

**20<sup>th</sup> April 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), Barbara Smith (BS), Ron Wood (RW), Lawrence McAnelly (LMc)

**Healthwatch Staff in attendance:** Linda Sergeant (LS), Carole Marshall (CM)

**Guests in attendance:**

		Action
1.	<b>Welcome and Introductions</b> IH welcomed everyone to the meeting.	
2.	<b>The Junction Presentation</b> Young person representative was unable to attend the meeting so will arrange for a future date.	LS/LMc to rearrange
3.	<b>Apologies for absence</b> Apologies received from Andrew Leon, Irene Poynter, Maureen O'Neill and Natasha Judge.	
4.	<b>Minutes of meeting held 9<sup>th</sup> March 2015</b> Minutes of meeting agreed as an accurate record.	
5.	<b>Actions from previous meeting and matters arising</b> <ul style="list-style-type: none"> <li>• Enter &amp; View Report - IH presented the report to the Health and Wellbeing Board. A representative from South Tees Hospitals Foundation Trust acknowledged that this process was as a learning curve for both themselves and Healthwatch and welcomed Healthwatch to carry out further Enter &amp; View visits.</li> <li>• Electronic Prescription Service  DM reported that he had met with Brent Foster, the lead on EPS in the area who was willing to attend a Healthwatch Redcar &amp; Cleveland Board meeting to give a presentation on the system. As Healthwatch has not received any local intelligence with regards to problems with the service it was agreed that this was not necessary at this time.</li> <li>• Sexual Health - IH informed the Board that the Public Health Shared Services Lead, Tanja Braun had sent a copy of the questionnaire to be used in the forthcoming consultation. IH confirmed that we were in agreement with the content of the questionnaire.</li> <li>• Due North - IH informed that recommendations were made at</li> </ul>	LS to circulate E&V report to Board

	<p>Health and Wellbeing Executive meeting and it was agreed that the following be acted on</p> <ul style="list-style-type: none"> <li>○ Poverty &amp; poor housing</li> <li>○ Giving children the best start in life</li> <li>○ Pooling resources</li> </ul> <p>A working group is to be formed under the Director of Public Health, and will work alongside organisations to develop proposals across the borough. Specific areas which have been identified as having the greatest need will be targeted and will comment in due course.</p>	
6.	<p><b>Spring Forward Event</b> LS gave a summary of the event and evaluation. 60 people attended and 52 gave feedback. No negative comments apart from more time needed.</p>	
7.	<p><b>Work Plan &amp; Development Session</b> LS distributed information collated from the event, ie results of prioritising activity, table discussions and information received from comment cards. Proposed that a meeting be scheduled to discuss this information in greater depth and determine next steps on the HW R&amp;C workplan. Board agreed to hold meeting on Thursday 7<sup>th</sup> May 2pm - 4pm.</p>	LS to inform Board of meeting location
8.	<p><b>Quality Accounts</b> LS informed Board that the Trust would like HW R&amp;C to give a response to the Quality Account by 15<sup>th</sup> May 2015. Board members to forward any comments that they have on the Account to IH who will formulate a formal response on behalf of the Board.</p>	Board to forward any response to IH
9.	<p><b>Board Member updates and feedback from external events and partnership</b></p> <ul style="list-style-type: none"> <li>• DM attended South Tees Patient Group. Topics discussed included:- <ul style="list-style-type: none"> <li>○ Response times to complaints rarely met</li> <li>○ Poor at keeping patients informed</li> <li>○ Delay in discharge</li> <li>○ Levels of C diff gone up</li> </ul> </li> <li>• RW attended the NHS South Tees Public and Patient Advisory Group The CCG are looking to involve local people and this meeting was to recruit membership for a Patient and Public Advisory Group (PPAG) who will work with the CCG when they plan, engage and buy services.</li> </ul>	

	<p>Board questioned the role of the PPAG alongside Healthwatch. Discuss with CCG at next scheduled meeting.</p>	<p>IH to discuss with CCG at next meeting</p>
10.	<p><b>Step Up Model/Community Assessment Unit</b> LS informed the Board that NECS had requested that Healthwatch Redcar &amp; Cleveland meet with Dr Ruth Johnson of Zetland Surgery to discuss the above and asked if anyone would be interested in attending. Board asked for more information - LS to chase.</p>	<p>LS to request further info</p>
11.	<p><b>CCG Meeting 10<sup>th</sup> June 9.30 - 10.30 am</b> CCG wish to re-establish regular update meetings between HW and CCG. LS asked who would be interested in attending along with IH.</p>	<p>Board to inform</p>
12.	<p><b>Staff Updates, work plan development</b></p> <ul style="list-style-type: none"> <li>Meeting with Mark Fox, Substance Misuse Commissioner, Redcar and Cleveland Borough Council. LS has sent follow up email to confirm drop out rates from provider and to confirm future plans re dual diagnosis. Awaiting response.</li> </ul> <p>Healthwatch Redcar &amp; Cleveland requested that we be part of the Substance Misuse Strategy Group.</p> <p>Healthwatch Redcar &amp; Cleveland to talk to service users to get feedback on service. Arrange meeting with Lifeline</p> <ul style="list-style-type: none"> <li>LS informed the Board that Health Scrutiny had invited HW R&amp;C to present its findings on GP Access Survey on Wednesday 22<sup>nd</sup> April.</li> </ul>	<p>LS to chase</p> <p>LS to arrange</p> <p>LS to circulate report to Board</p>
13.	<p><b>Date and time of next meeting</b></p> <p>The next Board meeting will be held on:</p> <p><b>Monday 8<sup>th</sup> June 2015, 2.00 - 4.00pm, Westfield Farm, Dormanstown</b></p>	