

MINUTES

of a meeting of the Management Board
28 July 2015 (2pm-4:15pm)

Present:

Directors:

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

Bev Markham, Community Support Officer

Specialist member Irene Buggle

Apologies for absence were received from Christine Ebanks, Carole Howard, Kathleen Meddeman and Dianne Old

Note: Except as noted, all resolutions were passed unanimously

202 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 25 June 2015 were confirmed as a correct record and were signed by the Chairman.

203 DECLARATION OF INTERESTS

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

204 OUTSTANDING ACTIONS

Action

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

31 – It was noted that a significant number of applications for membership had recently been received (see minute 206 following). As a result, it was agreed that there was no present need to continue the recruitment campaign.

205 FINANCE REPORT

The Company Secretary submitted the Finance Report for June.

Havering Healthwatch Limited

Minutes of a meeting of the Board

Total expenditure had amounted to £9,245.39 (including £454.32 attributable to 2014/15) against income brought forward of £44,801.05.

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

Ms Buggle reported that, at the recent London Network meeting, a number of Local Healthwatches had reported reductions in funding by their sponsoring local authorities. The Board agreed that it would be important to maintain planned spending in order to demonstrate to Havering Council that the Company was using its resources fully and wisely.

The Board noted that the local Council for Voluntary Services, HAVCO, had announced that it would be ceasing operations in September as reduced funding had made it unviable.

206 RECRUITMENT

The Board noted that eight applications for membership were currently being processed, that another was expected imminently and that one more enquiry about membership had been responded to.

Arrangements were in hand for training sessions in September for both Enter & View and for Deprivation of Liberty/Mental Capacity Act.

207 APPOINTMENT OF SPECIALIST MEMBERS

Following discussion with the nominees for Specialist status, specialist areas have been identified and individual members nominated for appointment as the respective Specialists:

Specialist Area	Nominee
Hospital	Irene Buggle
Mental Health	Kathleen Meddeman
Primary Care	Adrienne Saunderson
Policy advice	Debbie Baronti
Social Care	Christine Ebanks
St Francis Hospice and End of Life Care	Dianne Old

A generic job description for the role of Specialist had been prepared and individual job descriptions for each Specialist Area had been agreed with those concerned.

Havering Healthwatch Limited

Minutes of a meeting of the Board

It was noted that, in due course, a Specialist in Learning Disability would be appointed but, for now, that role would be carried out by Donal Hayes with support from Bev Markham.

The Board **CONFIRMED** the Specialist Areas and the appointment of the respective Specialist Members as indicated above.

208 ENTER & VIEW PROGRAMME

The latest E&V Programme was submitted.

The successful outcome of the recent visit to the Discharge Lounges was noted. The intention to visit the Pharmacy as part of the forthcoming visit to Reception Areas was noted and it was agreed that, if the outcome warranted it, a full visit should be made to all pharmacy locations in due course.

Given the recent publication by Healthwatch England of its report on Discharge Arrangements across the country and continuing concerns about the adequacy of discharge arrangements generally, a particular focus of Enter & View visits to Queen's Hospital should be the efficiency and thoughtfulness of discharge from the patients' perspective.

207 "MYSTERY SHOPPING"

Following a recent meeting with other Healthwatches in North, Central and East London, the possibility of some form of "Mystery Shopping" scheme for members and/or the public had been mooted. Two possibilities for creating a Mystery Shopping initiative for Healthwatch Havering had been discussed by the Enter & View Panel, who had strongly supported both.

The first initiative was for members to be requested to complete and return to the office a form (similar to that used for reporting meetings attended) setting out their experience of attending a health or social care establishment.

The second initiative is for more general use and would be similar to the "comment cards" that are increasingly used by businesses to get feedback from their customers. Postage-paid postcards would be provided, on which people would be able to give a brief description of a health or social care establishment visited and any issue they wanted to raise, outlined. Pads of cards could be given out at events or from static displays in locations such as hospital reception areas, surgeries and pharmacies.

The proposal was to use a foldable and sealable card, with a "report" section on one side and completion instructions and the reply-paid address on the other. A quote for cards had been obtained – 200 pads of 25 cards each, 5,000 cards in all, would cost £576.

Havering Healthwatch Limited

Minutes of a meeting of the Board

Use of reply-paid postcards would require a Business Reply (BR) arrangement with Royal Mail; the cost would be about £113 per annum for the necessary licence, plus 37.2p per postcard returned. The BR arrangement could be used for other activities – including the return of members' mystery shopping reports – which would spread the cost of the licence fee.

The Board **AGREED**:

- (a) to proceed with Mystery Shopping as outlined above;
- (b) to use foldable/sealable cards; and
- (c) to enter into a BR arrangement with Royal Mail both for that purpose and any other reasonable use

It was also **AGREED** that a supply of reply-paid envelopes be obtained for other uses.

In addition, the possibility of obtaining small display stands for leaflets and a static banner to accompany the display stand was **AGREED**.

208 URGENT CARE, GP OUT OF HOURS AND NHS 111

It was noted that the CCG and NHS England are seeking contracts for developments in Urgent Care, GP Out of Hours provision and NHS 111 services. The Chairman explained that the CCG had originally sought bids for service provision from local providers but the responses were too varied for the proposals to be practicable and the tendering exercise had been abandoned.

Since then, the CCG (with its Barking & Dagenham and Redbridge counter parts) had been awarded a place in the Government's Vanguard programme – the only CCGs in London and one of only eight schemes nationally – to explore new approaches to the provision of these services.

The timetable for service development was noted, with a deadline of October 2017 for delivery.

209 MEETINGS ATTENDED

Reports about recent meetings attended on behalf of Healthwatch were received and noted. Details of issues arising from the meetings marked * are given below:

Date	Meeting attended	Representative
13/5	Health & Wellbeing Board	Anne-Marie Dean
* 14/5	Meeting with Cllr Gillian Ford	Anne-Marie Dean & Ian Buckmaster
18/5	Urgent Care Board	Anne-Marie Dean
23/5	Dying Matters Week events	Ian Buckmaster

Havering Healthwatch Limited
Minutes of a meeting of the Board

27/5	“Pick.n.Mix” at Tesco Roneo Corner (arranged by HAVCO)	Ian Buckmaster
2/6	Equality Delivery System2 Working Party	Ian Buckmaster
2/6	PCCC with Healthwatch	Ian Buckmaster
4/6	Havering QAT	Christine Ebanks
8/6	BHRUT Listening Event	Ian Buckmaster
9/6	Havering Over Fifties Forum	Bev Markham
10/6	PCCC meeting	Ian Buckmaster
10/6	VCS Forum meeting	Ian Buckmaster
* 11/6	NELFT & Positive Parents	Ian Buckmaster
15/6	LD Working Group	Donal Hayes & Bev Markham
16/6	LD and Support Topic Group	Bev Markham
16/6	Namaste training day, St Francis Hospice	Dianne Old
* 17/6	Healthwatch London Network	Irene Buggle
18/6	LD CEME Meeting	Donal Hayes & Bev Markham
18/6	UCC Systems reliance	Anne-Marie Dean
24/6	Health Overview & Scrutiny SC	Ian Buckmaster
25/6	Havering QAT	Christine Ebanks
29/6	QSG Tri-borough	Christine Ebanks
* 30/6	BHRUT Quality Summit	Anne-Marie Dean & Ian Buckmaster
1/7	CCGs Urgent Care Conference	Ian Buckmaster
3/7	NHS EDS2 seminar	Ian Buckmaster
7/7	Healthwatch NCEL steering group	Ian Buckmaster
8/7	Partnership in Practice	Ian Buckmaster
8/7	PCCC meeting	Anne-Marie-Dean
10/7	BHRUT Patient Experience & Engagement Group	Dianne Old
14/7	Havering Over Fifties Forum	Bev Markham
16/7	Havering QAT	Christine Ebanks
21/7	ONEL JHOSC	Ian Buckmaster
* 22/7	CCG PERF	Ian Buckmaster

* Attention was drawn to the following matters:

Meeting 14/5 with Cllr Ford: it was agreed that Healthwatch should seek opportunity to visit the new Acorn Centre in London Road, Romford for children with severe learning disabilities and seek membership of a Topic Group on Learning Disabilities;

Positive Parents, 11/6: lack of maintenance of electrical equipment supplied, such as adjustable beds, was raised as a problem. In consequence, Conor Burke of the CCG and Joy Hollister of Adult Services had been reminded that their respective organisations were potentially liable should anything go wrong with such equipment that could be attributable to a lack of maintenance. Mr Burke had acknowledged the position and indicated that the CCG was seeking a resolution. The Chairman had also raised the issue with the Communications office at the CCG, suggesting that a publicity campaign be aimed at parents

Havering Healthwatch Limited

Minutes of a meeting of the Board

whose children might have been given such equipment but who were not involved in Positive Parents and therefore might not be aware of the position;

Local Healthwatch London Network, 17/6: it was agreed that Ms Buggle should be briefed before each Network meeting about any significant local initiatives that she could report to the network. In particular, it was agreed that opportunity be sought for Ms Markham to address the network about the local work on Learning Disability and with Positive Parents in particular;

BHRUT Quality Summit, 30/6: the CQC rating of “Requires Improvement” for BHRUT and the two hospitals, Queen’s and Kin George was noted and their remaining in Special Measures while the recovery continued was welcomed. A continuing programme of Enter & View visits would be essential while recovery remained in place; and

CCG PERF, 22/7: it was agreed that Healthwatch members Diane Meid and Sujit Sen, who attended the PERF as members of their respective surgery Patient Groups should be asked to act as Healthwatch representatives at PERF meetings, on the basis of a watching brief. Management representatives would attend when either giving a presentation on behalf of Healthwatch or if the agenda for the meeting indicated that there was likely to be discussion in which a formal Healthwatch position might need to be expressed.

210 WORK EXPERIENCE PLACEMENT

From 6 to 16 July, a Year 10 pupil at Coopers’ Co. & Coborn School was in the office on work experience. During his time with Healthwatch, he was able to attend a variety of external meetings and participated in visits to two hospitals (Queen’s (E&V) and Whipps Cross). He wrote reports of his various attendances, which formed the basis of several formal reports. He also completed Enter & View and Safeguarding training.

He appears to have been happy during the placement and his work was of high quality. It is understood that the school was pleased both with the quality of work he produced and with the quality and quantity of work opportunities made available to him during his placement. The school was particularly impressed by his completing Safeguarding training, and that Healthwatch invested in that for him.

The school had enquired whether it would be possible to accommodate another Work Experience placement in 2016. With the proviso that continued operation is dependent upon renewed funding, the school has been told that it should be possible to do so.

In addition, it was **AGREED** that, should other schools seek similar placements, they be advised that it was possible that such arrangements could be made, dependent upon on what opportunities were available at the time.

Chairman
29 September 2015