

MINUTES

of a meeting of the Management Board
19 May 2015 (2pm-3:50pm)

Present:

Directors:

Anne-Marie Dean, Chairman
Ian Buckmaster, Company Secretary
Hemant Patel, Director

Carole Howard, Administrator

Specialist Irene Buggle

Donal Hayes was also present

Apologies were received for the absence of Bev Markham, Christine Ebanks, Dianne Old and Diane Meid.

Note: Except as noted, all resolutions were passed unanimously

185 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 21 April 2015 were confirmed as a correct record and were signed by the Chairman.

Mr Patel welcomed the succinct style of presentation of the minutes.

186 DECLARATION OF INTERESTS

There were no declarations of interest in business before the meeting.

187 OUTSTANDING ACTIONS

Action

- 8 - The Chairman and Company Secretary had met Cllr Gillian Ford, Chairman of the Children's OSC for the Council to discuss how HWH could assist with children's service issues
- 23 - It was agreed to aim for a September Newsletter edition. It was also agreed that a template for Newsletter items should be prepared, similar to that now used for reporting on meetings attended
- 29 - It was agreed to produce a brief guide on dealing with anonymous complaints etc.

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- 31 – It was noted that several opportunities for recruitment were due in the next few weeks – Dying Matters Week (20 & 23/5), Volunteer Recruitment Day 27/5 and the BHRUT listening event, 8/6
- 32 – Draft work plan for 2015/16 approved (see minute .. below)

188 FINANCE REPORT

The Company Secretary submitted the Finance Report for April.

Total expenditure had amounted to £7,014.31 against income brought forward of £67,197.24 (including the first instalment of the 2015/16 grant).

The latest, revised forecasts of expenditure expected to March 2016 were also submitted. It was noted that, on current levels of spending, there was a forecast underspending of about £750 in 2015/16, though that was likely to change significantly over the year.

189 ENTER & VIEW PROGRAMME

- (a) The latest E&V Programme was submitted.

The E&V Panel had agreed to carry out a visit to Queen's Hospital Discharge and Ambulance Arrival lounges to observe arrangements for dealing with patients awaiting discharge and outpatients brought in and to be conveyed home by ambulance. The aim would be to visit mid-/late afternoon, especially as the Ambulance Liaison Office closed at 4pm when patients were still being attended to.

It was agreed that investigation of domiciliary care agencies should be held in abeyance. In response to enquiry, the Company Secretary undertook to investigate whether it was possible to carry out E&V visits to day centres.

Mr Patel agreed to advise what might be the focus of E&V visits to GP surgeries and pharmacies.

- (b) The Chairman presented a draft timeline document to govern the timescales for carrying out E&V visits. The draft was **approved** for use – see Appendix 1 to these minutes.

190 DRAFT WORK PROGRAMME, 2015/16

The Chairman presented a draft work programme for 2015/16. The draft programme was **approved** – see Appendix 2 to these minutes.

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The Chairman mentioned the need to build an alliance for improving services for mental health patients and it was agreed that this would be discussed at the next meeting.

It was also agreed that Kathleen Meddeman should be approached about attending the Mental Health Partnership meeting on behalf of Healthwatch.

191 MEETINGS ATTENDED

Details were submitted of the proceeding of various recent meetings attended on behalf of Healthwatch, as follows:

Date	Meeting attended	Representative
24 April	Quality Assurance Team (confidential)	Christine Ebanks
28 April	Health OSC	Ian Buckmaster
28 April	Individuals OSC	Bev Markham
29 April	Children's OSC	Bev Markham
29 April	St Francis Hospice	Dianne Old
5 May	CCG briefing for Healthwatches	Anne-Marie Dean
8 May	Learning Disabilities Health Pathway Sub-Group	Bev Markham and Donal Hayes
11 May	OSG meeting (tri-borough) (confidential)	Christine Ebanks

Arising from the Health OSC, the possibility of visiting the Acorn Centre (for children with learning disabilities) and the new Breast Screening Unit at King George Hospital would be explored.

192 CCG – PRIMARY CARE COMMISSIONING COMMITTEE (PCCC)

The CCG was joining the Barking & Dagenham and Redbridge CCGs in setting up a PCCC and had invited the three local Healthwatches to attend its meetings, initially in a non-voting capacity but possibly in due course as full members.

The Board noted the proposed Terms of Reference for the meeting.

It was agreed that, initially, the Chairman and the Company Secretary should attend.

193 CHILDREN'S HEALTH SERVICES

The Chairman and Company Secretary had met Cllr Gillian Ford, Chairman of the Council's Children's Overview & Scrutiny Committee to discuss what areas of services for children it would be useful for Healthwatch to look at. Cllr Ford had welcomed input to the work of Children's OSC. In addition to regular OSC

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meetings, she would appreciate representation at the regularly-programmed joint meetings of Children's and Health OSCs.

It would be useful if HH could help find out parents' views of the new Acorn Centre (and Cllr Ford was impressed by our work with the Positive Parents group) and whether parents have noticed improvements in the equipment service.

One further area of particular concern was childhood obesity. Cllr Ford also welcomed the work on health checks for people with LDs and/or dementia

194 WORK EXPERIENCE PLACEMENT

It was noted that arrangements were being made for the son of Member Sujit Sen to gain work experience with Healthwatch during July. A programme of work would be developed for him.

Chairman
25 June 2015

Work Plan for 2015/16

Executive Summary

This work plan sets out how we will address our known objectives and also has flexibility provided within the plan to address issues which arise suddenly which is often the nature of health and social care provision.

The key components of the plan are to include:

- The continuation of the programme of 'Enter and View' (E and V) visits across the borough for nursing in residential homes. As part of the preparation for 2015/2016 we have reviewed and redesigned our 'Policy and Procedures for Enter and View visits to health and social care premises'.
- We will continue to develop the positive relationship with Queens Hospital at both a strategic and an operational level.
- To continue to work with parents, voluntary and statutory organisations to ensure that people with Learning Disabilities within our borough have an influential and effective voice.
- To monitor the services provided within Primary Care, looking at concerns raised by patients on an individual basis, statutory organisations and access of communities to basic primary care facilities.
- Monitoring the impact of changes to funding and policies on the services
- Working with the Health and Wellbeing board, the Overview and Scrutiny Committees, the CCG's, colleagues across the Healthwatch network and the CQC.

In addition to extending our role within these areas we will monitor the work and achievements which have happened in 2014/2015 to ensure that where we have been successful in 'Making a Difference' this improvement to health and social care is maintained and wherever possible developed further.

Introduction

Our work plan is a tool that helps us to identify the issues to be solved, and the activities that we undertake to address them. The work plan is led and developed in participation with our volunteers. It reflects the issues that volunteers identify by their involvement with the community, that get raised as part of the work that we do e.g. nursing and residential homes, as members of the Health and Wellbeing Board and working with key stakeholders in the borough.

This plan is the guide for the organisation; it is designed to be flexible as it needs to be able to respond quickly to issues which can arise suddenly such as concerns regarding patient and resident care or concerns from relatives, carers and residents about a service.

As an organisation we are grant funded and our work plan acts as a useful document contributing to transparency, as copies of the work plan are published in our Annual Report and are available to organizations who have a need or a right to know what we are doing, and why, during this current period.

Proposed actions which will support our role in making a difference

Social Care – Nursing and Residential Homes

To widen the scope of the E and V visits as set out in our policy

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- ❖ Action: E and V Panel to monitor six monthly to ensure homes not part of any statutory scrutiny are included

To improve the opportunity for greater engagement with residents, families and carers

- ❖ Action: Homes to be provided with posters and contact details, to be displayed prior to Healthwatch visits.

To develop the an information resource

- ❖ Action: to develop a data base of CQC reports, LA or Safeguarding alerts, complaints information, Healthwatch England national advice, OSC reviews and recommendations.

To ensure a timely and efficient business process

- ❖ Action: To develop a process map with clear roles, actions and timelines

To continue to develop our knowledge and expertise in dementia and 'end of life' care

- ❖ Action: To work with the hospice and the borough to identify appropriate training

Hospital Care

To maintain the strategic relationship with the executive team

- ❖ Action: To continue to be part of the CQC monitoring and Quality Summits

Ensure a supportive and purposeful dialogue with the operational management team.

- ❖ Action: To design an E and V programme which responds to patient, families and carers concerns e.g. wards and the emergency department
- ❖ Action: To discuss changes to service provision and the impact of budget and other providers service constraints e.g. the discharge lounge and the role of the Joint Admissions and Discharge team

To continue to monitor high profile departments

- ❖ Action: E.g. Follow up visit to the Maternity Unit

To continue our joint 'Have your Say' programmes

- ❖ Action: To support Queens proposed event with Young People

Learning Disability

To ensure that people with Learning Disabilities continue to get access to annual health checks

- ❖ Action: To continue to monitor the progress achieved by GP practices
- ❖ To receive feedback from organisations such as Positive Parents

To ensure continuing progress of the joint working between commissioners and providers in support individuals, families and carers

- ❖ Action: To organise and share the quarterly meeting of Positive Parents
- ❖ To identify organisations working with adults with Learning Disabilities and the resources and information available to support them
- ❖ To work with the staff at Queens developing their Learning Disability support service

Mental Health

To develop a programme of Enter and View across both in-patient and community service

- ❖ Action: An in-patient and community care provision visit to be undertaken in the second half of the year

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Primary Care

To continue to develop the work with both individual practices, the CCG and the newly develop Havering Health

- ❖ Action: To complete the work on the 'Have Your Say' in respect of the development of the GP Hub Service and the access of primary care patient information.
- ❖ Discuss with the CCG the outcome of the CQC reports on the GP practices in Havering once published
- ❖ To design a 'mystery shopping' exercises looking at the opportunities for booking on-line appointments and same day appointments.

Resources

Our financial plan which was presented and discussed at our board meeting on 21st April 2015 demonstrates monies identified to support the work. This includes

- DBS, Safeguarding Level 1 for Adults and Children
- The Mental Health Act and DOLS
- Enter and View training
- Training courses or conferences – as approved within our policy
- Expenses – as approved within our policy
- 'Have Your Say' events to support public engagement

However, in carrying out our work plan our most valuable resources is the staff, the organisations and individuals we work with within the borough, but most importantly of all, our volunteers.

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Appendix 2

Process Map for Enter and View

Role	Action	Timeline
Spec/Man Team	Discuss and agree priorities Determine rationale e.g. QAT/PALs Agree recommendations	Meet every 4 - 6 weeks Co-ordinated to meet E and V panel meetings
Cm/E and V Panel	Discuss/prioritize/ current plan Consider new recommendations Agree selection Determine Team Leader and note taker Usually a team of 3 Agree the 3/4 areas for the Visit This should help to keep the report manageable and also be the rationale for the selection of the home Team leader to arrange meeting up arrangements and be liaison with the Office Manager	Meet every 4 - 6 weeks
C/man E & V Panel Office Manager	Co-ordinate the meetings with Specialists Co-ordinate E and V Panel Letter to organisations to be visited Provide organisations with date and am/ pm detail of the visit Send registered post and ring and check letter has been received Ring and check arrangements to include someone to meet and debrief to send out posters to home	1 week 6 weeks 2/3 days 1 week to and
C/man	Complete the Authorisation Form with details of 3 reasons etc. Any unannounced visits to be notified to AMD and HP prior to visit	2/3 days
Team Leader	Agree with team details of visit and timings Raise any issues with C/man of Panel Collect mobile phone if required Agree the 'Concern' mobile number if anything untoward occurs On arrival, request details of any situations/patient/resident which might be challenging and request organisation to provide support	

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	If uncomfortable limit the visit Identify who will be available for de-brief Important to share all issues that have been noticed to enable the management to correct things a.s.a.p.	
	Debrief after Visit and agree if a call to the office is needed Timeline for first draft	1 week
C/man and Team Leader	Agree timeline to achieve Final draft, circulate to AMD and HP	4/6 weeks
C/man Office Manager	Complete final report and circulate to home for 'points of factual accuracy'	2 weeks
	Circulate final report with any changes to named organisations for comment	1 week
	Publish on website	at week 10