

Minutes of the Board Meeting held on 12th September 2018

Present

Board Directors: Frances Russell (Chair), Mark Sharman (Help & Care Member Director), Alan Pickering, Helen Goodman, Christine Field, Martin Phillips, Linda Cairney

In attendance: Sally Dartnell, Katrina Broadhill

Clerk: Anne Cole

1. Welcome

FR welcomed all to the meeting

2. Apologies

Emma Leatherbarrow, Steve Cooper, Jeremy Gardner

3. Declarations of Interests

None

4. Approval of Previous Minutes

Approved

5. Matters Arising

- Risk register has been reviewed and amended by the Finance and Performance Committee – **Closed**
- Emma Leatherbarrow has passed on the contact details for Frimley STP – **Closed**
- Guest speaker has been invited to, and will speak to the Board at, the next meeting - **Closed**

6. Reports

6.1 Insight & Evidence Report

- A volunteer reviews every story added to the Customer Relationship Management (CRM – database where insight from individuals is held for analysis) and divides them into separate categories in line with their subject matter and topics covered. The information is then passed to the Operations team fortnightly
- Concerns have been raised over the Saxonbrook Medical Centre in Crawley. The number of attendances at A&E from this practice have significantly increased. The team has been visiting and supporting during the past year. A report is currently being finalized.
- Two Coroner's complaints have been raised through Independent Health Complaints Advisory Service (IHCAS) linked to Sepsis being missed. We are doing a briefing on Sepsis and will be discussing this at Quality Committees to understand how this can be used to improve the monitoring of processes etc. by the CCGs quality officers.
- KB raised concern as has been trying to get a meeting with WSCC to look at recommendations from the Financial Fairness Report, to find out about the

impact and the progress made but this has proved difficult. SD & FR will discuss with KB how best to follow-up on this report.

ACTION: SD & FR to discuss with KB

- Community Partners, Clinical Commissioning Group (CCG) and pharmaceutical companies are keen to have feedback on visits made by the Healthwatch Team. A Local Pharmaceutical Council's Webinar is in the pipeline for members to learn about our findings.
- CCGs have been working together to review and standardise non-emergency procedures and treatments. They have assured there will be little overall change and will include Sustainability and Transformation Partnership (STP) pathways. A document will be going on their website but it is not in plain language and there are gaps in policy documents.
- Concerns were raised over the loss of relationships between Health and District and Borough Councils since the CCG Alliance formed and key roles have changed. This was flagged at the recent Healthwatch Meeting with Crawley Borough Council who have been trying to secure a meeting for 3 months. Healthwatch took an action to alert the Alliance at the September STP Forum meeting.
- Good feedback for Healthwatch West Sussex has been received from WSCC and other organisations, including the specific request for Healthwatch West Sussex to continue to be critical and provide robust challenge whilst representing the public and the patient perspective.

6.2 Community Partnership Report

- The Community Partnership Manager role is developing well. WSCC have asked for a costed proposal for the role to continue next year and have agreed £6.5K additional funding from the "Community Voices" central government funding to be used to extend the post until the end of the current contractual year.
- Many applications have been received for the associated £9K Community Chest fund which offers awards of up to £500. It is planned to allocate the entire fund by the end of this year to community projects across West Sussex that will enable Healthwatch to hear of health and social care experiences from within the hearts of communities.
- Useful connections have been, and continue to be, made and this role is proving value for money
- A map of the allocated funds is included in the report. The board asked that a further map could be used to include community partners who have not requested funds but are partnering with Healthwatch West Sussex.
- Board agreed that the role is having a very positive impact on community collaboration and raising awareness of Healthwatch.
- Community Partnerships Coordinator will be presenting at the Healthwatch England Conference in October.

6.3 Finance & Performance Sub Committee

Finance

- Committee met in August
- Draft accounts and the Auditors Assurance Report have been prepared to the year end at March 2018. These will be circulated to the full board for approval once

received from the auditors.

- Business Reserve is being maintained at agreed level £34,000 reserve with £17,464 being carried forward as committed spend for the Community Partnership role.
- The current year's cost centers are in line with budgets and any variations are explained by the lack of ability to phase budgets in detail.
- AP gave his thanks to Nihar, Help and Care Finance Manger for his continued support.

Risk Register

- Format was revised in committee. SD will review detail with EL to ensure that all Healthwatch West Sussex risks "owned" by the Help and Care Operations team are addressed by Help and Cares own Risk Register and Mitigation actions.

ACTION: SD and EL to review updated Risk Register

7. Independent Directors' Feedback

- **Health and Wellbeing Board** – meetings are growing in impact. The new Chair has asked for Healthwatch to be part of the planning of the Boards work so that insight and evidence from the public is able to direct HWB focus. Strategy refresh is currently being worked on for next April. Meetings are moving around the county so that all geographies have more ready access to the meetings and more members of the public can attend.
- **Health Adult Scrutiny Committee** – has not met since last Board meeting. Next is in late September.
- **Safeguarding Adult Board** – Board discussed ongoing concerns about the operation and effectiveness of the SAB.

Concerns have risen from 6,000 to 8,000 over the past 12 months. A high percentage of the concerns come from care homes, however, it was recognized that West Sussex does have a larger than average number of care homes in the County.

Healthwatch West Sussex representative on the SAB continues to press for the SAB minutes to be published publicly. Since the Healthwatch meeting with the Head of Adult Safeguarding in April when it was agreed to look at this, a number of key personnel have changed and Healthwatch is frustrated that this means this still has not happened.

The board discussed the most effective way to raise concerns with WSCC since the operational route has stalled as a result of staff changes and difficulties in recruiting permanent replacements. Healthwatch concerns are serious and at the highest level on our Risk Register. It was therefore agreed that FR will write to WSCC Leader, Louise Goldsmith setting out concerns and offering a meeting.

ACTION: SD, KB, MP to provide input for FR letter to be sent immediately

- **Sustainability Transformation Partnership** – Forum met for the first time on Monday 10 September where a NHSE representative attended and gave useful information. There was a lot of ground to cover and limited time for questions. Unlike other areas of the county, Local Healthwatch are not included in the top level of STP planning and decision making. We have concerns that the patient perspective is not always being considered due to the severe financial situation facing our STP. We will continue to raise concerns about lack of adequate public

engagement.

ACTION KB to meet other Local Healthwatch Leads to agree strategic collaboration opportunities to address concerns

- **Midhurst Task & Finish Group** - Coastal West Sussex CCG are looking at bed closures at Midhurst Hospital and how better to use resources. Healthwatch West Sussex are part of the group and have been pressing for wider communication and inclusion of community sector organisations as the need is much wider than beds and needs to address workforce, community transport alongside multi-disciplinary health and care teams and services. There is good local involvement and the opportunity to be innovative with solutions. A presentation from and visit to a vanguard site in Woking is planned.
- Work is being carried out on providing a new **Stroke service** with a centre of excellence. Healthwatch West Sussex has been asked to join this group. The first meeting will be held on 19th September at 5pm in Worthing. FR will attend the initial meeting and then hand over to an appropriate Director.

8. Policies – none due for review

9. Any Other Business

- One of the NEDs has learnt that there are currently two orthodontic services in Horsham, however, in future there will only be one. The provider believes this will increase the wait time to approximately two years. This may need us to make enquiries from NHS England, who commission such services and how they are informing the public of changes and monitoring the waiting times.
- Healthwatch West Sussex still has no formal contract from WSCC beyond an email confirming ongoing extension against original contract. There is still no replacement for the Senior Commissioner. Payment is, however, being made by WSCC and six months notice is required if WSCC do not want to renew. Next Commissioner meeting is scheduled for 9 October.
- New marketing cards have been produced and presented at the meeting. They are already in use and the board were encouraged to use them to help promote awareness of the Information and Advice the Healthwatch Help Desk is able to offer.

Future Board meeting dates:

Board Meeting dates (all 10 am – 1pm Billingshurst Community Centre)
Wed 14 November 2018
Wed 13 February 2019
Wed 8 May 2019
Wed 11 September 2019
Wed 13 November 2019

There being no other questions or business the meeting closed at 12.10pm

ACTION PLAN

Item Number	Action required	By Whom	Notes/ Completed
6.1	Financial Fairness Report Follow up	SD, FR and KB	
6.3	HWWS and Help and Care review of shared risks	SD and EL	
7	Send letter to Louise Goldsmith WSCC to escalate continuing concerns over SAB	MP, SD, FR and KB	
7	KB to meet other Local Healthwatch Leads to agree strategic collaboration	KB	