

Minutes of Board Meeting held 13 November 2019

Present

Board Directors: Frances Russell (Chair), Emma Leatherbarrow (Help & Care Member Director), Helen Goodman, Martin Phillips. Jeremy Gardner, Steve Cooper, Alan Pickering, Linda Cairney.

In attendance: Sally Dartnell, Katrina Broadhill

1. Welcome

FR welcomed all to the meeting.

2. Apologies

Received from Mark Sharman (Help & Care Member Director).

FR informed the Board that Anne Cole has resigned for personal health reasons and the Board agreed to SD sending a thank you letter in recognition of all her support. The Board agreed to not recruit to this role with the current uncertainty around a future contract. SD, KB and FR will fill the gap in the meantime. NEDs offered support.

ACTION: HG to check draft minutes for accuracy going forward.

3. Register of Declarations of Interest

None.

4. Approval of Previous Minutes

Approved.

4.1 Matters Arising

All actions have been **completed**.

5. Report

5.1 Insight and Evidence

KB highlighted:

- Upward trend continues, in the volume of insight being captured by the team and that this enables us to provide responsive, generic intelligence to the system, without the need for additional lengthy/costly project-based work outside of planned projects. Example given of recent Care Quality Commission request for insight on a specific practice had meant we were about to give about 20 pieces of insight captured in the last 12 months.

- Moorfields Eye Hospital changes of Patient Transport Service and how this had created anxiety for an elderly resident who believed he would no longer be able to get to his appointments. Healthwatch West Sussex were able to resolve this and highlight errors to the hospital's PALs team (who were not aware of why they were getting so many calls).
- Team has raised concerns over variation in knowledge and communication of GP Improved Access (to appointments) to Clinical Commissioning Group (CCG) Director of Primary Care, last quarter. CCG indicated funding will be channeled into training for frontline staff quickly.

Board discussed issues with access, specifically travelling to other surgeries. KB/SD spoke of the work team has done around Rural North Chichester and the proposal for a Midhurst Health Hub. A report will be given to the Health Hub Task and Finish Group detailing some very real challenges for people in accessing the hub location. This will help them to have the right conversations with local authority, to seek ways of improving local transport facilities (example sheltered bus stop near the hub).

- Hospital insight, as well as being fed into local Trust influencing opportunities, will contribute to the design of the Sussex-wide 24-hours in A&E project. Using our knowledge of planned changes from 1st April 2020, we are looking at the logic of doing this work in February (as currently planned). It may be a good bench marking opportunity for follow up after the introduction of the changes.
- Our role in the Communication and Engagement Oversight Group that work to ensure the public consultation on the proposed changes to inpatients beds in West Sussex reached into the community to hear from a wide range of people. KB said the report from the feedback is balanced and inclusive, but that it is not going to be published until after the General Election. As a result, the discussion at Health and Adult Social Care Select Committee (HASC) to review the revised proposal will be in January 2020.
- We have produced a report on the Young Peoples' engagement. This has been circulated to the Independent Review, and other stakeholders including local commissioners and Safeguarding Board Chair, Health and Wellbeing Board Chair. We have a number of influencing meetings now to discuss this intelligence. The report will be published after the election.
- Work on the care home project has been socialised with the West Sussex Providers Forum and the team has met with local authority's multi-agency business team that support the adult social care market. Project proposals have been well received and we are incorporating their feedback. External documentation and first visits are now planned.

NEDs asked if we are doing enough to hear from people who use adult social care and whether this should be given a high focus. KB reminded the board of the "Raise It" campaign and our continuing work to increase awareness across Social Care about how to raise concerns with Healthwatch.

MP also outlined Red List Homes that the Safeguarding Board flag and have been involving Healthwatch with.

EL mentioned sharing the work around Domiciliary Care that Help & Care Local Healthwatch family organisations in Hampshire and Dorset have done.

ACTION: KB to change the chronology of quarters in graphs (to show oldest to newest) in future reports.

5.2 Community Partnership Update

SD highlighted:

- Report is a snapshot of the Community partnership work Cheryl has led the team on. This work has now involved over 150 community organisations across the County.
- The benefit of this work is being felt widely, Cheryl is able to share best practice through networking and *Spotlight Case Studies* which are being well received and used by Social Prescribers, other community groups and wider stakeholders to share ideas and insight.
- This quarter Cheryl and the team have been holding pop-ups (in libraries) and the county council's Aging Well Public Health teams have shared these opportunities. The value we see from this is that we can obtain a rich general level of intelligence.
- Synergy with the operational team is amazing.
- Cheryl continues to support the development of the Rural North Chichester Health Hub, which they hope will be operational by Easter 2020. All the GPs are on board with this.

The team has worked with GP Lead to make a series of update videos (which are on our website) to inform their patients and local people.

It is envisaged that this work will give a model for other places to follow.

- The partnership with The Disabilities Trust, which was as a result of Cheryl recognising a gap and then working with them to develop a product. The toolkit was presented at the Healthwatch England Conference (in October) and is now available free to all across the Local Healthwatch Network to be used by any clinicians, health professionals and organisations who need it.

Feedback from the system has shown the massive impact this is having for individuals, for example, a person a clinician had been working with for more than 2 years, has used the toolkit and can see the difference it has made for the person.

- FR reflected the role is helping to link and build trust across West Sussex's community/voluntary sector. There is a recognition that we are independent, not a threat to other organisations and provide an opportunity to strengthen networking across the sector.
- SD felt the work with NCS has been very valuable and this was shown through the development of the new Youth Pack.

AP stated he was impressed by the Leisure Centre work and the youth work.

Board asked for SD/KB to feedback their appreciation and the recognition of how this investment by the CIC has been hugely successful and asked for this to be passed back to Cheryl and Caroline.

ACTION: SD to feedback to Cheryl, Caroline and team the positive comments from the Board.

5.3 Performance Report Update

KB highlighted:

- The wide range of ways reports (12 reports and 9 Spotlights) and insight is used to influence and show what good looks like. For example, transgender patients' experiencing difficulties with medication, has been taken up as a hot topic to influence the development of a Local Commissioned Service.
- Have worked with more Patient Participation Groups (PPG), which was raised at the last Board meeting and this has resulted in them approaching us directly with an access issue to a wound dressing service, which is no longer delivered at the local practice.
- We analyse our social media to help us learn and increase coverage. Valerie Manor postings were very successful.
- Ambition in Work Plan was to increase volunteer involvement and as the graph shows we are achieving this and this quarter this has been achieved through our involvement of young volunteers (who have developed material for the new Youth Engagement Pack).
- Impact of the collaborative work carried out around the complexity of financial assessments for adult social care, and that has resulted in better information being developed, training and clearer information on how the contribution figure has been worked out.
- The Independent Health Complaints Advocacy Service (IHCAS) works beyond individual cases, and Katie has input (from a patient perspective, using her support experience) into a *Serious Clinical Review*. Feedback is that this has helped clinicians think through actions and how the review is carried out to minimise the potential for further harm.
- The Forward Plan is a useful tool and is helping stakeholders to understand what we are working on in the short term.
- Escalated 4 national issues and are pushing for feedback on these. Have had conversations with the national NHS policy team and these are being fed into a task and finish group around end of life.

Board asked:

- a) How we train and skill volunteers to ensure they are doing things appropriately. KB said that we use the Healthwatch England Enter & View training material and Jo delivers this in small groups. However, what we have found to be more important is the support we arrange through peers.

b) How we have been doing this and managing the risks. KB confirmed that we are using opportunities from engaging with young people and getting them volunteering in places they already use. Where we involve young people at events, for example, this is fully risk assessed and parental consent is sort when needed.

EL advised Help & Care has, over last 6 months', developed process and policies for volunteers, in preparation for *Investors in Volunteers* accreditation and that Jo has been central to this. The outcome is a refreshed volunteer pack.

6. Financial & Performance Sub Committee Report

FR/SD stated:

- The committee met for two hours on 11 November and went through the reports and risk register thoroughly.
- SC reported they had brought forward an increased risk around key staff retention during the contract renewal period.
- AP stated there was a slight under-spend on Community Partnerships by the CIC but this is a phasing issue and therefore not of concern.
- AP reported that Help & Care are broadly in line with spending/budget.
- SD stated how valuable the independent oversight of this sub-committee is and thanked the NEDs who enable it.

7. Independent Director Feedback

7.1 Health and Wellbeing Board (HWB)

FR stated that we are planning to make some changes to our representation on this board. The membership workload was split between FR and KB, but now the HWB is joining up and demonstrating more of a strategic focus, this split has become an issue. FR spoke to Amanda Jupp and Anna Raleigh about this and it was agreed we needed just one person. SD is now taking on the whole role.

KB feedback on last meeting HWB, held in Horsham. There was a heavy focus on children and she was able to feed into the discussion intelligence from our engagement insight from young people.

FR reported that WSCC is in special measures for children's services and it is possible this may be taken from the local authority due to progress against must-dos.

SD was at the business planning meeting and they have taken on board the feedback about the location we gave. The Healthwatch forward plan was used to target specific input from Healthwatch at the next meeting to be themed around primary care.

7.2 Health and Adult Social Care Committee (HASC)

FR confirmed she is stepping down from this committee and it has been agreed that KB will be the HASC member from January 2020. This offers KB a personal development opportunity and FR will be providing mentoring to support her.

This and the HWB change will make the role of Chair more sustainable.

FR reported that HASC is due to meet on 27 November and due to the election, it looks like most of the agenda will be deferred until after this.

7.3 Safeguarding Adults Board (SAB)

MP reported that as discussed at the last meeting there has been a 78% increase in the number of concerns raised and he is still worried about how they cope with this demand and give a good user experience. The lack of user experience feedback remains an assumption not evidenced. However, MP is starting to make headway in getting progress again on gathering feedback from those who have been through the safeguarding process.

MP sits on the Quality Group for the Board (where serious trends are discussed). MP felt that he can now see the start of progress with the Board. They are now looking at the soft insight and responding to this and the healthwatch project will offer value to this group.

7.4 Stroke Task & Finish Group

JG attended the Phoenix Stroke AGM to inform his role on this group. He reported that there is a positive change in the meetings and he is no longer having to argue for specific actions as recent progress means everyone seems to be facing the same way.

The revised case for change is going to the December meeting for sign off.

What is a significant change is that the supported discharged should be rolled out in St. Richards before Xmas and at Worthing shortly afterwards - there currently is no such support.

In January 2020 West Sussex hospitals are due to sign off their strategies and things should become clearer. They are starting public consultation and engagement should be from March to July. JG has pointed out their timeline does not seem to allow time for people to engage in the case for change.

FR said the change to moving in the same direction is a huge change and emphasised the need to consult on the plan.

JG pointed out the resourcing issue in CCGs around public consultation. Example of mental health consultation and the issues have highlighted.

7.5 NHS Long Term Plan/System changes

SD reported that Healthwatch West Sussex were able to provide the Sussex Cancer Board with a significant amount of detailed insight from our community engagement over the last year. Feedback on our briefing is that it was very useful and follow up actions around patient engagement are being finalised across the South East.

KB reported that she attended the first North-place Integrated Care System Programme board workshop and there seemed to be a good variety of stakeholders but a long way to go towards a fully integrated partnership. The second workshop was taking place at the same time as this meeting SD reported that Healthwatch England's contribution to the NHS Long Term Plan, has received national recognition and there is synergy between the national priorities of digital, prevention and transport, with what our own engagement concluded.

7.6 Midhurst Task & Finish Group

As previously reported in points 5,1 and 5.2

8. Policies and procedures update

None.

SD reported that following a recent complaint which was not upheld, we have updated our website to ensure that the Equitable Service Use Policy and Service Agreements for the IHCAS service are highlighted at every opportunity on our website pages relating to IHCAS. SD has referred the complainant to the WSCC commissioner.

9. Any other business

Healthwatch Quality Framework:

EL advised the new framework was launched at the national Healthwatch Conference in October. Healthwatch West Sussex were one of the Local Healthwatch to pilot its use in June 2019 and feedback on development. Help & Care has set out a paper around how all Local Healthwatch in the Help & Care family plan to be involved. The framework will then need to be used by all local Healthwatch from April 2020.

EL proposed a workshop with the Board and staff to look at this together now that the final version is available.

Prioritising work:

MP raised a question around when we will be undertaking our normal Prioritising and Decision Making process which normally takes place annually in January. FR said it would make sense to do this when the outcome of the tendering process is known.

SD explained that CIC uses a matrix which has been flagged nationally as a good model and we are approached by other local Healthwatch who have adopted it.

ACTION: - SD/EL to schedule a workshop for the Quality Framework and Prioritising work for Late Jan/Early Feb.

Contract update:

SD handed over to Cameron Hill (CH), lead commissioner for the Healthwatch procurement in West Sussex. CH emphasized local authority has been in a period of volatility but has a timeline for the procurement for Healthwatch and IHCAS. CH confirmed this is scheduled to happen soon and that he would notify us directly when the specification goes live.

FR emphasized there are a number of impacts this will have on us, e.g. as a company, an employer and a provider, and the Board will part of the processes. SD and EL will lead on the bid/proposal.

Youth Pack Presentation:

Sophie and Caroline presented the draft Youth Pack, explaining how this has evolved and grown due to the needs within West Sussex and as we have worked with young people.

The pack has been shaped through our conversations with young people and their direct contributions.

Activities and content encourage young people to share their views, experience and offer Primary Care Networks, commissioners and services, to have the right conversation with them, and to make the Children's First Strategy a reality. Designed so organisations can get short and sharp insight quickly through the pack.

Engaging, using the pack content, has highlighted that there is a lack of knowledge around services, and the pack helps to challenge this and the belief amongst young people that there is only support when they are in crisis.

Transition to adult services comes up regularly in our conversations with young people and we have incorporated information about this, that proactively engaging young people to find solutions to any gaps.

Team has plans to work with NCS graduates to develop information around how to access services and what to expect from them.

The intention with the Pack is to circulate to schools. It will be in boxes so they can return with insight. In preparation for this, Sophie reported on her meeting with two deputy heads of secondary schools. The pack was received positively, and that students would engage as its real-life/relevant and their views and experiences will not *just going into their* workbooks but could make a difference. They identified an issue around integrating it into the timetable, so we are looking at how the pack can be slot into the curriculum for the PSHE. The team felt that this is very

achievable and will be following up with the PSHE lead. Also, we will include certificates in the pack. Schools would be keen to push the pack to their sixth form students as they are desperate for volunteering opportunities.

Another aim of the pack is to get to those that are hard to engage with. Team has liaised with various SEN experts, who have been supportive of the pack, as it does not dumb-down content.

FR advised Aldingbourne Trust has just set-up a new service around transition.

Board express their support for the product and appreciated the excellent work that has gone into it.

JG noted that there were no pictures of young men and that this may limit their engagement. Caroline agreed this as an issue with the photo stock library used and it was agreed team will ensure there is a mix of photos.

ACTION: KB to forward a copy of the pack to CH, once the photos have been revised.

10 Questions

None.

11 Future Board meeting dates:

Board Meeting dates (all 10 am - 1pm Billingshurst Community Centre)	Board Workshops 10am start
Wed 12 February 2020	Jan/Feb TBC
Wed 13 May 2020	July TBC

12 Action Plan

Item Number	Action required	By Whom	Notes/ Completed
8	HG to review accuracy of draft minutes before circulation	HG	Complete
9	Change chronology of quarters in graphs (to show oldest to newest) in future reports.	KB	Complete
10	SD/EL to schedule a workshop for the Quality Framework and Prioritising work for Late Jan/Early Feb.	SD/EL	TBC - awaiting contract outcome
10	Adjust images within the Youth Pack and complete Copyright before introducing to the HWB	KB	Complete - SD presented overview to HWB 30 Jan '20

