

**Minutes of the of Healthwatch West Berkshire Board Meeting 20<sup>th</sup> December 2021:**

**Zoom online**

Present	Andrew Sharp Mike Fereday Lesley Wyman Karen Swaffield Dr Adrian Barker Martha Vickers Alice Kunjappy-Clifton Nathan Pope	Chief Officer, Healthwatch West Berkshire (HWWB) Chair Board Member Board Member Board Member Board Member Development Officer, Healthwatch West Berkshire Digital & social media Officer	AS MF LW KS AB MV AKC NP
	Michelle Paice	Admin & Information Officer, HWWB	MP

**Abbreviations:**

- HWWB - Healthwatch West Berkshire
- CCG - Clinical Commissioning Group (Berkshire West unless stated)
- ICS - Integrated Care System (BOB- Bucks, Oxon, Berks West unless stated)
- ICP- Integrated Care Partnership (Berkshire West unless stated)
- H&WBB - Health & Well Being Board
- HWE - Healthwatch England
- MHAG - Mental Health Action Group
- PCN - Primary Care Network
- CQC - Care Quality Commission
- EDC - Ethnically Diverse Communities
- CAMHS - Child & Adolescent Mental Health Service
- CO/CEO- Chief Officer, Chief Executive Officer
- JHWBS- Berkshire West Joint Health & Well Being Strategy

Item No.	Agenda Item	Action
1.	<b>Welcome and Introductions by MF</b>	MF
2.	<b>Apologies for Absence &amp; Declarations of Interest</b> No Absence or declarations of interest <b>Declarations of Interest</b>	MF
3.	<b>Minutes of the meeting held on 20<sup>th</sup> December 2021.</b> signed accurate & factual	

	<p><b>Matters arising / Action Log</b></p> <p>No matters to be reported.</p> <p>Thinking together 5 – Draft report sent and published.</p> <p>VOD – Ongoing and in the agenda.</p> <p>Quality framework - still ongoing must completed by end of 2022.</p> <p>CAMHS Report - is published and on website.</p> <p>Community Engagement carers survey – Still open and ongoing.</p> <p>Ratification of the new Board Member Julie N. Sigurdardottir – Everyone happy to concur and she will be invited to join the Board.</p>	<p>MF</p> <p>MP</p> <p>MP/AS/PW</p> <p>AS/MP</p> <p>MP</p> <p>MP</p> <p>MF</p>
4.	<p><b>Report from HWWB Chief Officer</b></p> <p>As Mike commented I am still full of sadness that we are still having to work remotely</p> <p>Hopefully this will be the last time it will be a remote meeting before we can all meet in person again in future.</p> <p>Nathan and Michelle are sadly leaving HWWB today after working for us for 4yrs and have made amazing contributions. I am very sorry to be losing these two members of our team.</p> <p>Thank you for all your hard work.</p> <p>I will talk about all of these following points briefly as they are on the agenda anyway.</p> <ul style="list-style-type: none"> <li>• The CAMHS report is resonating significantly with everyone both public &amp; statutory bodies.</li> <li>• Thinking Together 5 report well received by Mental Health Action Group and we now are moving on to Thinking together 6 project around Young People’s Mental Health</li> <li>• Completed BHFT Urgent Care Response Patient Story project for the elderly using rapid response team speaking directly to the users of the service.</li> <li>• Quality framework and website to update for next year, need to have moved on significantly by March 2022.</li> <li>• Integrated Care System changes and the new Health bill going through parliament currently. It is transforming the NHS and as of 2022 all the maps will be redrawn of where money comes from and where it has been allocated etc.</li> </ul>	<p>AS</p>

	<ul style="list-style-type: none"> <li>We have been asked to help with Health on the Move Vaccination van, all staff very helpful and volunteers happy to help. We have been subsequently commissioned to work with Solutions4Health to get a Targeted Community Testing (TCT) van in West Berks out to seldom heard and disadvantaged communities . Covid is still dwarfing every other avenue of the NHS at the moment and so it is being used as an excuse for responses not being what they should.</li> </ul>	
<p>5.</p>	<p><b>COVID-19 Care Home Visits</b></p> <p>AS informed the board that this is a long-term subject not a short-term fix. There is now a new variant that it more transmittable, it's very important that people continue to test and to report their results.</p> <p>Thanks to public health as they have asked us to capture other issues that the general public are facing like homelessness, mental health, domestic violence, etc.</p> <p>This is so important so that we reach all communities.</p>	<p>AS</p>
<p>6.</p>	<p><b>Planned Great Western Hospital Visit</b></p> <p>ACK explained to the board that the enter &amp; view visit is based on the CQC report where it is stated that “requires improvement”.</p> <p>Final report has been logged, joint press release with HW Wiltshire and HW Swindon very appreciative of Health Watches support.</p> <p>Outlines the four areas they want to concentrate on to implement changes -</p> <ul style="list-style-type: none"> <li>Delivering Patient Centred Care.</li> <li>Care to reduce Harm.</li> <li>Reduce harm to the Environment.</li> <li>Expert care.</li> </ul> <p>Should be looked at as a best practise.</p> <p>This was the first enter and view of it's kind where we used virtual visiting with iPads and Patients, we had phone calls with the patients that had been discharged and even some face to face information was captured.</p> <p>Delighted that we now have a great relationship with the Great Western Hospital, and they seem to be open to constructive criticism.</p> <p>Thank you to Alice.</p> <p>Thank you to Best Western Hospital Management Team.</p>	<p>AKC</p> <p>AS</p>

<p>7.</p>	<p><b>Coronavirus – Recovery. COVID-19 Survey &amp; Report</b></p> <p>Urgent Care Service Report – Patient Stories–</p> <p>This is a great piece of work but difficult as people are vulnerable and they were very specific questions and sometimes its several weeks after they had received their care.</p> <p>People were very receptive to the questions from us.</p> <p>Lots of feedback has been received that we can use going forward to improve the service.</p> <p>Andrew taken it to BHFT.</p> <p>Report with BHFT and also taken it to the ICS board as well.</p> <p>There was a lot of hard work on the information governance side, we were able to speak to patients who didn't approach us.</p> <p>The model proves the concept really well that being able to be connected via the NHS provider.</p> <p>BHFT deserve major credit for letting us talk directly to their patients in a unfettered way.</p> <p>Going forward this should be encouraged to get provider organisations to have a really good look at across Berkshire West.</p> <p>BHFT Report released early next year.</p>	<p>LW</p> <p>AKC</p> <p>AS</p>
<p>8.</p>	<p><b>Contact &amp; Issues Report</b></p> <p>CAMHS – Very significant piece of work.</p> <p>If you read the report, it's not good.</p> <p>This was presented to the Health and Wellbeing Board and was well received.</p> <p>Nikki Cartwright MH, Senior Responsible Officer for Mental Health at ICS was very receptive to these plans and is very interested in the work we do.</p> <p>There has been no mention of people that are already in the system, although we agree with the plan, it's very process orientated and very much focuses on the future.</p> <p>We need something in place to deal with these issues now.</p> <p>As Healthwatch we can approach the people that have filled in those surveys to perhaps start a forum to voice their ideas and feedback.</p>	<p>LW/MP</p> <p>AS</p>

	<p>Thinking Together 5 – Finally put the report together and now thinking about Thinking Together 6.</p> <p>Mental Health Action Group (MHAG) has asked us to make sure something happens before the end of the first quarter next year in relation to an event and young people and mental health.</p> <p>Plan is two events –</p> <p>One group to be the parents and carers to discuss what’s working and what isn’t and why CAMHS isn’t working.</p> <p>The other group will follow on from CAMHS to get the young people together and Berkshire Youth and other organisations to see what their opinions are to see what they think should change.</p> <p>Then the ICS is talking about prevention, lots of strands are crossing and the hope is that we can start to action some real change.</p> <p>We are feeling quite positive towards this and it’s a perfect time to pick up on young people and their mental health and make sure not to exclude anyone.</p>	
9.	<p><b>Community Engagement</b></p> <p><b>Waiting Times Survey</b> – taken from HWE, we are trying to look at imminent tsunami of waiting times across the NHS but we didn’t get a great response to this.</p> <p>The public have a good understanding of what caused it and are being very stoic about the fact that we do not have staff etc readily available to deal with the pandemic. This needs to be reassessed.</p> <p><b>Carers Survey</b> – response has been poor but we are continuing with it. Again this needs to be reassessed</p> <p><b>West Berks Diversity forum</b> – This has proved very responsive.</p> <p>Some feedback was regarding trying to get appointments at the doctors and the second was a request that they get vaccinated by taking the vaccination van to them. We had 40 people vaccinated the same day, with only 1hrs notice and there was no vaccine hesitancy amongst the 40 members of the Indian community.</p> <p>Diversity forum has proven that you can get to people but you need to do it in the right way.</p> <p><b>Community Testing/Vaccination Van</b> – has been a fantastic help as we are able to reach communities that need it.</p>	<p>AS</p> <p>AKC</p> <p>AKC</p> <p>AS</p>

	<p>It applies to a small number of people but really significant people. Too often it's a numbers game and not worrying about the one/two percent that's always left out.</p> <p>Let's work smarter.</p> <p>Mobile van has now been taken off the streets &amp; staff redeployed</p> <p><b>Maternity forum</b> – We are trying to help to get more pregnant women vaccinated. A lot of the forum is now focused on the covid testing and vaccinating.</p> <p><b>Volunteers &amp; Social Media update</b> – We have 5 new volunteers. One of them is very interested in looking at Healthwatch Youth in the new year.</p> <p>We are sharing the information about covid on our website and social media, it is being well received and used.</p> <p><b>VOD</b> – Needs to be taken in May 2022 to the Health and Wellbeing Board.</p> <p>We may need to hold another event or perhaps get involved with the provider collaboratives, asking hospitals to do immediate audits on disabled access.</p> <p><b>Joint Health and Wellbeing Strategy</b> – Actions: 29 pages of delivery plan across the five priorities.</p> <p>We need to keep an eye on it because there is a risk that the long list is treated item by item and that they will never see the big picture.</p> <p>There will be a report back on each of the five priorities in future H&amp;WBB Meetings. We need to be able to see what is being done as it's quite cumbersome, so we need to look at each priority in detail to ensure there is delivery of all these items.</p>	<p>AKC</p> <p>AKC</p> <p>AS</p> <p>AB/MV/LW</p>
<p>10.</p>	<p><b>STP/ICS Update - Update</b></p> <p>New Chair - for the Integrated Care System Javid Khan (previous CEO of Bernardo's Charity)</p> <p>Dr James Kent kept his job and for us the issue was the organisation has stopped engaging. We are challenged as we have a shortage of health professionals to talk to locally.</p> <p>No one has properly told the general public where they stand or thought about what they are advertising in relation to the covid pandemic.</p> <p>We have not been offered a place on the main ICS Board (for the collective 5 local Healthwatch's in the ICS footprint) which is very disappointing.</p>	<p>AS</p>

	<p>The system feels a long way from the little towns where they rely on help from outside the ICS system e.g. Hungerford</p> <p>The system cannot be informative if they don't have anyone on the ICB board that knows the real issues that need to be addressed by the general public.</p>	
11.	<p><b>Questions from the public</b></p> <p>Mr Kevin B.P Hood (KH)- Head of Depression Xpression + MHM. Working with Reading University Students (Community Champion project) to help mental health in young people. He wanted contact directly to CAMHS to be able to help these young people, especially as they are based in the Reading University Campus site.</p> <p>Thinking Together 6 initiative – Andrew happy to meet with Mr Hood and get CAMHS representatives along to discuss with them the needs that the young people of West Berkshire have.</p> <p><b>KH</b> - No 5-counselling service Reading and Time to talk service in West Berks, which runs for people 16-25yrs as they are the people that get missed by CAMHS and Adult Social Care.</p> <p>This is another key organisation that we should get involved with</p> <p>Be delighted to work alongside other voluntary services.</p>	<p><b>AS</b></p> <p><b>AS</b></p>
12.	<p><b>Meeting close, date of next meeting</b></p> <p>28<sup>th</sup> March 2022</p>	<p><b>MF</b></p>