

Minutes of the Meeting of Health Watch West Berkshire Board on 15 March 2017- 10:30am

Room G10, Broadway House, Northbrook Street, Newbury RG14 1BA

Present	Andrew Sharp	Chief Officer, Healthwatch West Berkshire (HWWB)	AS
	Alison Foster	Chair, HWWB	AF
	Chris Noble	Board Member, seAp	CN
	Zoe Tomes	Board Member	ZT
	Dr Melanie Morgan-Jones	Board Member	MMJ
	Mike Fereday	Board Member	MF
	Martha Vickers	Board Members	
	Maggie Matthews	Admin & Information Officer, HWWB	MM

Item No.	Agenda Item	Action
1.	Welcome and Introductions Alison Foster started the meeting and each board member introduced themselves to the meeting.	
2.	Apologies for Absence Ann Standen, seAp, sent her apologies to the meeting.	
3.	Declarations of Interest Andrew Sharp – declared that he is Chair of West Berks Rapid Response Cars Martha Vickers – declared she is a councillor with Newbury Town Council	
4.a	Minutes of the meeting held 12 December 2016 Board approved mins of last meeting.	
4.b	Matters Arising and Actions from that meeting Action log – AS went through this and explained the actions outstanding and plans to address the outstanding items.	
5.	Report of the HWWB Chief Officer Staff changes – AS expressed regret that Clea Knight (CK) will be leaving as she has moved to Bristol. Former volunteer, Amelia Hamblin, has been recruited as her temporary replacement. AS and the Board expressed thanks to CK for all the work she’s done for HWWB and for doing live updates of the meeting today. Thinking Together The ‘Thinking Together’ survey started because of the West Berkshire Council mental health team restructuring, with no consultation with the Service Users, which had caused a great deal of dissatisfaction. The event, put together last July for service users, volunteers and a panel including Clinical Commissioning Group	

(CCG), Berkshire Healthcare Foundation Trust (BHFT) and West Berkshire Council (WBC) to discuss changes, allow questions and find out what issues the service users were facing. It was felt there was a disconnect with between providers and service users. 700 users were surveyed and the results are now on Healthwatch West Berks (HWWB) website. Another follow up Thinking Together event is being planned for April/May. Date yet to be agreed.

Newbury College Student Placements

Continuing work with Newbury College student placement scheme. It was agreed the last group's work was successful. One student produced a poster regarding the use of antibiotics and the other, a video of how mental health affects young people. Both projects are going on the HWWB website. It is planned to send this to various health authorities and or pharmacies for them to consider using the poster.

MV asked about poster being displayed re antibiotics in GP surgeries. AS stated HWWB are in process of finding out about circulating it to NHS England, Pharmacy council etc.

Homelessness

Homelessness has become a major theme in the West Berkshire area in recent months. AS has been attending meetings under the 'Make Every Adult matter' initiative. New charity has been launched called WB Homeless, started by Swift Couriers, Adrian Smith who started the initiative after discovering one of his employees was homeless, along with other locals who were concerned about homelessness. The charity is to provide alternative night shelter and other benefits for the homeless, The homeless have difficulty getting access to healthcare, so HWWB have been raising their issues with the Newbury & District Clinical Commissioning Group, Thames Valley Quality Surveillance group and Primary Commissioning Board. Looking at more practical health interventions e.g being able to shower before taking medication for skin conditions, access to GP appointments and the like. Also working with the PCSOs and street rangers who are in daily contact with the homeless.

There was some discussion relating to the accessibility of showering/changing facilities for those with medical needs and/or the homeless. Discussion re people having health problems due to facilities not being available eg toilets available to the homeless so fouling happening.

Martha Vickers mentioned that Loose Ends would like to put a shower in at their facilities in Newbury Baptist Church and have a one stop shop for health advice and they are in negotiation with the church about this. ZT – stated that some counties have looked at an initiative called 'Changing Places' which provides accessible showers etc. This is a national programme.

Brighter Berkshire (Year of Mental Health 2017)

Working with Brighter Berkshire in a number of ways, promoting events, working on activities and trying to make that successful.

	<p>Sustainability & Transformation Plan – just published in draft form. Hoping engagement is going to start involving the people it’s going to affect.</p> <p>AF asked what were the main issues to have come up. AS said that GP access is problem for people with long term conditions being told to make appointment but they do not have online access, quite often the elderly and vulnerable. HWWB trying to find another solution for these people. AF asked whether CCG have a plan around GP waiting times. AS stated it’s a national issue. MF asked if this is specific to certain practices. Access to Strawberry Hill – the hill is issue in itself for those with mobility problems and access for those who have communication support and advocacy needs, for those with learning disability and communication needs. ZT is having conversations about these issues with colleagues. Not just GPs, but also hospital doctor access. ZT stressed importance of making people aware of legislation of accessibility and to find out how we can find solutions and work with providers to get best help available. CCG often only answer questions if it’s put through a Freedom of Information (Fol) process. AS pointed out that Healthwatch could ask as a Board and they don’t have to answer, but have to reply.</p> <p>Action ZT said she is going to talk to the CCG about Accessibility Standards legislation and report back.</p>	ZT
6.	<p>Roles & Responsibilities – Healthwatch Board Members – DBS checks</p> <p>AS stated all board members have to go through DBS check via SEAP, so those who have provided HWWB with DBS checks from elsewhere will have to go through the process again.</p> <p>Action: Those Board members who have had DBS checks elsewhere, need to go through the process for HWWB (via seAp). MM to send information to those who need it.</p>	MM
7.	<p>Ratification of Work Plan – changes are within work plan issues with board documents</p> <p>AS talked through the changes to the work plan from the last time. He pointed out that the introduction of columns on the work plan to show timescales etc as a result of a question raised at the last meeting will be implemented.</p> <p>Developing partnership board, working collaboratively with Brighter Berks re mental health – fits in with priority of reducing stigma to MH and creating an enter and view sub-group within HWWB to follow up on issues re GP access and hope to recruit volunteers to carry out this specific role.</p> <p>Work with rough sleepers Patient Transport West Berks Community Hospital – regular meetings there to boost profile Community Engagement Programme – second round of funding underway.</p> <p>Revised work plan was ratified but pointed out by AF that changes to original need to be highlighted more clearly.</p> <p>Action: carry forward from action log the extra columns to be in work plan next time</p>	AS/team
8.	Contact & Issues Report	

	<ul style="list-style-type: none"> - Thinking Together – covered above - Newbury College Student Placements – covered above <p>AF asked new placement students to share about their projects One explained she is doing one about cancer re symptom awareness for ages 14 – 24 and the other is doing a project around mental health and work transition</p> <p>ZT asked would it be possible to look more broadly at transition as after age of 25 as those with Learning Difficulties fall off the radar. Broaden out the scope of. Talk to CCG commissioners to get both sides of story. Fits in with HWWB goal in helping vulnerable and hard to reach. AS suggests discussing out of the meeting to give the subject the time and focus it deserves.</p> <p>Action: Define /scope piece of work around mental health outside public meeting</p>	All
9.	Homelessness – see 5.	
10.	<p>Enter & View Update</p> <p>CK gave report on E&V to 3 different pharmacies, report to be published shortly. AH is planning the next E&V in final week of March. Training is being provided and end of April is target for the report. AF asked when report is produced does it go back for response and CK explained it does go back to the providers and they have 20 days to respond. HWWB still publish if they don't respond though. MF – felt initial Strawberry Hill report didn't seem to accord with views of patients, seems to be some gap and maybe reports are published too early. MV – felt there was an anxiety about talking about a practice when in the surgery but people respond differently with surveys because they are anonymous.</p> <p>AS – stated have to be mindful not to exclude certain groups and it's useful to use variety of methods not just online.</p> <p>AS stated HWWB is more interested in patient views and is now working more closely with the CQC to coordinate visits and taking a more collaborative approach.</p>	
11.	<p>Research & Community Engagement Programme (CEP) Update</p> <p>CK – mentioned last year's projects – 4 were given grants last year. CK outlined projects – stated in previous minutes.</p> <p>2nd round started, interview panel to screen for this year's but less budget available this time.</p>	
12.	<p>Community Engagement /Volunteer Update and Social Media report</p> <p>AC – gave update. Has been working with mental health collaborative and writing mental health strategy. Attends rough sleepers target group meetings and takes their issues to relevant authorities. Has been involved with carers' strategy. AC meets regularly with GP practice managers, also Patient Participation Groups (PPGs). Has involvement with Berkshire Health Foundation Trust (BHFT), Royal Berkshire Hospital (RBH) and goes to the outpatients dept at West Berks Community Hospital (WBCH) and displays HWWB posters all around</p>	

	<p>the unit and on the wards. Does walkabout monthly to introduce HWWB and invite feedback.</p> <p>Attended Snr Clinical meeting at West Berkshire Community Hospital (WBCH) where they were willing to engage.</p> <p>Vulnerable group engagement – Domestic Abuse group, Berkshire Carers Hub, Eight Bells, Learning Difficulty board partnership, Homestart, Recovery toolkit group, membership for the champions has increased, now includes the Police and Street Rangers.</p> <p>Increased Brighter Berkshire awareness by participating in Newbury’s Pancake Race in February.</p> <p>Put on a Basic advocacy training course in February led by seAp which was very well attended</p> <p>The volunteers are active and come to engagements and are in HWWB office daily.</p> <p>Future plans – looking at working with Health Watch branches in other areas nearby, extending visibility through attending the District Parish Council conference and looking to increase presence in numerous surgeries and PPGs. Theale, Mortimer & Pangbourne surgeries have been contacted. Will continue to target specific groups and increase recruitment of volunteers through social media and volunteer centre.</p> <p>Social media, FB and Twitter account has increased visibility since last meeting and report document was circulated showing the activity to date.</p>	
<p>13.</p>	<p>Sustainability Transformation Plan (STP)</p> <p>AS attended joint Healthwatch Berkshire regarding the STPs as difficulty in engaging with the whole mechanism. At the end of the month there is a N&D CCG meeting where they will introduce the Berks Bucks & Oxon plan and outline what they see as happening with STP in area. AF said the question we need to be asking is – what is going to be different/changing for our population? There are huge concerns around cuts. What is this going to mean for services? She stated it is difficult for public to engage with, due to the language used in the documentation. AF is struggling to get specific responses. The amount to be saved is £479 million – this is the gap is if nothing is done. Everyone encouraged to attend Newbury & District CCG meeting open to public on 30th March at 10am, Shaw House. Most decisions will be taken at a local level. AF reiterated that clear statements of changes, improvements or otherwise are needed so that we can know and give the right message to public. AF states - 70% cost is workforce, so doubtless this is where any cuts will be made, resulting in clinicians being asked to do more.</p>	
<p>14.</p>	<p>West Berkshire Health & Wellbeing Board meeting on 30th Mar 2017</p> <p>AF – said the next meeting will include a ‘deep dive’ on mental health. Richard Benyon MP attending and has been a champion for Brighter Berkshire. How public services engaging with public and amount of volunteers emerging from BB to raise funds and Presentations from CCG and BB. Questions were submitted by HWWB around parity and allocation of resources and activity in mental health and asking are people feeling happier about services and how is this being measured? There is a lot of activity on emergency/crisis treatment, but not so much on prevention and recovery. What are the gaps in services and how can they be filled? AS.</p>	

15.	<p>Mental Health Forum Development</p> <p>AS / AF - Following increased activity and more political engagement the MH forum has been meeting regularly. There are talks about progressing actions, but there is not resource or leadership to take action. It needs clear governance for the work that goes on there and to be structured differently. It is hoped from the 30th meeting, these issues will be addressed. AS felt a similar model as Learning Disability Partnership Board would work better. Service user involvement has to be organised and the service/trust should want that feedback and support. AF feels they should invest in the feedback. Difficult for service users to give this feedback when they need to use the services. HWWB pushing for this. ZT said there is room for advocacy in that forum.</p> <p>MV raised the issue of Mental Health First Aid – AF said cost is prohibitive, Public Health have funded some courses in West Berks. AS - Volunteer Centre offer this training to their volunteers.</p>	
16.	<p>Brighter Berkshire (BB) Update</p> <p>AF – gave background of BB. It’s run by volunteers, networks, teachers, friends with an interest in trying to do something about the stigma around mental health and improving MH and wellbeing. It came out of realisation the public purse getting smaller, but demand increasing. The aim is to raise awareness so people have better resilience around mental health. Each council in Berkshire has said they will host a meeting. Berkshire Community Foundation at Green Park are sponsoring a large event in Reading on 16th March, 110 pple have signed up. There are art projects, music projects, community events open to anyone with an interest. BB are requesting pledges, couple of hundred pledges received already. Now working in Partnership with Berkshire Community Foundation to deal with donations side of things etc. There are various competitions going on and they are raising awareness in very different ways. At the event Reading Football Club’s John Madjeski is presenting gifts to Reading College students as a thank you for their work on the project producing logos. AF recommended looking at the Brighter Berkshire website and signing up to newsletter for further information.</p> <p>AF gave information about an event in Newbury on 25th March – a ‘walk and talk’ event to explain the project to local people, encourage people to pledge. They will then meet up at the end of event and discuss. Seeking volunteers for this. AF explained different ways of supporting BB and what they hoping to achieve- AF demonstrated lots of increased conversations in places that haven’t had them before, e.g. business/work place. Hopes it will raise money for local initiatives, help people to understand link between cutting services and mental health. Would like a central place for people to go and talk about their mental health somewhere for people to be listened to as people report feeling isolated etc. More Recovery Colleges etc – coming together as a network. Events locally, one in Maidenhead will be supported by the Prime Minister, Theresa May.</p>	
17.	<p>Healthwatch after 2018 – Sustainability</p> <p>AS – Interesting developments happening in other HW around the country – some of them have been commissioned for 5 years. It is hoped HWWB are re-commissioned but have to ensure work is as effective to the point where it is felt they have to re-commission. Not enough feedback coming in so going out to vulnerable groups important. Role as critical friend is starting to pay off. Making</p>	

	<p>commissioners and providers understand its worth engaging properly. Need informal board meeting to look at how the work continues.</p> <p>Action: To be discussed at informal meeting with board members, to be arranged</p>	AS/MM
18.	<p>HWWB Board Meeting Locations & Structure</p> <p>AS – need to run a poll to work out timings and venues so more people in area can get involved.</p> <p>AS provided board with list of the meetings HW attend. AF suggested putting this on website. AS asked if board can assist by attending some of these meetings.</p> <p>STP engagement meeting on 28th/29th AS on annual leave.</p> <p>Action: MF agreed to attend STP meeting on behalf of AS, if possible</p>	MF
19.	<p>Questions from the public/audience</p> <p>R Smyth – spoke about public awareness of HWWB – feels it could be better promoted. Works at library and suggested a presence there may help with that as other organisations use their facilities to promote their services.</p> <p>Adrian Barker – made meeting aware of consultation event on emerging mental health strategy - 20th March at Shaw House at 9:30am open to anyone.</p> <p>Someone asked about the deadline for questions to be submitted to the Health & Wellbeing Board – MM said it was the 20th March.</p>	
20.	<p>Meeting close, date for next meeting</p> <p>Dates for next meeting were not discussed due to time restrictions on chair. To be organised.</p>	MM
	<p>AOB</p> <p>AS announced that Dr Meg Thomas has decided to leave the Board due to pressures of other committee commitments. Vacancy for board member.</p> <p>Meeting closed at 12:20pm.</p>	