

HEALTH WATCH WEST BERKSHIRE

BOARD MEETING MINUTES: 12th December 2016 (HELD IN PUBLIC) 10:00am – 12:30 pm

Minutes of the Meeting of Health Watch West Berkshire Board on 12th December 2016

Location: G9, Broadway House, Newbury, RG14 1BA, Meeting held in Public

Present	Andrew Sharp	Chief Officer, Health Watch West Berkshire (HWWB)	AS
	Alison Foster	Acting Chair	AF
	Martha Vickers	Board Member	MV
	Ann Standen	Board Member seAp	ASt
	Zoe Tomes	Board Member	ZT
	Dr Melanie Morgan-Jones	Board Member	MMJ
	Mike Fereday	Board Member (proposed)	MF
	Dr Meg Thomas	Board Member (proposed)	MT
	Maggie Matthews	Information and Admin Officer (HW)	MM
Apologies	Chris Noble	Board Member seAp	CN

Item No.	Agenda Item	Action
1.	Welcome and Introductions AS welcomed everyone to the meeting. It was agreed that AS would chair this meeting jointly with AF	
2.	Apologies for Absence Apologies were received from Chris Noble Zoe Tomes and Ann Standen informed they would arrive late due to traffic congestion	
3.	Declarations of Interest AS is Chair of West Berks Rapid Response Cars.(WBRRC) MV is an Elected Councillor of Newbury Town Council	

<p>4 & 5</p>	<p>Minutes of the meeting held 22 July 2016 and matters arising and Chief Officers Update</p> <p>The minutes of the last meeting held on the 22nd July 2016 were ratified by all board members.</p> <p>Action log was reviewed and Minute No 7 of meeting on 4/9/15 has now been completed – there are now sufficient members on the Board of Healthwatch West Berkshire (HWWB). Item from 22/7/2016 relating to the discussion about health needs of the parents of previously looked after children, to be revisited, so still ongoing.</p> <p>AS gave a verbal report on the activities since the last meeting. There have been staffing changes with two staff having left, but now successfully replaced. Volunteer recruitment is ongoing. There has been a successful student placement scheme. There has been a lot of work done with the West Berks Health and Well Being Board(H&WBB) as it is becoming a very important local Committee. The Board encouraged that the public submit questions to the H&WBB at future Public Meetings that are very poorly attended.</p>	<p>AS/MV</p>
<p>6.</p>	<p>Independent Chair Recruitment</p> <p>AS introduced Alison Foster (AF) the acting Chair, and proposed that she become the Chair of the HWWB Board with immediate effect, this was seconded by MMJ. The Board unanimously supported AF’s appointment.</p>	
<p>7.</p>	<p>New Executive Board members</p> <p>Also introduced were Mike Fereday, a former forensic scientist and Dr Meg Thomas, a retired local GP, both were proposed by AS to join the Board and this was seconded by MMJ. The Board unanimously supported MF & MT joining the Board.</p>	
<p>8.</p>	<p>Roles and Responsibilities</p> <p>AS said that he would like to involve the Board in key areas of the HWWB operations in an overseeing capacity. AS attends strategic meetings with various health and social care bodies and AF has been helping AS with some of these. AS proposed sending a list of these meetings to all the Board members for them to let AS know which they may be interested in and which areas they would like to get involved in. AF made the point that it is important that we push the views of the public and submit questions even if no one can attend meetings. MV felt that it would help to keep dialogue going in between meetings. AS felt the Board’s expertise and knowledge would be helpful for giving guidance to staff in specialist areas.</p> <p>Action: email all the Board members list of important meetings and ascertain areas of interest from each, to enable more involvement in operations.</p>	<p>AS/MM</p>
<p>9.</p>	<p>Terms of Reference</p> <p>The terms of reference were reviewed. AS suggests holding a minimum of 4 meetings per year and ZT suggested specific interest groups have dialogue outside of the</p>	

	<p>meetings, such as working groups and maybe co-opt others onto these.</p> <p>It was agreed by all present therefore to have a minimum of 4 formal meetings and maybe 2/3 less formal meetings.</p> <p>Action: Change terms of reference to reflect this decision</p>	<p>AS/MM</p>
<p>10.</p>	<p>Work Plan Ratification</p> <p>The proposed work plan was circulated to Board members prior to the meeting. This updated version will be publicly available on the HWWB website and also available on request in other formats. AS gave overview and mentioned the current priorities including a high priority given to mental health and wellbeing. AS explained the background to the ‘Thinking Together’ event earlier in the year (about the major changes to how the Community Mental Health Teams (CMHT) were to be structured in West Berkshire) as part of this plan.</p> <p>A survey was sent to 700 service users of the CMHT via Berkshire Foundation Health Trust (BHFT) and 80 responses were received. A report is to be published in the new year. Also, there are plans to do a joint Enter & View at Prospect Park Hospital with other Healthwatch regional offices from across Berkshire following recent Care Quality Commission inspections and make recommendations to CAMHS.</p> <p>After some further discussion the board ratified the latest work plan which will be put on the HWWB website and made public.</p>	<p>AS/AF</p> <p>MM</p>
<p>11.</p>	<p>West Berkshire Health & Wellbeing Board report</p> <p>A verbal report of the latest meeting West Berkshire Council Health & Wellbeing Board (H&WBB) was given by AS/AF. AS and AF both attended the last meeting in November and the next public one is 30th March 2017. These meetings alternate between public and private, it was noted that no minutes are made available for these private meetings. AF mentioned a concern in relation to lack of engagement they make with the public including at a very important stage of the Strategic Transformation Plan (STP) and is challenging this. MV asked the members of the public in attendance whether they had heard of this board and not many present were aware of its existence. It is possible to ask questions outside of the meeting as MT had done so. MV felt the meetings should always be in public to show transparency.</p> <p>AF encouraged members of the public to attend in view of the huge changes afoot in local Health and Social Care, including the STP. AS stated that anything proposed at a private meeting has to be ratified at the public ones. It is a powerful committee which oversees the Bettercare Fund (BCF) amongst other issues and decisions are seemingly ‘quietly’ pushed through. AF expressed concern that the public are not necessarily aware of this. At the last meeting they were taken through a high level STP document which did not include enough detail to be discussed, so waiting for the publication of the STP document for this area in January 2017.</p>	

	<p>A peer review from the Local Government Association in 2016 has challenged the effectiveness of the H&WBB and a strategy has been put together, this has reduced their priorities from 11 to 3. It has also introduced the idea of twelve month targeted action on just a couple of issues locally.</p> <p>AF has challenged the terms of reference of the STP board and HWWB have been invited to a meeting of the Buckinghamshire , Oxfordshire , Berkshire (BOB) STP on the 19th January 2017. Currently only one Healthwatch(Oxfordshire) has been asked to represent the public across the three counties.</p>	
<p>12.</p>	<p>Contact and Issues Report</p> <p>AS presented the contact and issues report and in particular mentioned that the BHFT were talking to HWWB about the phlebotomy department at West Berkshire Community Hospital (WBCH) who have identified issues with people not using the new automated online or telephone system in very high numbers. This has the knock on effect of nurses having to answer 'phone calls in between taking blood tests due to limited reception staff at the clinic at WBCH. It is felt that if numbers can be raised the available reception staff will be free to help patients who cannot use the automated systems.</p> <p>Feedback we receive about access to GP appointments has increased , with some surgeries , not managing the process very well. HWWB will be investigating this issue further.</p> <p>GP access for the homeless is an issue. One person who could not attend the GP surgery allocated was told to go to the Reading Walk –In Centre for treatment. HWWB is talking to the Newbury Clinical Commissioning Group (CCG) about this. We are also in touch with local charities Two saints and Loose Ends about the matter.</p>	
<p>13.</p>	<p>Strawberry Hill Enter & View update</p> <p>Clea Knight (CK) Development Officer for HWWB gave an update on the Enter & View carried out at Strawberry Hill surgery (new surgery, following merger between Northcroft and St Marys Surgeries). The report was published and lots of additional feedback was received. We therefore wrote again to Strawberry Hill Medical Centre and are currently awaiting a response, before publishing an updated report on the HWWB website.</p>	<p>CK</p>
<p>14.</p>	<p>Research / Community Engagement Programme (CEP) Update</p> <p>CK explained the background to the CEP which is funding for local organisations that put forward research projects to a HWWB panel to approve funding (including two independent panel members) for projects beneficial to West Berkshire residents and also provide vital intelligence for HWWB. The Panel, with two independent members sitting on it, met in May 2016 and awarded four grants totalling £5090. This was split as follows: - Newbury Family Counselling Service £800, Recovery in Mind £2312, West Berkshire Neurological Alliance(WBNA) £600, West Berkshire Therapy Centre £1378.</p>	

	<p>Three applications were turned down, as it was felt they were not appropriate to the aims of the CEP and HWWB. The first report by the WBNA has been published on the HWWB website and sent to interested bodies, including the CCG. Further details are available at http://www.healthwatchwestberks.org.uk/cep-2016/</p> <p>CK also said that she is currently recruiting research volunteers to help with research projects and also had managed two student placements from Newbury College which had been a great success. One of the students had done a project on mental health in the age group 14 – 20 and had produced a short video and the other had devised an acronym regarding antibiotic resistance and produced a poster using the acronym. These projects were being presented at a volunteers lunch later that day.</p> <p>Angela Ryan of Recovery in Mind - gave a brief presentation about how the grant had helped her set up courses (Recovery College) to help mental health sufferers manage and maintain their own mental health based on the 5 wellbeing principles which had proved very successful and produced positive outcomes for those who took part. She mentioned that there is to be a launch event on 5th Jan 2017 @ Broadway House, Newbury, Berkshire RG14 1BA starting at 10am and finishing by 11.30am. Anyone interested in attending should email mail@recoveryinmind20126.com.</p> <p>AR thanked the Board for the support which has made a big difference in the service users' lives. She has plans for a healthy cookery workshop in the new year. She will also be co-hosting a programme on local radio every month and has raised £2,000 to further fund the project in the last week. She has also applied to the CCG for their Partnership Development Fund (PDF) grant for 2017.</p>	
<p>15.</p>	<p>Community Engagement Update/Volunteer Update & Social Media report</p> <p>Alice Clifton (AC) a recently appointed Development Officer, gave an update regarding engagement activity. Recent engagement activity has included – West Berkshire Community Hospital, including the PIP group – who are also looking at becoming volunteers for HWWB, Pharmacies, Youth wellbeing in schools and Newbury College.</p> <p>AS updated the meeting on social media activity. He stated that it is difficult to increase the reach on facebook in particular without incurring financial cost. A programme of social media posting is being worked on at present. Regular reports on social media activities are submitted to the funding authorities.</p>	
<p>16.</p>	<p>LD Housing Report</p> <p>AS gave an update regarding a report on the housing situation of Learning Disabled who are living with their parents and the issue of the parents passing on and leaving these people vulnerable and 'out on a limb' in society with little or no support. This issue was raised by some West Berkshire Carers and Parents. The matter was raised with the Head of Adult Social Care and solutions were sought with various options being looked at and 4 or 5 recommendations have been made. Once the report has been agreed it will be put on HWWB website.</p> <p>A discussion followed about the lack of affordable housing. AS mentioned that one of</p>	

	the things the research committee will be looking at is asking other areas how they deal with this issue. ASt stated that in view of the Care Act 2014, the local council has a legal obligation to cater for LD future needs and in the West Berkshire Joint Strategic Needs Analysis (JSNA).	
17.	Strategic Transformation Plan (STP) This has been covered under item 11.	AF/AS
18.	<p>Possible dates and locations for future Board Meetings</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. AS asked for general thoughts from those present. ZT asked the public where they had travelled from and most were from Thatcham/Newbury. A member of the public pointed out that bus passes cannot be used until after 9.30am and to bear that in mind when arranging times.</p> <p>MMJ and others suggested a venue in Lambourn and a member of the public suggested using Facebook as a means to organise lifts.</p> <p>It was agreed that the next Board meeting should be organised before the due date for submission of questions to the West Berkshire Health & Well Being Board for their meeting on the 30th March 2016. Maggie Matthews (MM) to look into the deadline for the question submission and research other venue options.</p> <p>Action: Liaise with board members to arrange the next board meeting prior to the deadline for submission of questions to the West Berkshire Health & Well Being Board 30th March 2017. Research other venue options.</p>	MM/ALL
19.	<p>Healthwatch after 2018 – Sustainability</p> <p>AS said that the Board need to think about HWWB’s future post 2018 and consider the options for funding after that time. AF said that HWWB needs growth in demand and the board need to think about the model needed. ASt said that evidencing and showing outcomes is important and need to be clear about the difference made by the service. It was agreed that this needs further work and to be put on actions for future meetings.</p> <p>Action: Make this an agenda item for next meeting</p>	AS/AF
20.	<p>Questions from the public/audience</p> <p>Someone in the audience asked if there could be extra columns included in the work plan document to show the outcomes, actions and timescales to make more effective for measuring performance</p> <p>Discussion re CEP grant and AS to obtain update on further funding from seAp Management Board</p>	<p>ALL</p> <p>AS/CN</p>
21.	AOB	

AF talked about the Brighter Berkshire Year of Mental Health 2017 Planning event which is being launched on Fri 16th December 2016 at Newbury Rugby Club, which is being supported by HWWB.

She reported a good response in registrations for the event and that Richard Benyon, MP is backing this initiative. The BBC are also working together on this with AF and help from Richard Benyon MP.

The meeting closed at 12:30pm.