

Minutes of the of Healthwatch West Berkshire Board Meeting 7th December 2020: Zoom online

Present	Andrew Sharp Mike Fereday Lesley Wyman Karen Swaffield Dr Adrian Barker Martha Vickers Paul Wilson Alice Kunjappy-Clifton Nathan Pope	Chief Officer, Healthwatch West Berkshire (HWWB) Chair Board Member Board Member Board Member Board Member Board Member Development Officer, Healthwatch West Berkshire Digital & Social Media Officer	AS MF LW KS AB MV PW 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

BAMER - Black & Minority Ethnic, Refugee referred to As Ethnically Diverse Communities (EDC) going forward

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
	A presentation from Davina Nicholson Time to Talk https://t2twb.org/	
1.	Welcome and Introductions by MF	
2.	Apologies for Absence & Declarations of Interest None Declarations of Interest AS –Chair of West Berks Rapid Response Cars. MV – West Berkshire Councillor	

3.	<p>Minutes of the meeting held on 5th October 2020. signed accurate & factual</p> <p>Matters arising / Action Log</p> <p>Item 1 – ongoing - AS to arrange & meet with Pete Campbell – West Berkshire Council</p>	AS
4.	<p>Report from HWWB Chief Officer</p> <p>AS explained to the board that it has been an extraordinary year and Healthwatch have had to change the way they have operated. HWWB have become more information based.</p> <p>AS thanked the HWWB team for the work they have done in 2020. There haven't been any complaints since the last meeting.</p> <p>The Maternity report has had a positive response, Hampshire hospital want to start a service in West Berkshire for the parents that want to use the Hampshire hospital.</p>	
5.	<p>COVID-19 Care Home Visits</p> <p>AKC told the board she has visited three care homes and received feedback, the fourth one is now closing so HWWB were unable to visit it.</p> <p>MF thanked AKC for all her hard work.</p> <p>A member of the public asked whether any of the care homes have received the self-testing kits, she mentioned that she wasn't sure they had.</p>	
6.	<p>Planned Great Western Hospital Visit</p> <p>AKC informed the board that HWWB are working with HW Wiltshire and HW Swindon and Great Western. The visit will hopefully take place in February and will be virtual. Great Western received 'required improvement from the CQC.'</p>	AKC UPDATE
7.	<p>Coronavirus – Recovery. COVID-19 Survey & Report</p> <p>AS informed the board this report has come from the survey that was put out. The first thirteen questions were joint with Reading & Wokingham Healthwatch. HWWB asked more questions and from this KS is working on the draft report at the moment.</p>	
8.	<p>Quality Framework</p> <p>HWWB had hoped to put into place the HW England framework and updating the website to the HW England model in the last quarter of 2020, but due to the additional work that HWWB have taken on, the decision was made to move both to the early part of 2021. From looking through the framework HWWB work within it, it's more an admin-based task.</p>	AS
9.	<p>Contact & Issues Report</p> <p>AS told the board that the maternity report has caused an appropriate reaction, maternity seems to be appearing lot within the news. The report has helped build</p>	

	<p>better relationships with the hospitals and the health visitors. AKC explained that HWWB are also looking at the services for the EDC community.</p> <p>AS told the board that Thinking Together 5 had been held virtually which is a difficult concept when looking at mental health. AS informed that board that around 60 people attended. A report will be written. AS told the board that there is likely to be a 6th Thinking Together event in February/March 2021.</p> <p>AS explained to the board that Voice of disability had slipped, AS told the board that VOD needs to be taken back to the Health & Wellbeing Board in Feb/March time to look at whether the recommendations had been followed. PW has had a look at the report and look at the recommendations. KS suggested that getting a disability group together would be a good idea.</p> <p>MF told the board that he felt the End-of-Life conference needs to be held in public not virtually. JM expressed her concern that HWWB are doing a lot in Jan-March and they need to be careful not to take on too much.</p>	
10.	<p>Community Engagement</p> <p>AKC told the board that HWWB held an event for the EDC, the event was successful, and people have asked for another one, which will hopefully be next year.</p> <p>MP informed the board that HWWB have received feedback about the CAMHS service in West Berkshire particularly surrounding waiting times. HWWB have put a survey together and are waiting for permission to circulate. This survey has come from the focus group that was held in July 2019.</p> <p>AS told the board that feedback has been received about dental appointments, not being able to get appointments, not being able to register. A report will be written from the responses of the dental survey.</p> <p>AKC told the board that HWWB are still recruiting for volunteers. HWWB are still busy on social media and numbers are increasing and HWWB are able to engage with more communities.</p>	
11.	<p>JHWBS (Joint Health & Wellbeing Strategy) Focus Groups</p> <p>AS informed the board that there is a ten-year H&WB strategy, and they have produced eleven priorities. HWWB are looking at what the public thinks matters to them. HWWB are running a series of focus groups with older people and also maternity.</p> <p>AB offered to look at the priorities with the HWWB board.</p>	AB/AKC
12.	<p>STP/ICS Update</p> <p>AS informed the board that Sam Burrows (Chief Officer Berkshire West) has left and there isn't any news on whether he is being replaced. AS told the board that a positive is that there is a joint Healthwatch officer, the problem with this is that the ICS is changing their direction.</p>	

13.	<p>Workplan 2020</p> <p>AS informed the board that the document had be sent out with the documents for the meeting. AS told the board it may need updating taking on board the comment earlier from JM about taking on too much work.</p>	
14.	<p>Royal Berkshire Hospital and Basingstoke Hospital HIP2 (Hospital Improvement Plan2)</p> <p>MF informed the board that RBH and Basingstoke hospital will be receiving a large size of money to make improvements. Basingstoke are looking at having a brand-new hospital built. MF informed the board there are lots of consultations on their websites.</p>	
15.	<p>Questions from the public</p> <p>None</p>	ALL
16.	<p>Meeting Close, Date for next meeting</p> <p>March 8th, 2021</p>	