



Minutes of the Healthwatch Volunteer Steering Group
held on 17th December 2019 at ORCEL

Present: (As per signing in sheet)

Margaret Wrenn – Chair
Zoe Sherry – Mental Health Rep
Lynn Allison – Primary Care Rep
Bob Steel – Social Care Rep
Carol Sherwood – Elders Rep

In attendance

Christopher Akers-Belcher -Chief Executive
Stephen Thomas - Development Officer
Tony Leighton – Patient & Public Engagement Officer
Carol Slattery – (CS) - minute taker

Item 1 – Welcome ‘Code of Conduct’ and apologies for absence

MW Welcomed everyone to the meeting and apologies were received from Ruby Marshall & Steve Rose (CCG Rep)

Item 2 – Minutes of meeting held on 15th October 2019 & matters arising

Pg 2 Item 3 Loneliness & Isolation – CAB reported that several events had taken place across various locations. CAB arranged a meeting with TL CSh and Jean one of the volunteers, to discuss going forward and working with the CCG Community Ambassadors and share information.

Pg 2 B12 injections - LA was told that the GP can prescribe tablets instead of giving the injection. **MW** read out the response she received from the CCG meeting. **It was agreed** MW query further at the next meeting.

Action MW

Pg 3 De Bruce Court - ST informed that The Report on the latest CQC visit to De Bruce Court has now been published. Overall the rating is still Requires Improvement (RI) but it is now the only Care Home in Hartlepool to have an inadequate domain (Well Led). HBC are working closely with the home and a new manager has recently been appointed. **ST** suggested HWH prioritise De Bruce Court for an Enter & View visit in the new year.

All agreed

Pg 4 ST asked for a comment around podiatry is amended. MW reported that Podiatry is part of MSK services which is currently being reviewed Teeswide. ST suggested HWH make comment that part of that process is reducing the contact with patients with low level foot care needs, to once every 2 years.

All agreed

Pg 5 NESCHA Conference - CAB asked for feedback and if the VSG felt it was value for money and did it fit in with the work programme around training and informing. CAB suggested in future HWH need to be mindful and look at the

agenda before a decision is made regarding who attends.

Safeguarding Training - BS said the training was very good but the period of time allocated was too short for the amount of work to get through. The team were very professional and knowledgeable.

**The minutes were approved as a true and accurate record Proposed LA
Seconded ZS**

Item 3 Feedback from Health & Wellbeing Board, CCG, Audit & Governance

Health & Wellbeing Board – ST and Rachel Austin presented an updated report on developments since the Deaf Patient Experience report was presented over 18 months ago. Highlighted issues the Deaf Community still have, accessing GP services with being unable to get an interpreter. Improvements have been made accessing the Hospital Trust. **MW** commented that she did mention concerns to the CCG. Nick Timlin agreed to write to NHS England as ask for an update.

CCG – MW tabled questions & answers which were discussed at the meeting held on 11th December. (Enclosed with the minutes). After discussion it was agreed **MW** find out what the GP deems as necessary when deciding on a home visit to a patient. Concerns about overworked staff were also discussed. **It was agreed MW** to ask for clarification on staff breaks.

Audit & Governance – no update - finance and anti-social behaviour discussed

Action MW

Item 4 – Relevant member feedback

CAB explained that the local authority has asked for specific feedback and explained the bullet points on the agenda are a prompt when reporting back at meetings. **ST** commented that feedback will be more structured and will help with monitoring and when **CAB** collates information for the Annual Report.

ZS read out her update, a copy of which is enclosed with minutes. **ZS** explained that she received a certificate in recognition for her contribution to Service User & Carer involvement in 2019 from the Tees Esk and Wear Valley NHS Trust.

A date is yet to be agreed when the next Strictly Mental Health Day will take place as the Borough Hall is already booked for 10th October 2020. It was suggested the Mental Health forum will hold a coffee morning on the 10th in a community setting.

ZS also mentioned that a lady called Suzanne attended the Mental Health forum, she praised and thanked HWH and HBC for helping and supporting her with a number of issues regarding the care of her mother who has suffered with mental health problems for a number of years. **ST** reported that Suzanne would like to hold some Pod Casts with people with similar issues as herself. **ST** said it could be uploaded onto the HWH website and also sent to HW England.

CSh gave an update from the Discharge meeting she attended at HBC with other members, Eion Carroll and John Lovatt. She explained that there have been issues around communication with Care Homes and the Discharge Team and solutions have now been put in place.

ST added that John Lovatt will be holding some Workshops in the new year around discharge and the whole process.

ZS mentioned that if someone is admitted to hospital for a short length of time they don't get logged as having been admitted, which means they don't have to go through the discharge process. It was agreed to ask for clarification on this point.

LA gave an update from her complaint to the Hospital EAU Unit. **CAB** suggested **LA** bring a copy of her letter into the office and he will write to the Trust.

All agreed
Action
CAB

Item 6 – Patient & Public Engagement update

TL – gave the following update:

Complaints 2 received last month.

Engagement – TL & CAB met with Steve Pett who has agreed to work with HWH. The next 3 Life Long conditions Events will be around:

- Audiology
- Dietetics
- Women's Health

Attended Cyber Event on Friday 22nd of November held at the Hartlepool People Centre. Various organisations attended. A copy of newsletter from Cleveland Police on Cyber Crime was available for members if requested.

Wellness & Wellbeing workshops - questionnaire handed out to 3 individual groups the 50+ Forum, Diabetes Group and Staggs Mental Health Group.

Item 7 - Enter & View update

Planning visit has been arranged for January 7th at 10am to agree date and times for visits to Ward 29 and the EAU at North Tees.

Visits to De Bruce court and Warrior park will be priority in the new year. 2 new members are hoping to be able to take part in future visits.

Item 8 - Training & Development

ST gave the following update:

Delivering Enter & View Training to Sharon Moore on 18th December. Developed a volunteer handbook which will be given to Sharon in draft form and asked for feedback before it can be ratified by the Board.

Working on Template to introduce to members in the New Year

CAB reported that he has been approached to apply for a funding bid which will enhance HWH training & development. Upskill people who are currently out of work

Item 9 - Any Other Business

DBS Checks will be updated in the new year.

It was agreed to look at the Mental Health forum leaflet and update it before end of March 2020.

CAB informed that ZS is no longer HWH Adult Safeguarding Board Representative and said he would attend the meetings until a new volunteer is found.

Themed Group meetings – As of January CAB will be attending and Chairing the meetings as he feels they have lost their structure. **ZS** queried how feedback will be given to the members.

LA asked if West View Lodge has been re-inspected from the CQC. It was agreed CS ask ST.

MW thanked everyone for attending.

Action CS

Date and time of next meeting

21st January 2020 held at the ORCEL Centre Wynyard Road Hartlepool at 10am