



Minutes of the Healthwatch Volunteer Steering Group  
held on 15<sup>th</sup> October 2019 at ORCEL

**Present: (As per signing in sheet)**

Margaret Wrenn – Chair  
Zoe Sherry – Mental Health rep  
Ruby Marshall – Vice Chair & Children & Young Persons rep  
Lynn Allison – Primary Care rep

**In attendance**

Stephen Thomas - Development Officer  
Tony Leighton – Patient & Public Engagement Officer  
Carol Slattery – (CS) - minute taker

**Guest speaker**

Julie Bailey NHS South Tees CCG

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

**MW** Welcomed everyone to the meeting and the following apologies were noted.  
Evelyn Leck, Bob Steel, Carol Sherwood, Christopher Akers-Belcher & Steve Rose  
(CCG Rep)

**Item 2 - Julie Bailey NHS South Tees CCG**

**MW** introduced Julie who is the link between the South Tees CCG and HWH. Julie talked about changes to the CCG. She explained that the 5 CCG's in Co Durham and Tees Valley have been working together for the last year with a single Chief Officer and a shared Management Team. She explained that they are hoping to hear shortly if they can merge and form a Co Durham CCG and a Tees Valley CCG which will include Middlesbrough, Redcar, Hartlepool, Stockton & Darlington. Co Durham CCG would bring together 2 CCG's which is North Durham and Durham Dales A single management team and Chief officer will be in place, but it would mean they will only have to write 2 Annual reports rather than 5.

Julie informed that Dr Neil O'Brian is the Chief Officer. She mentioned that Karen Hawkins is the Director of Care across the Tees Valley.

Julie explained that she is first port of call going forward and that she would be the person to whom any HWH reports, queries or concerns should be addressed. She asked members for any feedback regarding how quickly HWH receive responses from the CCG. What is working well? or not so well. **MW** explained that she attends the CCG Locality meetings with any concerns and questions HWH have and usually receives answers the next meeting or via email or in writing. **ST** mentioned a quarterly update from the CCG would be useful explaining any developments that are happening trends that are going on in the area such as a short newsletter etc. Julie agreed. **ST** informed that HWH are doing a piece of work around social isolation and are due to re

visit a piece of work on discharge. HWH are taking part in a workshop that has been organised by HBC and will include representatives from the hospital trust, Local authority, and the CCG held on 8<sup>th</sup> November. **ST** also mentioned issues around Dentistry and in particular access into the building. Many practices are not meeting accessibility standards. Julie explained that if you have an NHS contract then you have an obligation to meet the equality standards. Julie asked if HWH have a contact for NHS England around Dentistry, and informed that they commission services. Julie to find a contact and pass on details to HWH.

**ZS** mentioned a case where someone had to use an emergency dentist on a weekend and got charged as a private patient. They were then told, you must stay a private patient. Julie to find out and report back to HWH.

**ST** confirmed that HWH main work programme is around Loneliness & Isolation, Dentistry and Mental Health and also ongoing enter & view work which include visits to Hospital Trusts & Care Homes.

A discussion on concerns in Care Homes and staff turnover took place.

**ST** confirmed Christopher is the main contact for HWH and suggested looking at the protocol the CCG have with HWH to see if there were any amendments required. It was agreed Julie email Christopher with actions from the meeting.

**Action  
JB**

**MW** thanked Julie for attending the meeting and said HWH look forward to working with her.

### **Item 3 – Minutes of meeting held on 17<sup>th</sup> September 2019 & matters arising**

#### **Pg 1 Loneliness & Isolation**

**MW** reported that she gave **ST** information from Fiona Adamson who is also doing some work around Loneliness & Isolation rather than re-invent the wheel. **ST** said **TL** and **CAB** are doing the work on Loneliness and Isolation. **TL** gave feedback from a drop-in session held at Rift House Community Centre and reported that the next session will take place on Friday 25<sup>th</sup> October from 4-7 held at the BIZ in Whitby Street. It was agreed **ST** pass on information to **TL**.

#### **Pg 2 item 3 Hope House**

**ZS** reported that she attended a Safeguarding meeting and mentioned to Nicola Bailey that HWH have concerns about not being able to go into Hope House to do an inspection due to the fact that no one living in there are Hartlepool residents. Neil Harrison confirmed that it is now his remit and if HWH hear of any issues/concerns they must report it through safeguarding to the Local Authority and HBC has a duty to investigate and make further enquiries under the Care Act Section 42. A J1 form can be downloaded from the Safeguarding Adults Board website. **ZS** also informed that Kath Bell from the LA is happy to do some safeguarding training to coincide with enter & view visits.

**MW** gave feedback from a meeting she attended with representatives from the Trust regarding her uncle. The meeting was amicable. Comments about older people and their skin care were made and discussed. The Ward Matron had no idea about the pressure sores on John's hip! Training issues were also discussed. Notes were taken at the meeting and **MW** is waiting for the outcome.

**LA** mentioned an elderly lady who has been taken off B12 injections due to her age. **MW** to raise concerns at the next CCG meeting.

**All  
agreed**

### **Pg 3 Item 5 Relevant Member feedback – Bullet Points**

**MW** asked for clarification. **TL** reported that Graeme Martin from the LA have asked for the bullet points to be used as a guidance for any feedback from HWH for monitoring purposes. **RM** suggested Graeme Martin attend a Healthwatch meeting.

**ZS** asked when she gives feedback does, she need to cover each heading and does she need to write a report with those headings. Members were a bit confused. **ST** said that HWH have to demonstrate what work they are doing. He also mentioned that he attended the HW England conference and was surprised how much commissioned work other HW's are doing to bridge funding gaps. A written report from the conference will be tabled at the next meeting.

### **Pg 3 World Mental Health Day**

**MW** thanked **ZS** for all her hard work and involvement with organising the event. She also thanked all members involved.

**ZS** said she gave CAB some information regarding staffing levels in hospitals and care homes. There are no set figures it is all done on need to each department.

### **Pg 4 Item 7 De Bruce court**

**ST** suggested adding a further recommendation to the report before it is ratified that HWH will make a further visit to the home as a matter of urgency due to the number of residents unable to speak to members due to sickness. All agreed to ratify once the recommendation was added.

**With the above amendments the minutes were proposed as a true and accurate record. Proposed ZS Seconded LA**

### **Item 4 Feedback from CCG, Health & Wellbeing Board & Audit & Governance**

**CCG** - the next meeting is scheduled to take place end of November, beginning of December.

**Health & Wellbeing Board** - the next meeting is due to take place in December. **ST** and Rachel Austin from the Deaf Centre are putting together an update report on developments since the last Deaf Patient Experience Report was published 18 months/2years ago. **ST** said there are concerns about the impact at the lack of availability of interpreters for deaf people accessing GP services within the region.

**Audit & Governance** – LA gave feedback from the meeting she attended which was on Anti-Social Behaviour in the town.

### **Item 5 – Relevant member feedback**

**ZS** gave the following update and said for future updates she will write a short report covering the headings on the agenda.

World Mental Health Day - Really pleased with the day and over 200 signed in. Schools involved with dancing and singing. Blue Rose Thinking Choir, Miles for Men provided bags, TEWV gave £50 in vouchers for prizes and 250 pens. HBC gave Active Cards for prizes. Hartlepool Life advertised the event. **ZS** to make an appointment with St Teresa's School to hand over prizes for the Art competition.

**ZS** thanked all volunteers who took part on the day and said it wouldn't happen without them all. A Donation tub will be left on the signing in table as well as near the kitchen. It was suggested to hold tombola next year rather than a big raffle due to the number of prizes donated and the time it takes to get through. A meeting is due to be held to make arrangements for next year. Thank you letter to all stall holders has been sent out. **ZS** asked **TL** if he would put a piece in the newsletter.

All agreed

Action  
TL

**ZS** attended Fundamental Standards – Involved in visits to CAMHS and Sandwell Park. **ZS** read out an article for media release from TEWV re Junior Doctors having placed the local NHS Trust amongst the top 5 organisations in the UK for their Medical Education for the 3rd year running.

**ZS** mentioned that forms were available to join the TEWV Trust as a Governor – ST is interested in applying

Attended Urgent Care Conference with ST for TEWV held in Newton Aycliffe – very interesting. ST said they gave an update from the different localities from TEWV. Mental Health Crisis was mentioned as an action point in the presentation that the locality team are working on.

Work going on with the new Electronic Records System

Nicola Northwood – Right Care Right Place would be interested in coming to a HWH meeting to give an update.

Placements out of County were discussed, and if a patient needs specialist care they have to go where those beds are.

Investigation ongoing regarding West Lane Hospital.

CQC full inspection going on in the Trust

Safeguarding meeting next week where a presentation on modern slavery strategy is planned.

**TL-** gave an update from the Podiatry meeting he attended at Hartlepool Hospital. Concerns were raised at the low number of attendees at the meeting. Nicola Milburn who facilitates the meeting asked if TL would promote the meetings once she sends him a flyer. Reviewed low risk patients. Very few complaints from low risk patients received. Diabetes on the rise which has seen a rise in patients. No longer provide services for patients from Easington or Durham due to the Trust not applying for the service tender. Two new Podiatrists have been employed 1 Band 6 Specialist and 1 Band 5. A new initiative they are thinking of going ahead with, is taking photographs of wounds to record the progress of the treatment or use as evidence if they do receive any complaints.

**ST** - attended the previous meeting and expressed concerns around the commissioning of the service. **ST** said that due to reductions in the provision of routine nail care, more patients will have to access private sector chiropody services. He said patients who cannot afford treatment could end up just leaving their foot care and end up with more serious problems which will result in severe conditions which could lead to hospital stays. **MW** queried how HWH can help in getting more people to attend the meeting. **ST** suggested **MW** ask the CCG about the commissioning process for the service. And ask how the old specification compares with the new one. **RM** said she will encourage some Carers to attend the meetings.

Action  
MW

#### **Item 6 – Patient & Public Engagement update**

**TL** – gave the following update:

**Engagement** – Attended World Mental Health Day on 10<sup>th</sup> October. Spoke to members from two new initiatives; Pools Play for Life which is aimed at promoting the positive effects of exercise on the mental health and emotional wellbeing of men aged 20-59. Movers & Shakers which is a Parkinson's Exercise Group that focuses on everyday movements and activities that those with the disease have difficulty with. Held at West View Community Centre every Thursday from 1-2pm. Both information has been shared on facebook and the website.

Attended the re-launch of the Blind Welfare, now called Hartlepool Vision Support on 16<sup>th</sup> October at Café 177.

Attended an information day at the Job Centre on 17<sup>th</sup> October

Attended 50+Forum, where 2 Gentlemen from Mind gave a presentation on the different services offered and classes which clients can attend after their initial assessment.

Attending Carers Rights Day and a Diabetes Event in November

**Complaints** – Two received this month and appointments have been made with the Independent Complaints Advocacy. Complaints around staff attitude from the paramedic's team.

Client had fall and has had difficulty getting an appointment at Dr's and for any physio therapy.

### **Item 7 - Enter & View update**

**ST** - gave the following update:

Brierton Lodge visit took place on 30<sup>th</sup> September. Members felt the visit went quite well. HWH were asked by the Local Authority to arrange the visit due to an incident that had taken place. Volunteers and staff are in the process of producing the report. Visits to Ward 29 and the Emergency Assessment Unit at North Tees are due to take place soon. Response from volunteers to take part has been poor. RM and LA offered their time. A further visit to Warrior Park was scheduled to take place but the CQC are going in very soon and have asked HWH for a copy of our report.

**ZS** mentioned that she would like to attend the Discharge Workshop that is being arranged with John Lovatt at HBC. It was agreed LA, ZS, MW, RM and Christopher will attend as well as Managers from Care Homes and the Hospital Trust.

### **Item 8 - Training & Development**

**ST** gave the following update:

Refresher Safeguarding which will coincide with Enter & View training has been arranged for 29<sup>th</sup> October from 10am -12.30. HBC will be delivering the training.

NESCHA Conference has been arranged for 19<sup>th</sup> November at Ramside Hall from 9am till 4pm. A mini bus will be arranged to take members to the conference. It was mentioned the next meeting is due to take place on the 19<sup>th</sup>. It was suggested speaking to Christopher about this.

### **Item 9 - Any Other Business**

**Christmas Lunch** - CS said that a few members couldn't make the 10<sup>th</sup> December as it was earlier than usual. It was suggested arranging it for the week after which will be 17<sup>th</sup> and could take place after the VSG meeting. It was agreed to have it at the Douglas Hotel from 12.30.

**MW** thanked everyone for attending.

**Date and time of next meeting was scheduled to take place on 19<sup>th</sup> November 2019 from 10am – 12 held at ORCEL. Due to the NESCHA Conference taking place the meeting will now be held on 26<sup>th</sup> November.**