chair this meeting	<b>AS</b>
<b>2.</b>	<b>Apologies for Absence</b> Apologies were received from Ann Standen, Dr Melanie Morgan Jones and Zoe Tomes  Discussion on seAp future attendance may be via skype.	<b>AS</b>
<b>3.</b>	<b>Declarations of Interest</b> MV is a member of the Town Council. AS is Chair of West Berkshire Rapid Response Cars.	<b>AS</b>
<b>4/5</b>	<b>Minutes of the meeting held March 16 and matters arising and Chief Officers Update</b>	

<p>AS ran through minutes and the Action log –</p> <p>Board Member Shelly Hambrecht has left Empowering West Berkshire (EWB) and as yet they have no replacement but maybe for next time. Board Member Waheeda Soomro has left as has taken on a different role.</p> <p>MV - Does Waheeda know anyone that may be able to replace her? AS will ask.</p> <p>Governance has now been ratified and can be published if TB agreed General discussion arose about the role of the Healthwatch Board (HWB) and how that worked with the seAp Board / Contract responsibilities. Agreed that all day to day activity could happen without seAp involvement. Only if the changes the Board thought were needed were radical or would have an effect on the contract between West Berkshire Council (WBC) and seAp would you need to formally notify seAp.</p> <p>TB noted it was seAp’s first HW. CN – we work collaboratively a lot because of Health complaints. And reports are passed back. All agreed the importance of collaboration between Advocacy and HW. Commissioners need to be mindful of the collaboration needed.</p> <p>AS – Agreed there should be an arrow going both ways on organisation chart between seAp/HW Board.</p> <p>AS – explained we have a Champions group of 10/11 orgs which covers almost every part of the community. AA – email champions list to board.</p> <p>AS – Freepost leaflet. Starting to work. Patterns do come through. Positive and negative. It led to our Enter and View at Strawberry Hill Surgery. CK – will make sure next update through the subscribe email is sent to the Board.</p> <p>AS – HW have been extremely busy – partly due to transformation planned and unplanned in west Berkshire e.g. cuts or planned changes. The cuts led by budget e.g. bus passes(mental health, Learning Disabled companions though transport led but not necessarily consulting health re decision and impacts.</p> <p>Health &amp;Well Being Board (H&amp;WWB) had a peer review by Local Government Association (LGA) that HWWB had played a key role in, to ask themselves, What are you doing? Is it effective? Is it answering what you thought you needed to tackle 2 years ago? Led to discussion groups and priority changes, culminating in refocused strategy in September.</p> <p>TB- in the Berkshires there is the dynamic of central CCG. You have strategic central body that need reminding that they need to listen to the local issue raised by HWBB. AS - CCG may think service is great because it is working in Reading or Wokingham however maybe not in West Berkshire. HWBB have a new strategy as a result of the</p>	<p><b>AS</b></p> <p><b>AS/AA</b></p> <p><b>AA</b></p> <p><b>CK</b></p>
--	--

	<p>peer review, reducing from 11 to 3 goals and 12 month goal plan.          TB – What is the HW role on HWBB? Are we there to scrutinise?          AS – we have a seat and are there as a public voice. Not officially to scrutinise but that is what we do.          TB – Critical friend.          AS – It could be a role shared with Board members along with other Boards, Committees and groups we go to.          TB – Do you have a contact on the Board at Royal Berkshire Hospital Foundation Trust (RBH)? May be able to suggest some contacts.</p> <p>AS- Went to HW England conference. Watched a presentation by HW East Sussex who is very experienced. They carried out a 7 day E&amp;V with 75 volunteers at local Hospital Trust.</p> <p>TB – agreed that the way to find volunteers was through targeted marketing of a focussed role. E.g. Hospital E&amp;V on a certain date</p> <p>AS – our “The Final Transition’ report has led to engagement and a discussion with WBC on how to do things going forward including several meeting with Head of Adult Social Care.</p> <p>MV – Fountain springs – is it empty? AS – look at it.</p> <p>AS we have run engagement with Berkshire Healthcare Foundation Trust (BHFT) and WBC on ‘New Ways of Working’ of Community Mental Health Team (CMHT) which led to a change to the go live date from July 1 to Sept/Oct and run an Event to engage with Mental Health(MH) Service users called ‘Thinking Together’ at Newbury Baptist Church July 6<sup>th</sup>.</p> <p>AS- Local Account- not as positive postponed by the council due to low numbers registering for the event. We will be pressing WBC to carry out a review in the next few months.</p>	<p>AS</p> <p>AS</p>
<p><b>6.</b></p>	<p><b>Independent Chair Recruitment</b></p> <p>AS – We have asked Teresa Bell to be our Healthwatch west Berkshire Chair Person.          TB– Really looking forward to being part of a valuable organisation and really keen to play a part.          Would look to take over from October and be involved previously so they can get the feel of it.          All – in favour and ratified.</p>	
<p><b>7.</b></p>	<p><b>New Executive Board members</b></p>	

	AS - joining the board we also have 2 new members Zoe Tomes and Dr Melanie Morgan Jones and a potential 3rd. All should be on Board for October.	
8..	<b>Roles and Responsibilities</b> Deferred until October when all are in attendance.	
10.	<b>Contact and Issues Report</b>  AS – Starting to get busier. We get serious issues. Some are potential safeguarding. TB – If we are receiving complaints it says something about how first contact points are working/not working. AS – Could be a fear of complaining to provider. TB - They need to hear that this is an issue. MV – Could be a staff training issue? All - A general discussion on how front line staff deal with complaints and potentially awkward situations. TB – If members of the public feel they cannot complain to the service provider HW should be flagging this as an issue, not only fixing the problem for the service user. Don't be seen as the place that can fix things as you are letting those that should do the fixing off the hook. Those issues should be tackled at source. CN – There can be a defensive culture in trusts or PALS. Often conflict can be resolved by a meeting face to face asap not various holding letters. All - General discussion about Inappropriate hospital discharge. AS – The H&WBB could be involved. No agreed standard for hospital discharge. With multiple agencies involved e.g. South Central Ambulance Trust(SCAS), RBH and WBC.	
11.	<b>Research / Community Engagement Programme (CEP) Update</b>  CK – CEP is funding for local organisations that put forward research projects with two independent members beneficial to West Berkshire residents and also provide intelligence for HW. The Panel, with two independent members sitting on it, took place in May 2016 and awarded four grants totalling £5090. This breakdown as Newbury Family Counselling Service £800, Recovery in Mind £2312, West Berkshire Neurological Alliance £600, West Berkshire Therapy Centre £1378. Further details at <a href="http://www.healthwatchwestberks.org.uk/cep-2016/">http://www.healthwatchwestberks.org.uk/cep-2016/</a> CN – how is it evaluated? CK – Grants are only awarded if they can prove how they are going to do this. E.g. John Holt's report will go to the Long Terms Conditions Board of the CCG's. CN- really important when it comes to evidence for tender to show outcomes. AS - We turned 3 down CK – this was to do with evaluation of all valid projects but no way of proving the effect they may have and shouldn't just be commissioning a service. CK – Research and as a result of the new ways of working they are designing a way to audit the change.	

	<p>TB - How do people approach us or get involved in volunteering? It would be a good opportunity for student's first role. Jo's college interaction. Could try contacting Education Business Partnership.</p> <p>CK – Agreed similar to National citizen Service – The Challenge we are doing this summer in partnership with NCS and seAp.</p>	
<b>12.</b>	<p><b>Community Engagement Update</b></p> <p>Engagement included -Patient Panel, PIP, Crafty Craft, Culturefest, Northbrook Street, and Village Agents. Need to be more focussed and go to specific groups. Don't have the resource to run big events unless we are in collaboration.</p>	
<b>13.</b>	<p><b>Possible dates and locations for future Board Meetings</b></p> <p>AS - made the point that future Board Meetings should take place at other venues in and around West Berkshire. This would be inclusive to all members of the community and encourage different communities to attend.</p> <p>TB – It would need to be of value to members of the public maybe pitch it at a particular issue relating to a particular venue. Questions/Theme/Speaker should be at the beginning followed by Board business.</p> <p>HWWB should pick 3 main issues each quarter and target meeting on those issues aimed at that portion of your community. Pick what is the hot topic. Pitching the Board Meeting around that.</p> <p>All – Suggestions for venues: Council chamber, G9/G10, Care Homes- Fairclose</p> <p>AS - October is our first model could be Mental Capacity, Wills, and power of attorney at Fairclose. Maybe involve a local law firm.</p>	
<b>12.</b>	<p><b>Questions from the public</b></p> <p>None received</p>	
<b>13.</b>	<p><b>AOB</b></p> <p>Staff changes – Jo Karasinski, Development Officer, is leaving so we need a new engagement officer. Maybe they would be taking on the Board Meeting as an engagement opportunity. Annette Arlow, Information Officer, is leaving also.</p> <p>AS - Budget and staff are very limited and the Board need to be mindful that if not protected it will seriously compromise the effectiveness of HW locally..</p> <p>TB – When resources are tight you need to look at activities that are essential and the Board can help with deciding what to focus on and top priorities. What will make a difference?</p>	

<b>14.</b>	No Questions received.	
<b>15.</b>	Dates to be circulated.	

To be ratified at next Board Meeting