

Healthwatch South Tees Partnership Board Meeting

Minutes of the meeting held on Wednesday 11 March 2020 Meeting Room 3, RCVDA, 3rd Floor, The Place Hub, The Esplanade, Redcar TS10 3AE

Present: Partnership Board Members:	Paul Crawshaw Chair (PC) Dr Ian Holtby (Vice Chair) IH Andrea Latheron-Cassule (ALC) Mel Metcalf (MMe)	
In attendance:	Lisa Bosomworth (LB) Carole Gaskarth – PCP guest (CG) Nigel Brough – PCP guest (NB)	
		Action
1.	Apologies for absence Harsh Argawal (HA) Lesley Spaven (LS) Mike Milen (MM) Wade Tovey (WT) – Formal resignation	
2.	Declaration of interests None	
3.	Minutes of the last meeting held on 26 November 2019 - Agreed as an accurate record Page 3 rephrase – Local action plan prevention workshop – discussing bullet points in more detail at next Live Well South Tees Board meeting. LB to add to minutes.	LB
4.	Matters arising from previous meeting (action log) – circulated <ul style="list-style-type: none"> • The Decision Making Policy will be produced once we know the outcome of the HWST re-tender process to reflect the managing organisation. • North Cumbria and North East of England ICP held an event that HWST attended. This was an opportunity to influence the process for HW engagement across the geographical areas. • JCUH Audiology Department Enter and View follow up not taken place. This is due to the lead person being on long term sick leave and no one else is able 	

	<p>to pick this up in his absence due to their capacity. HWST wants to revisit and speak to patients to get feedback on the impact of the changes made. LB will keep the Partnership Board up to date.</p> <ul style="list-style-type: none"> • Young people’s mental health survey has now closed. There will be a report produced by the end of March. ALC to help with production by sharing her recent learning of analysing data. We have been asked if sections can focus on responses received from SEND young people and young carers. The North East Commissioning Support team will include some of HWST analysis in their CCG applications for funding for this area of work. 	<p>LB to update</p> <p>HWST Team to share report widely</p>
<p>5.</p>	<p>Feedback from the Live Well South Tees Health & Wellbeing Board and Executive</p> <p>Health and wellbeing executive 3rd December 2019</p> <p>Carol Taylor presented South Tees Trust Counter Strategy including;</p> <ul style="list-style-type: none"> • Plans to establish a leading counter centre to administer more personalised care. • Work with partners to support more comprehensive prevention. <p>Redcar and Cleveland Pharmaceutical Needs agenda;</p> <ul style="list-style-type: none"> • Redcar Pharmacy provision on Sunday 8.30 – 9.30pm has ceased. The CCG will monitor and provide alternative support if required. • HWST will share this change in provision. <p>Lead on implementation on appropriate hospital discharge - Catherine Warnock gave presentation</p> <ul style="list-style-type: none"> • Healthwatch England produced a report on this topic 2/3 years ago • HWST was involved in the independent review of the CCG’s work in relation to Delayed Transfer of Care (DToC). Our feedback focussed on the need for community services to better link up with hospitals to support continuity of care. 	

<p>SEND Report – IH gave presentation</p> <ul style="list-style-type: none">• Comments were requested and one or two responses were received. <p>South Integrated Care Partnership Long Term Plan</p> <ul style="list-style-type: none">• The new region consists of North East and the North half of Cumbria <p>The South consists of;</p> <ul style="list-style-type: none">• Tees Valley CCG and North Yorkshire• 3 NHS Trusts - Darlington, Durham NHS Trust, North Tees and Hartlepool and South Tees.• 6 Local authorities including North Yorkshire, Hambleton meant to withdraw, inking in with Yorkshire. <p>Better Care Fund performance figures - Local Authorities doing ok regarding:</p> <ul style="list-style-type: none">• Community services parameters including permanent admissions to nursing homes, residential homes, non-elective admissions, people over 65 still at home after 91 days following discharge.• Significantly over target re: DToC.• Performance in the other areas were reported good. <p>Public Health</p> <ul style="list-style-type: none">• Director of Public Health job advertisement has received 2 applications and interviews have taken place. <p>Public Health Protection Assurance Report - Carol Wood gave presentation</p> <ul style="list-style-type: none">• South Tees reported as good in relation to breast/cervical cancer screening and childhood immunisations.• The area is not doing very well in terms of asthma management in schools and childhood obesity. <p>Health and Wellbeing Executive 25 February 2020</p> <p>'Best Start in Life' (from conception up to 2 years)</p> <ul style="list-style-type: none">• Gathering data to inform objectives.• Plan being developed to highlight good practice to produce healthy children.• South Tees plan will be ready by the end of February.	
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	<p>Single point of access</p> <ul style="list-style-type: none">• 5 partner organisations involved.• Professional representative will be based on one site• Organisations will include Community Nursing, Mental Health, Middlesbrough/Redcar & Cleveland Social Services, Communities Therapies• This is to enable easy access for the public to professionals.• The objective to keep more people living independently at home.• Referrals only by GP's who will communicate with a central point of contact and be directed to an appropriate professional.• Professionals will meet at beginning and end of the day to discuss referrals received. <p>Sport England - Mark Adams</p> <ul style="list-style-type: none">• Pilots are taking place across the country to develop a more active population.• Local pilot areas in South Tees include South Bank, Grangetown, North Ormesby, Thorntree and Brambles Farm.• A focus of reducing obesity in children will be undertaken in 2 of the above areas.• A need for cultural and behavioural changes have been identified, including GPs.• There is a need to try and change the perception of parents and teachers regarding the value of physical activity.• IH felt there were other ways to get people more active e.g. travelling to work by walking, cycling and using public transport.• Park runs around the country are having a positive impact on people's wellbeing and health.• More GP support is needed regarding the advocacy of exercise.• It will be interesting to see what the impact of Social Prescribing (SP) will have• There's already Exercise on Referral at the Live Well Centre gym which is well used.• GP's need to be offered support and training opportunities to better equip them when advising patients on the benefits of exercise.	
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	<ul style="list-style-type: none"> • The whole programme needs to be evaluated to show what has worked and what hasn't. <p>Health and Wellbeing Board 19 December 2019</p> <p>New delivery model – Mark Adams</p> <ul style="list-style-type: none"> • Support vulnerable people, homeless, substance abuse users, those suffering domestic abuse, sexual violence. • Plans to have a suitable working model in place by September 2020. • There's consideration as to how other organisations could support the process. <p>Safe and timely discharge - Katherine Warnock</p> <ul style="list-style-type: none"> • There's a need to develop a strategy to ensure safe and timely discharge from hospitals. <p>Annual Reports</p> <ul style="list-style-type: none"> • Safeguarding Adults report shared. • There has been new arrangements developed by Roz Clark for the safeguarding Children Partnership. <p>SEND Report – IH gave presentation</p> <ul style="list-style-type: none"> • Received responses from Executive Board and amendments made. • Presented at Live Well Board <p>Next Live Well Board 12 March 2020.</p>	
<p>6.</p>	<p>HWST tendering process and new contract update – presentation given by CG</p> <p>Background PCP: Health and wellbeing charity, company ltd by guarantee started 20 years ago. Manages County Durham, Sunderland, Stockton and previously managed Middlesbrough and Redcar HW's.</p> <p>Operating across the North East and based at the Pioneering Care Centre in Newton Aycliffe with GP practice attached.</p> <p>HWST will continue to build on the work taken place over the past 3 years. PCP will help to develop HWST further, to</p>	

<p>become a more effect consumer champion for health and social care services.</p> <p>The importance of continuing to put people, patients, residents and service users at the centre of the service was acknowledged, making sure the intelligence and information gathered helps to drive HWST decision making.</p> <p>PCP Tender: Will increase local voice and build on existing work priorities.</p> <p>Increased recruitment of volunteers, HWST Community Champions, Enter and View activities.</p> <p>Develop a clear plan how PCP will promote HWST, reach communities using existing networks and stakeholder groups.</p> <p>Further develop the Information and Signposting service, to ensure that information gathered can inform decision making.</p> <p>Contract starts April 1 2020. TUPE consultations have taken place individually with staff, jointly with MVDA and RCVDA.</p> <p>HWST has an excellent team with diverse skills, we will be redefining roles to utilise skills in a more clear and consistent way, and job titles to better reflect roles. Redcar staff will be based at the Palace Hub and staff based at MVDA will to move to the Live Well Centre, Dundas Arcade, with full access to their facilities.</p> <p>Every 6 weeks organisations based at the Centre get together for a breakfast meeting so this will be useful for intelligence gathering.</p> <p>The process of data transfer, IT set up and social media handover has already started.</p>	
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There is a significant difference between Middlesbrough and Redcar and Cleveland communities with some similarities in terms of stakeholders and partnerships which needs to be acknowledged.

Healthwatch South Tees Partnership Board model:
Current Partnership Board will be;

- Independently chaired
- Strategically focused

Locality groups will feed into the Partnership Board;

- 1 new local group in each South Tees locality
- Focus on local issues
- Independently facilitated
- 2 meetings per year with a specific focus dependant on local intelligence and priorities

Comments:

PC and CG have had a discussion regarding capacity and the need for the HWST Partnership Board to look effectively at real strategic issues across South Tees.

PC to remain Chair. PCP to recruit 2 new chairs who will be responsible for recruitment for the new locality groups.

A concern was raised for the HWST team regarding workload and reporting to a number of different Partnership Boards.

This would require a different governance approach to ensure local communities have a say in what HWST should be doing and reporting on.

There will be ways to utilise the 2 new groups re: Information gathering and intelligence which could feed in HWST reporting cycle.

PCP will work with LB to make report writing easier.

	<p>Commissioners have seen the proposed structure and both local authorities have agreed. A meeting with commissioners is planned to discuss future reporting.</p> <p>PCP need to look at the practicalities and ensure that it works for everyone.</p> <p>There was an agreement that there was room for further discussion and negotiation to make sure we maintain local data capture.</p> <p>Partnership Board has a statutory seat on the Live Well Board to challenge, influence and recommend improvements.</p> <p>We need to consider that the Middlesbrough locality group will be easier to manage as there's more diversity in a small area. Redcar and Cleveland will be more difficult geographically getting the right representation.</p> <p>Need to look at workload more creatively.</p> <p>HWST Partnership Board and PCP could have a development session to discuss this further. This could possibly be held at Teesside University.</p> <p>A lot of things to work through before we arrive at a final agreed model.</p> <p>Discussion took place that maybe the VDA's could move from the Partnership Board onto the locality groups. LB raised this as a concern as she felt that VDA's need to be represented at a strategic level. There was a suggestion that other VDA members of staff could feed into the locality groups to ensure representation at both levels.</p>	
<p>7.</p>	<p>Programme management report – circulated</p> <p>Public engagement – HWST attended a number of large events since the last meeting. Through these they engaged with 700 people which is one of the largest</p>	

<p>number of people engaged in HWST activities within similar timeframe ever.</p> <p>Council of Governors - LB attends meetings as a 'nominated stand in' for PC. She feels that this has opened up a lot of doors to develop key relationships and is really important to attend. LB to discuss with PC if he wants LB to be the nominated attendee in the future as this would give her voting rights. A change in STHNHSFT Chief Executive has raised a lot of questions for the Governors e.g. what is their role, why have they been given this information. To address this, from May, Governors will now meet separately to look at these question and challenge at future meetings.</p> <p>LB attends quarterly meetings with Head of Patient Quality, the Lead for Patient Experience and Involvement as well as the Chair of the Trust.</p> <p>The Lead for Patient Experience and Involvement wants to develop an independent patient voice which HW could be support. This is in the early stages of development.</p> <p>Reporting - met with Katherine Warnock to discuss how links between HWST, Scrutiny Panels and HW Executive Board can be strengthened.</p> <p>Middlesbrough Scrutiny & South Tees Health and Wellbeing Executive Board – LB is delivering a presentation to both meetings in order to raise the profile and start to identify how the HWST work can support their priorities for the coming year.</p> <p>GP communities experience - summary appendix 7.1.</p> <p>Community Intelligence gathered in relation to GP experiences has been shared at the Middlesbrough Practice Managers meeting. A couple of managers where responsive and HWST will follow up actions which will improve positive relationships. She is repeating this at the same meeting in R&C in a couple of weeks.</p>	<p>LB & PC to discuss options moving forwards</p>
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	<p>An initial conversation with PCNs has taken place to discuss HWST engagement and intelligence gathered could contribute to their maturity matrix. This requires further exploration.</p>	
8.	<p>HWST STAR Awards - circulated 6 categories, 41 nominations received.</p> <p>Scoring process took place, judging panel consisted of IH, Craig Duerden MVDA in place of ALC, Craig brought some independence to the process.</p> <p>Awards to take place on Monday 30 March at the Inspire 2 Learn venue.</p> <p>Jacob Young MP for Redcar unavailable to attend.</p> <p>Waiting for evidence from Mel regarding 2 nominations to see if they were sent before closing date. Judging panel happy to accept once received.</p> <p>Partnership board to email LB any suggestions on who should be invited and to approve programme, date, venue etc.</p>	<p>Members to share suggestions for attendees</p>
9.	<p>Any Other Business</p> <p>PC wanted to formally thank Wade Tovey for his commitment to the HWST Partnership Board during the time he was a member.</p> <p>He also thanked MVDA and RCVDA for their management of the HWST contract and wanted to highlight that substantial progress has been made regarding the creation of the HWST Partnership Board and lots of excellent work has taken place.</p> <p>Thank you was also directed to all of the Partnership Board members for their hard work and Tracy Smith (MVDA) for producing the minutes for our meetings.</p>	
10	<p>Date and time of next meeting TBC</p>	