

Minutes of the meeting held on Tuesday 24 September 2019
Board Room, RCVDA, The Palace Hub, The Esplanade,
Redcar, TS10 3AE

Present Partnership Board Members:	Dr Ian Holtby Chair) (IH) Wade Tovey (WT) Lesley Spaven (LS) Mike Milen (MM)	
In attendance:	Lisa Bosomworth (LB), Development and Delivery Manager	
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1.	Apologies for absence Partnership Board Members: Andrea Latheron-Cassule (ALC) Paul Cranshaw (PC) Mel Metcalf (MMe) Harsh Argawal (HA) Jake Graham (JG), Strategic Development & Communications Officer	
2.	Declaration of interests None	
3.	Minutes of the last meeting held on 4 April 2019 - Agreed as an accurate record Item 8 - STAR awards – report to be circulated for responses.	LB
4.	Matters arising from previous meetings (action log) - Refer to Action log Alan Foster, Sustainability and Transformation Plan (STP) Lead to be invited to future meeting to give update on continued developments around the STP and other associated changes in the NHS.	LB
5.	Feedback from the Live Well South Tees Board & Executive IH feels that recently a lot of information has been shared with no actions identified for this group to take forward. This may be partly due to the fact that no initiatives have been	

	<p>taken from the Executive to the Health and Wellbeing Board that are relevant to the members of this group.</p> <p>Director of Public Health is leaving his post at the end of November and moving to Durham Acute Trust.</p> <p>North East and North Cumbria Integrated Care System This came into existence June 2019 and is a collaboration between NHS commissioners and providers, Clinical Commissioning Groups (CCG), Primary Care Networks, NHS Trust, Local Authorities and the Voluntary Sector, all working together to build on existing local services.</p> <p>Alan Foster and Dan Jackson are the lead officers.</p> <p>North East and North Cumbria has been divided into four Integrated Care Partnerships South Tees, North Tees, Hartlepool, Darlington and North Yorkshire – this has been slightly overtaken by the fact that CCG are merging.</p> <p>Confirmation that the CCG merger for Tees Valley will take place April 2020.</p> <p>'Integrated Care Network - Where Are We Now and Where Are We Going' North East Social Care and Health Advisors (NESCHA) conference will take place on 19 November 2019. The focus of this day is what integration really means – this information is important in terms of supporting the HWST workplans.</p> <p>Primary Care Networks (PCN's)</p> <p>The purpose of this is to ensure better working together of different agencies, incorporating all auxiliary services. Primary Care Networks build on the core of current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care. There are clear benefits for patients and clinicians and some practices will specialise in certain areas.</p> <p>South Tees area to be split on geography, three in Middlesbrough and three in Redcar and Cleveland.</p>	
<p>6.</p>	<p>Programme Management Report</p> <p>Website – Healthwatch Redcar and Cleveland website is now live.</p>	

	<p>CRM – This is now in place. Data has been streamlined using the different reporting mechanisms. CRM now ready to use and staff will engage in relevant training.</p> <p>Enter & View – JCUH Audiology Department Alan Downey, Chair of the South Tees NHS Foundation Trust has been contacted and a response to the report from the Trust and the department has been received. This is now published on both HWST websites.</p> <p>HWST will follow up on recommendations Jan/Feb 2020 to see if any changes have been made and impact this has had on patients attending clinic.</p> <p>Dementia Friends training HWST volunteers have developed and delivered two training sessions to family, friends and carers of residents at Redcar care homes. Further sessions are planned.</p> <p>Volunteers have been identified as HWST Community Champions within the following support groups; Stroke Support, Wellbeing Plus and Tees Valley Sports. Their role will be to continuously raise awareness of HWST and gather intelligence which will be fed directly to HWST.</p> <p>Reports Eight reports have now been published and circulated. LB thanked IH and LS who gave comments, guidance and suggestions.</p> <p>LB asked for suggestions of any other organisations or partnerships HWST reports could be circulated to. Suggestions were; Teesside Hospice, Primary Care Networks leads, SEND, educational establishments, Joint Children’s Commissioning Group.</p> <p>LB to circulate and add to distribution group for future report sharing.</p> <p>HWST Leaflet The team is producing a leaflet giving clear information on HWST role and function within the community. This will be circulated to the Board for feedback once completed.</p>	<p>LB</p> <p>LB</p> <p>JG/LB</p>
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	<p>HWST Meetings Mapping A table has been circulated for Partnership Board members to complete identifying which meetings they attend. This gives HWST a picture of where we are represented but also identifies other meetings HWST may want to engage with in the future.</p> <p>HWST e-bulletin All Partnership Boards have received the 3 e-bulletins produced by HWST.</p>	
<p>7.</p>	<p>Healthwatch South Tees workplans Workplans were shared with Board members for information and discussion to gain agreement from the Board in terms of the direction HWST is heading.</p> <p>BAME communities – information regarding eligibility to free health and social care is very confusing, with varying expectations at different stages of the asylum process.</p> <p>HWST to produce information which will simplify and clarify what entitlements are available for those seeking asylum as well as health and social care professionals who offer services.</p> <p>HWST is liaising with NHS Help Diabetes programme to try and ensure they consider HWST community intelligence regarding BAME communities in the development of their work.</p> <p>At the recent CCG AGM Meeting, LB enquired as to whether the GP text messaging service could consider alternative languages. A couple of Drs attending said it was an interesting idea and the patient could identify which language they preferred, LB waiting for the CCG to get back to discuss and take this further.</p> <p>NHS digital WT will be attending a conference on the new NHS App and will ask if they have thought about the use of different languages.</p>	<p style="text-align: center;">HWST</p> <p style="text-align: center;">WT</p>

	<p>Meridian An update was shared that an IT based evaluation called Meridian, is now being used at JCUH. This allows patient feedback to be completed in real time through an Ipad, to inform areas for development and improvement within services and wards at the hospital.</p> <p>SEND Support HWST is starting to make inroads with this workplan area, Middlesbrough & Redcar & Cleveland have started to widen their Local Offer in terms of support for those who don't have a diagnosis but clearly have associated support needs.</p> <p>HWST is a key player within the development of the South Tees Autism Strategy in terms of influencing the future of commissioning services.</p> <p>Local Arthritis Service Meetings and information sessions are taking place with local relevant groups.</p> <p>LB had meeting with the STNHSFT to identify ways to link directly with patients receiving care and support through the rheumatology department and physio. Sessions have already been identified where further discussions can place between HWST and patients.</p> <p>GP Pledge HWST welcomes guidance by Practice Managers and PCN's on the best way to approach this and raise awareness of improvements and good practice from our consultations. LB to approach for a slot at a future Practice Managers meeting.</p> <p>HWST to have a conversation with Julia Bracknell, to get feedback on the work Carers Together did in Middlesbrough & Redcar & Cleveland in relation to raising the profile of carers within GP Practices.</p> <p>HWST has attended a couple of carers events throughout the year to collect data on their experiences of GP's. We are also attending a carers session at Hillside Practice next Friday.</p> <p>It was suggested that HWST speaks to Craig Duerden re: sharing intelligence gathered with the Carers Partnership.</p>	<p>LB</p> <p>LB</p> <p>LB</p>
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<p>Young people HWST champion and mental health</p> <p>Questionnaires have identified 25 young people across Middlesbrough and Redcar College who want to continue to be involved with HWST.</p> <p>HWST information sessions are to be held at Redcar College, Middlesbrough College. Currently waiting for a date to be confirmed. Young people who showed interest have been contacted and will promote this opportunity through Health & Social Care courses.</p> <p>There was also the potential to continue with more mental health consultation with their peers at college to feed into the work of the Social, Emotional and Mental Health Working Group locally. This group includes Linda Lord, Heads of Young People's services and commissioners.</p> <p>Board members thought this was a good idea to get young people involved and were more likely to get results if this becomes part of their coursework.</p> <p>Once sessions have taken place and direction of work has been identified the Partnership Board will be updated.</p> <p>HWST visited Darlington HW to find out how they approach their involvement of young people. They also recruited young people through a questionnaire about Mental Health in and those who were interested in being involved further were supported through email and meetings. They then visited GP practices to see what literature was on display in waiting rooms that raised awareness of services and support available for young people with these issues.</p> <p>HWST is attending all of the LINX Youth Project sessions to support the completion of surveys by the young people who attend.</p> <p>LS suggested that collectively there is a lot of action and her concern was around the teams capacity and whether time scales were realistic in terms of what can be delivered.</p> <p>LB doesn't feel this is a problem at the moment but will keep a close eye on this and feed back to the Board if relevant.</p>	<p>LB</p> <p>LB</p>
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	<p>Health Wellbeing Board The HWST SEND consultation report is to be taken to the above Board for discussion and feedback in December. LB and IH will discuss in more detail separately and feed back</p>	LB & IH
8.	<p>Is HWST best placed to reflect our work locally</p> <p>Council of Governors South Tees James Cook LB has been regularly attending this meeting in place of Paul Crawshaw (PC). LB to discuss with PC to identify whether he wants to continue in this role. Once this has been clarified it was suggested that the HWST Partnership Board should make the decision on who should attend.</p> <p>LB feels there isn't an opportunity to contribute to the meeting agendas as it is mainly NHS Foundation Trust discussions but feels that through her attendance, she has made a lot of important connections that will directly support the work of HWST.</p> <p>LB has recently had meetings with two people from the Trust, one responsible for patient quality and another who is responsible for patient participation. The Trust are wanting to develop a sub-group and has asked HWST to be part of this. Outcomes of these meetings will be fed back to the HWST Partnership Board.</p> <p>Discussion took place to identify what partnerships/meetings HWST should attend.</p> <p>Suggestions included NHS Digital board, Children's Trust, Finance and Inclusion, Domiciliary Care –coordinator Susan Newby. Partnership Board to inform LB of any other meetings they feel HWST should attend.</p> <p>The HWST team has stopped attending meetings that are not reflected in the workplans and have prioritised those meetings that can have an impact.</p> <p>HWST is still waiting for list of meetings attended by Harsh and Andrea.</p>	<p>LB</p> <p>LB</p> <p>HA/ALC</p>

<p>9.</p>	<p>Information and signposting</p> <p>HWST are getting more and more complex issues through this function. Two examples were given.</p> <p>LB asked the Partnership for advice regarding two enquiries;</p> <p>Example 1 – The issue raised took place 4 years ago. It had been taken to the Ombudsman. HWST shared information regarding how to appeal an Ombudsman decision, but time has lapsed.</p> <p>It was explored whether HWST should try to collect further community intelligence with patients, carers and families to see if this is common practice.</p> <p>The Board suggested that HWST has fulfilled their role on this matter and the only further option could be to contact the local MP or lawyer for guidance. HWST to feed this back to the individual.</p> <p>Example 2</p> <p>A parent was having a really negative experience regarding their child's Personal Health Budget (PHB). They had received a letter from Hathaway, CCG solicitors.</p> <p>The CCG didn't respond to the initial complaint for six months but yet the parent complaining only had seven days to cease and desist, was then threatened with legal action and costs.</p> <p>MM to call Craig Blair in order to try and solve this particular issue, if their recourse is going to be legal action, something HWST should be flagging up, this is beyond a compliant, this is potentially putting someone's health in jeopardy.</p> <p>CAB could be an organisation to contact.</p> <p>One of CCG priorities this year is 'Increase access to personal health budgets' and 'Managing patients with long term conditions better outside hospitals.'</p> <p>It was suggested that HWST should collect further community intelligence of experiences with PHB's to inform the CCG's priorities. Possible option to use this example as a case study to support intelligence gathered.</p> <p>LB will dig out information on consultation and pull out similar information we have collected around the use of Education & Health Care Plans (EHCP's) to support the intelligence.</p>	<p>LB</p> <p>MM</p> <p>LB</p> <p>LB</p>
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	LB to send MM background information about this and a survey for MM to add as an agenda item at the upcoming Children and Young People Board he attends.	LB & MM
10.	<p>Any Other Business</p> <p>Partnership Board group photo next meeting.</p> <p>Partnership Board meeting dates to be arranged for the next 12 Months. LB suggested that she will do this until the end of March as that's when the current contract ends.</p> <p>Andrea Latheron-Cassule (ALC) has a new job within the Education Authority. Her new role will be to monitor children and young people's EHCP's in schools and ensure that all partners are contributing. This could be a great link into the HWST SEND.</p>	LB
11.	<p>Date and time of next meeting</p> <p>26 November 2019 10-12 @ MVDA</p>	

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