

26th January 2015
Venue: Westfield Farm
Time: 2.00 pm - 4.00 pm
BOARD MEETING NOTES

Board Members attending: Ian Holtby (Chair) (IH), Mike Milen (MM), David Morris (DM), Irene Poynter (IP), Barbara Smith (BS), Bob Norton (BN), Andrew Leon (AL), Ron Wood (RW), Maureen O’Neill (MoN)

Healthwatch Staff in attendance: Natasha Judge (NJ), Linda Sergeant (LS), Carole Marshall (CM)

Guests in attendance:

		Action
1.	Welcome, Introductions and Apologies for Absence No apologies received.	
2.	Minutes of meeting held 15th December 2014 Minutes of meeting agreed as an accurate record.	
3.	Actions from previous meeting and matters arising 3 (5.1) Dual Diagnosis Task & Finish Group - LS informed Board that contact had now been established with interested stakeholders and arranging a meeting with TEVV for February. 3 (5.3) Children and Young People - LS informed Board that continuing to engage with more young people and hopefully set up a young person’s forum. 5. Cancer Report - LS to circulate to Board notes from the Cancer Report Meeting with the CCG. 6. Enter and View Report - LS informed the Board that a draft of the report has been sent to South Tees Hospitals NHS Foundation Trust for their response. The Board requested they see a copy of the draft report.	LS to arrange meeting Ongoing LS to Circulate LS to circulate
4.	Healthwatch Gazette Column NJ informed the Board that a regular column had been secured with the Evening Gazette which would be an opportunity to promote Healthwatch activities across Redcar & Cleveland, Middlesbrough and Stockton on Tees. NJ explained that a clear protocol must be followed for publishing articles so that a clear and consistent message of Healthwatch is portrayed. The Board suggested that we also try to secure a similar feature within Coastal View and other regular publications throughout Redcar & Cleveland.	LS to contact Coastal View
5.	Meeting with Tricia Hart, Chief Executive South Tees Hospitals NHS Foundation Trust IH informed that Board that he and the Chairs from Healthwatch Stockton on Tees and Middlesbrough had met with Tricia Hart, Chief Executive of	

	<p>South Tees Hospitals NHS Foundation Trust. Discussions took place around the increasing pressures on emergency care, the growing ageing population and PFI contract. The Chairs asked how the pressures are impacting on service provision. Tricia Hart assured the Chairs that they are not going to compromise on quality and there will be no impact on front line staff. The Trust also employ over 1,000 staff in community service.</p> <p>The Board queried if the Trust had overall responsibility for all community services and sought clarification on who provides Community Services and have an understanding of the current structure. IH to raise issue at Health and Wellbeing Executive meeting.</p>	IH to raise at H&WB Exec
6.	<p>Meeting with Redcar & Cleveland Director of Public Health</p> <p>IH informed the Board that he met with the new temporary Director of Public Health, Paul Edmondson-Jones who was previously employed by the City of York as Director of Public Health. He fully supports Healthwatch's proposed work on Sexual Health services. IH to also meet with Public Health Shared services regarding sexual health.</p>	
7.	<p>Letter to Earl Howe, Health Minister re urgent and emergency care</p> <p>Board discussed the Letter to Earl Howe from the Patient's Forum for London Ambulance Service. Although the Board agreed that we experience many of the same issues in Redcar and Cleveland the recommendations made by the Forum were unrealistic.</p>	
8.	<p>Board Member updates and feedback from external events and partnership</p> <p>8.1 IH attended the Health and Wellbeing Board and presented the Healthwatch Redcar and Cleveland Dental Report, reports on the Hospital visit, update on the Cancer and IAPT report. Discussions arose at the Board that people are unable to afford to go to the dentist. Board discussed what services are now in place for school children and seek to gain clarification and also what the current situation is regarding school nurse provision within Redcar & Cleveland.</p> <p>8.2 NJ attended the Health Scrutiny meeting where access to GP services and increase of drug and alcohol were discussed.</p> <p>8.3 AL attended the Social Prescribing consultation event in December which was well attended by interested stakeholders. Further meeting being planned to confirm model.</p> <p>8.4 RW attended PLACE assessment meeting. RW to forward details of PLACE to Healthwatch.</p> <p>8.5 DM attended Pharmacy meeting and gave an update on the Electronic Prescription Service. If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose. The Board suggested that once this service has been rolled out to carry out a survey on patient experience of the service. It was also</p>	<p>LS/CM to find out about school dental & nurse provision</p> <p>RW to respond</p> <p>BS to contact PPGs to add EPS to agenda</p>

	<p>suggested that this be put on the agenda of patient participation groups. BS agreed that she would suggest this.</p> <p>8.6 IP informed that Board that she had attended a review of the Community Agents Project in December. The Community Agents Project is delivered by Tees Valley Rural Community Council (TVRCC) and has been jointly commissioned by South Tees Hospitals NHS Foundation Trust and Redcar & Cleveland Borough Council. The Project supports vulnerable people in Redcar & Cleveland to remain independent in their own home. IP expressed concern regarding the increase in demand for the service from people under 60 and waiting lists for services. IP concerned whether those people would be eligible for social care and not rely on voluntary services.</p>	<p>LS to contact Community Agents</p>
<p>9.</p>	<p>Staff Updates, work plan development LS provided an update on the Redcar & Cleveland work programme, copies of which were circulated prior to the meeting for comments and discussion.</p> <p>9.1 LS informed the Board that a survey on Access to GP services had been circulated amongst the Healthwatch membership. The survey seeks information on how easy it is to make an appointment with a GP. This information will be fed into the work currently being carried out by Health Scrutiny on access to services, South Tees CCG and NHS England.</p> <p>9.2 LS updated the Board on Sexual Health work. Plans are now underway to hold engagement events with young people across Redcar and Cleveland.</p> <p>9.3 MM requested that the Board look at the current drug and alcohol provider within Redcar and Cleveland. MM expressed concerns that they have a very structured approach and if people don't engage then they receive no service. If service users fail to engage then they become a burden on other services and social workers are increasingly referring to voluntary organisations. Board agreed that Healthwatch Redcar & Cleveland discuss the service provision with the Commissioners of the service.</p>	<p>IH to action</p>
<p>10.</p>	<p>AOB 10.1 MM advised that Coast & Country have found someone to represent C&C on the Healthwatch Board. They would like to discuss the role with the Chair and MM to send contact details to arrange a meeting.</p> <p>10.2 NJ proposed holding a Healthwatch public event in March. The Board agreed to this and agreed that Tuned In would be a suitable venue.</p> <p>10.3 RW gave an update on James Cook University Hospital parking.</p> <p>10.4 IH advised that he would be meeting with Carol Gasgarth on Tuesday 27th January 2015.</p>	<p>LS to book venue</p>

11.	Date and time of next meeting The next Board meeting will be held on: Monday 9th March 2015, 2.00 - 4.00pm, Westfield Farm, Dormanstown	
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