

Minutes of the Board Meeting held on 13th February 2019

Present

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

In attendance: Sally Dartnell, Katrina Broadhill, Amanda Jupp

Clerk: Anne Cole

1. **Welcome**

FR welcomed all to the meeting

2. **Apologies**

Emma Leatherbarrow, Steve Cooper

3. **Declarations of Interests**

None

4. **Approval of Previous Minutes**

Approved

4.1. **Matters Arising**

- Follow up has occurred on the financial fairness report. KB will meet on 22.2.19 - **closed**
- No comments were received but the Insight and Evidence Report has been redesigned using the Healthwatch England (HWE) template as a guide – **closed**
- Typo amended – **closed**
- Concerns over the Safeguarding Adults Board (SAB) continue to be monitored. KB will attend the next Board meeting and has been invited to their “Development Day” – **closed**
- KB attended the meeting of the West Sussex Redesign of Mental Health Inpatient Bed Independent Panel and reported the scoring of the ‘long list’ of options was not fit for purpose – and asked for the panel minutes to reflect the true discussion by the panel **closed**
- HWWSx is represented at all the current appropriate groups where an impact can be achieved – **closed**

5 **Reports**

5.1 **Insight and evidence Report**

- Format has altered according to the HWE template and is in line with our current priorities
- KB asked for feedback on the new style – clear and easy to read. A request was made for trends to be shown on future reports

ACTION: KB to add trends to future report

- This quarter has seen a significant increase in insight gathered due to a combination of Listening Tour, raising awareness role and the Community

Partnership work.

- The team asks for both positive and negative stories in order to show best practice
- Medicine management is seen as a growing trend as cost cuts, issues with supply and the political climate (Brexit), seem to be leading towards a shortage of some medicines and possible stock piling
- A company called Pharmacy2U may be misleading public into thinking they are an NHS service. Problems reported where service users have not been able to get their medication by post (due to the nature of the medication) and are therefore returning to their local pharmacy, but then encountering issues because they cannot have two pharmacies as their dispenser centre. Healthwatch Brighton & Hove ran a survey on this subject and had an exceptional response – we are waiting on the report and outcomes.

Medicine management is a national problem and has been picked up by HWE

- A strong volunteer network is now in force sharing resources, practice, experience and knowledge

5.2 Community Partnerships Update

- Strong performance from Community Partnerships Coordinator (CPC)
- Over 100 partnerships have been started. Small community grants have been awarded to 22 groups across the county
- HWWSx set aside funds for CPC's salary for an initial 12 months. A proposal has been made to WSCC to contribute to the continuation of the role, backed up by the evidence of impact the CPC has already achieved. There is no key funding stakeholder at WSCC so an answer has proved to be tricky to obtain. HWWSx will continue to fund the role for as long as possible from Social Enterprise generated income.
- Community Partners range in size and many are very small but give trusted access to areas of the community we would not normally hear from or be able to contact
- The map on the report implies a gap in the North East of the county, however, the map only shows grants awarded rather than the distribution of all community partnerships and so could be misunderstood. SD and CPC will review and revise the map to more clearly show the coverage of community partnerships

ACTION: SD to discuss partnership representation with CPC

- CPC is in contact with Borough, District and Parish councils, has had a slot on local radio and has connections to parish and district magazines.

Insight Impact

- The next HWWSx informal board workshop will focus on 2019/20 priorities and consider how insight is shared and published to all stakeholders to have maximum impact on future services development for West Sussex residents. An application has been made to Healthwatch England to test a new Impact Toolkit.

5.3 Finance and Risk

- The Finance and Performance Committee met the week before the Board meeting

to review the detail of finance, risk and performance reports.

- As part of the Risk Review, Help & Care will share their approach to Stakeholder reviews for future consideration.
- Costs are on budget in all areas and the committee agreed to allocate any social enterprise funding to the continue the Community Partnership role.
- Increase in calls and contacts had been noticed with a particular spike in the number of calls to the IHCAS team. A watching brief will be kept on this as it is expected to rise in line with cuts in funding across the health and social care sector.
- It was noted that the link for IHCAS was hard to find on the website. Simple adjustments to the exiting site will be made if possible and the HWWSx website will be transferred to new Healthwatch England website template in August/September 2019 so it is difficult to justify spending our limited budget on existing website changes when it will shortly be closed. An earlier transfer if possible has been requested to HWE has been made

6. Independent Director Feedback

Health and Wellbeing Board (HWB)

- KB attended what was a well attended and positive meeting. Particular attention was paid to falls prevention, with a leaflet produced that KB would like to see in all GP waiting rooms, how to add value by working collaboratively and the safeguarding adults annual review.
- Amanda Jupp reported there would be changes to the HWB representatives. HWWSx will remind the HWB it needs to be patient focused rather than focusing on structure.
- It was also noted clinicians should be represented on this panel

Health Adult Scrutiny Committee (HASC)

- A difficult meeting was held in December relating to strategic budget options. A key agenda item was to discuss and advise the cabinet member on the impacts of proposed changes in funding to Housing Related Support, Minimum Income Guarantee and Local Assistance Network. Healthwatch share the concerns of several other Community Organisations that the most vulnerable will be affected.
- The decision since taken by WSCC supported the budget options. Healthwatch will work with other community organisations to monitor the impact over the coming year.
- Amanda Jupp advised that there is funding now available to provider organisations to support with the transition of services arising through the budget cuts. This funding was originally made available to District and Borough but was not spent.

Safeguarding Adults Board (SAB)

- HWWSx continues to monitor and challenge closely. Two members of Healthwatch will be participating in the upcoming SAB development day.
- There has been an increase in the number of Safeguarding Adult Reviews (SARs) from 4 to 20+

Stroke Task & Finish Group

- JG attended the meeting of the Executive Overview Committee which includes Coastal CCG, Western Sussex Hospitals NHS Foundation Trust, Ambulance Service, NHS England (NHSE) and NHS Improvement (NHSI).
- The objective of the group is to improve West Sussex Stroke Services in-line with NHSE strategy for a Centre of Excellence.
- Progress is slow however NHSI has introduced a new member who is proactive and JG feels optimistic that things will now improve

Sustainability Transformation Partnership (STP)

- CF attended the recent “Our Health, Our Future” public meeting in Haywards Heath and another HWWSx rep attended Crawley. Concerns were raised that a disproportionate amount of the published reports and case studies are focussed on Brighton and do not sufficiently represent West Sussex voices
- There also seems to be a lack of social care and local authority reference
- Public should be made aware that processes regarding access to health and social care will change in the future
- A publication has been produced by Surrey and East Sussex STP called “Our Population Healthcheck”
- It is not clear how the finances or the large shortfall will be managed

Midhurst Task & Finish

- A public meeting will be held on 26th February where, alongside health organisations, HWWSx will give a presentation and show how outline proposals for a Community Hub fits with the NHS Long Term Plan
- This work is a good lead into our public engagement work on the NHS Long Term plan. The STP must produce a local plan in response to the NHS Long Term Plan by September 2019 and this must evidence how it has been informed by engagement with the public. HWWSx has access to £2500 from HWE (NHSE project) to assist with the public awareness of the NHS long term plan and a corresponding survey. East Sussex Healthwatch is taking the lead for our STP as they have more resources. 250 completed surveys must be produced as part of the project.

8. Policies

Adult Safeguarding and Child Safeguarding were reviewed and agreed. Next renewal date for these will be February 2020

9. Any Other Business

- WSCC Complaints Manager has shared policies and procedures with HWWSx. The policies will remain unchanged but the complaints approach will be adjusted to ensure that our limited resources are not used disproportionately to the detriment of our ability to provide access to Healthwatch statutory services to the wider West Sussex community.
- A new HWE Quality Framework is being rolled out nationally and HWWSx has been asked by HWE to support development of the framework. SD and our WSCC commissioner to meet with HWE on 13 March.
- Two influential figures from HWE will be coming to West Sussex on 16th April to meet with HWWSx and the stakeholders in a community setting.

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10. Questions - none

11. Future Board meeting dates:

Board Meeting dates (all 10 am – 1pm Billingshurst Community Centre)	Board Workshops 10am start
Wed 8 May 2019	Wed 20 th March
Wed 11 September 2019	Wed 3 rd July?
Wed 13 November 2019	

There being no other questions or business the meeting closed at 12.50pm

ACTION PLAN

Item Number	Action required	By Whom	Notes/ Completed
5.1	Add trends to the Insight and Evidence Report	KB	
5.2	Review the map of interactions on the Community Partnerships Report to make it more clear	SD	