

5th December 2016
Venue: Redcar Leisure & Community Heart
Time: 2.00 pm - 4.00 pm
BOARD MEETING NOTES

Board Members attending: Ian Holtby (Chair) (IH), Barbara Smith (BS), David Morris (DM), Irene Poynter (IP), Maureen O’Neill (MoN), Ron Wood (RW)

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

Guests in attendance: Carol Gaskarth, PCP CEO, Nigel Brough, PCP Senior Programme Manager

1.	<p>Welcome, Introductions and Apologies for absence IH welcomed everyone to the meeting.</p> <p>Apologies were received from Andrew Leon. IH announced that Mike Milen had submitted his resignation from the Healthwatch Board.</p>	
2.	<p>Minutes of Meeting held 26th September 2016 The notes were agreed as accurate and no matters arising.</p>	
3.	<p>Chair Update HWBB 5th October IH gave attended the Health and Wellbeing Board on 5th October 2016 and presented the Healthwatch Report: Investigating Patient Experiences of Improving Access to Psychological Therapies (IAPT). Members discussed the item and made the following comments and asked the following questions:</p> <ul style="list-style-type: none"> • Mental health services were available 24/7 through the 111 telephone service. • Treatment should be tailored to individuals. • The report reflected the views of the service users. • Voluntary sector waiting times were increasing as people were discharged into the community. • More people were being treated in their own homes. • A lot of work had been undertaken in schools to raise awareness. • There was more potential for organisations working together. • Some partners were not working together to their full potential. • Cleveland Police had a new computer system which would provide better information sharing. • Discussions needed to take place in the voluntary sector. • Better communications could rectify many of the problems. <p>RESOLVED that:</p> <ol style="list-style-type: none"> 1. The report be noted. 2. Further discussions take place with the voluntary sector and a further 	

	<p>report is brought back to the Health and Wellbeing Board. For details of other items discussed the full minutes of the meeting can be found on the Redcar and Cleveland Borough Council website https://www.redcar-cleveland.gov.uk/cabpap16-17.nsf/F2D674E4B1AFB77D802580750032C7A7/\$File/Health%20and%20Wellbeing%20Board%20-%205%20October%202016.pdf</p> <p>HWB Exec 25th Oct IH attended the Health and Wellbeing Executive on 25th October where he presented the Healthwatch Young People’s Survey on Health Services. He updated that a good response had been received from the Local Authority and NHS South Tees Clinical Commissioning Group.</p> <p>A briefing note was circulated giving an update on Dual Diagnosis.</p> <p>Mike Milen gave an overview of the work to strengthen partnership working between the CCG and the voluntary and community sector in South Tees and details of this can be found in the report ‘Working Better Together to Improve Outcomes for Local People’.</p> <p>IH requested that Redcar and Cleveland Borough Council provide a response to RNIB regarding rehabilitation referral rates. During the course of Healthwatch’s work surrounding visually impairment, Healthwatch had been made aware of this by the RNIB and had requested assistance in bringing it to the attention of the LA.</p>	<p>LS to circulate to Board</p>
<p>4.</p>	<p>Staff Update NJ gave an overview of the Staff report that had been circulated to the Board. Community Boxes - Feedback has been collected from the boxes located in pharmacies and locations for future placement has yet to be identified. Volunteers - NJ confirmed the volunteer roles within Healthwatch and confirmed that a meeting had been arranged with RCVDA to discuss the ongoing contract.</p>	
<p>5.</p>	<p>Work Plan Update</p> <ul style="list-style-type: none"> • VIP - LS updated progress on VIP work with strong partnerships being formed with RNIB and Action for Blind. Both organisations have offered support to Healthwatch to achieve meaningful outcomes. • Young People - As a result of the Young Person’s Survey and recommendations put forward by Healthwatch, the Local Authority has requested involvement from Healthwatch in devising an action plan to improve the School Nursing Service with involvement from young people. LS and CM are to meet with Susan Walton, Health Visitor and School Nursing Manager and Elaine Verrill, newly appointed School Nurse Professional Lead to discuss this opportunity. • MoN updated that several Care Homes had been re-visited with the purpose of discussing the Deprivation of Liberty Safeguards (DoLS). Information is currently being collated highlighting various issues 	

	surrounding this subject. Further information to be sought regarding police procedures at the time of death. The project has received support from Anna Turley, MP, the Local Authority and Care Home Managers.	LS/CM to action
6.	Carol Gaskarth Carol Gaskarth had a discussion with the Board on the upcoming tendering of the Healthwatch contract.	
7.	PLACE Inspections RW circulated the results of the 2016 Patient Led Assessment of the Care Environment (PLACE). The overall organisational scores for NHS South Tees Hospitals Foundation Trust are above the national average on 7 of the 8 categories assessed which are Cleanliness, Food and Hydration, Organisation Food, Ward Food, Privacy, Dignity & Wellbeing, Condition, Appearance & Maintenance, Dementia, Disability. The category which scored under the national average was Privacy, Dignity & Wellbeing.	
8.	Marske Medical Centre NJ updated the Board that NHS South Tees CCG had issued a letter to patients of Marske Medical Centre on 17 th November 2016. The letter was to advise that they had commenced a process to secure a new provider from 1 st April 2017 and stated that the new provider would also be able to offer appointments at Resolution Health Centre at North Ormesby as well as Markse Medical Centre. The letter generated several calls to Healthwatch from patients who found this misleading and were concerned that they would have to travel to North Ormesby to access their GP. NJ explained that Healthwatch had given this feedback to NHS South Tees CCG who advised that they would send out a further letter of assurance to patients.	
9.	Single Point of Access Details of the South Tees Single Point of Access (Health and Social Care) were distributed to the Board. The project is due to commence January 2017 and its aim is to reduce the amount of time people spend in hospital by having better, more coordinated care in the community, outside of hospital and increase the proportion of older people living independently at home following discharge from hospital.	
10.	Board Member Updates and Feedback from External Events and Partnerships <ul style="list-style-type: none"> DM gave an update on the Transfer of Care Project and informed that 19 hospitals were now signed up to the project, including the RVI and Sunderland City Hospital. RW attended the first meeting of the Fundamental Standards Group, organised by Tees, Esk and Wear Valley Foundation Trust. 	
11.	AOB <ul style="list-style-type: none"> A press release was circulated regarding the redevelopment of Guisborough Hospital site. The Board raised concerns on the impact this may have on services at Brotton Hospital. IH agreed to share these 	

	<p>concerns at the HWBB.</p> <ul style="list-style-type: none"> NJ gave an overview of the new Patient Experience Project that is currently being devised at James Cook University Hospital. There will be 5 work streams, two of which Healthwatch will be involved in. The Mobilise work stream, referring to how we work together and the two way flow of information and the Improving work stream. JCUH is currently working with Northumbria Trust to develop a system that will analyse data and look for trends, the Trust have said that information will be shared with Healthwatch as it is gathered. 	
12.	<p>Date and time of next meeting</p> <p>The next Board meeting will be held on Monday 23rd January 2017, 2pm - 4 pm at Redcar Leisure & Community Heart, Meeting Room 1, Ground Floor.</p>	