



Minutes of the Healthwatch Volunteer Steering Group
held on 21st January 2020 at ORCEL

Present: (As per signing in sheet)

Margaret Wrenn – Chair
Ruby Marshall – Vice Chair
Zoe Sherry – Mental Health Rep
Lynn Allison – Primary Care 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 reminded everyone to follow the code of conduct. Apologies were received from Bob Steel – Social Care Rep, and Carol Sherwood – Elders Rep

Item 2 – Minutes of meeting held on 17th December 2019 & matters arising

Pg 1 De Bruce Court – ZS asked if there was any update. **ST** said after reading the CQC report, it is the only home in Hartlepool that requires improvement and inadequate in Management Leadership domain. The home is receiving support from the local authority. A new Manager was appointed before Christmas. **ST** said he will make further enquiries at the next Adult Services meeting. It was agreed that an Enter & View visit will take place around six months' time.

All agreed

Pg 1 NESCHA Conference - RM asked what the outcome from members was who attended the event. The overall comments from members were that it was a long day with a lengthy agenda. It was suggested in future a small number of members attend if they feel they will get something from the event.

Pg1 B12 tablets - LA informed that she made further enquires and was told some GPs have advised patients to buy the tablets. She expressed concerns that patients who cannot afford to buy them will do without them. **ST** explained that there seems to be inconsistencies between GP's.

Pg 2 Item 3 Interpreters for the Deaf Community - **MW** asked for the name of the company who supply interpreters. It was confirmed as Language Empire. **MW** to ask Nick Timlin for an update. **ST** said the contract is currently going through a re tendering process with the outcome in March.

Action MW

Pg 2 Item 4 Pod Cast - ZS reported that the pod cast has been put on hold due to IT issues at the local authority.

Pg 2 Item 4 Short length of time in hospital - CAB confirmed that if someone is not admitted onto a Ward then they don't have to go through the discharge process.

Pg 3 Item 9 Themed Group meetings - ZS asked for clarification as to where she can feedback on Mental Health with Themed meetings being specifically around Primary Health, Social and Acute Care and Elders. After discussion it was agreed the VSG change the HW Governance Framework to hold 2 Mental Health meetings which will be take place 3 months before World Mental Health Day in October and 3 months after, which will be July and January. After discussion it was agreed to invite TEWV to a meeting to share their draft quality accounts with HWH as well as the Trust. **ST** commented when the Trust presented their Draft Quality Accounts on the 14th January 2020 the focus was around output rather than outcomes. He said future reports need to demonstrate outcomes.

All agreed

RM commented that when she was in hospital recently, she had to ask for a Friends & Family questionnaire.

Pg 3 Warrior Park – LA said it was West View Lodge she enquired about. **ST** informed that Warrior Park and West View Lodge have been inspected by the CQC. **ST** to circulate reports when available.

Action ST

Pg 3 Item 9 DBS checks - ST will contact members within the next few weeks to arrange.

Action ST

With the above amendments. 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 – next meeting scheduled to take place 3rd March

CCG – no meeting

Audit & Governance – no update

Item 4 – Relevant member feedback

CAB reported that Steve Pett has been in touch and 2 Life Long Conditions events have been agreed to take place in February & March held at the CETL. February event will be around Audiology and March 23rd will be on Women's Health. It was agreed TL will produce flyers and paperwork and invite relevant organisations with trade stands.

Action TL

Item 5 – Patient & Public Engagement update

TL – gave the following update:

Complaints

Complaint re medication from their GP. Female GP resistant to prescribe and Male GP co-operative to prescribe. Ongoing waiting for an update from ICA. A lengthy discussion on cost implications to the Trust regarding complaints took place.

Engagement

Attended DEEP (Dementia Empowerment Engagement Project) held at the Bridge, which is a National Project for a network of dementia voices. Raised concerns about patients attending Urgent Care and were told they didn't try hard enough to get an appointment with their own GP.

Item 6 - Enter & View update

Visit to the EAU was undertaken on 15th January 2020. Visit to Ward 29 is scheduled to take place on 23rd January. Warrior Park and West View Lodge visits are due to take place in the coming months. RM and ZS offered to take part in the visits.

CAB informed that all reports that have been ratified by the VSG be emailed to Graeme Martin at HBC for monitoring purposes.

CAB suggested advertising a recruitment drive in the next Mail Column and via the website. **ZS** suggested advertising in the UNISON Retired Forum.

Item 7 - Training & Development

ST gave the following update:

ST to ring round members to discuss any training needs. Looking at developing a training programme for the coming year. **ST** said once changes have been agreed for Mental Capacity Act then members will receive training. **ST** to also look at Autism and ADHD training to refresh members. **CAB** suggested getting in touch with Warren Road.

Item 8 - Any Other Business

CAB informed that Steve Rose is no longer working at CATALYST and HWH are unsure if he is still the CCG representative. It was agreed CAB seek clarification.

Date and time of next meeting

18 February 2020 held at the ORCEL Centre, Wynyard Road, Hartlepool at 10am

**Action
CAB**