

Minutes of the Healthwatch Volunteer Steering Group held on 16th July 2019 at ORCEL

Present: (As per signing in sheet)

Margaret Wrenn – Chair
Evelyn Leck - Lifelong Conditions Rep
Carol Sherwood – Elders Rep
Steve Rose CCG Rep

In attendance

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 Ruby Marshall, Liz Fletcher, Lynn Allison, Zoe Sherry, Judith Gray, Bob Steel and Christopher Akers-Belcher.

Item 2 – Minutes of meeting held on 25th June 2019 & matters arising

Pg 1 Item 2 Life Long Conditions Event - EL informed that communication with Dr Anthony is ongoing.

Pg 2 West View Lodge – ST reported that the Manager is Wendy Collins and she was an internal appointment and is still going through the registration process.

ST gave feedback from the TEWV Healthwatch Event held at Scotch Corner he attended with ZS. Good representation from Healthwatch's from around the country. Forward planning for their Quality Accounts for 2020 and their priorities. ST/ZS suggested dual diagnosis remaining a priority going forward.

Item 4 – CSh met with TL and CAB regarding loneliness and Isolation and have agreed to arrange 6 meetings.

Pg 3 SR reported that he spoke to Nick Timlin regarding residents of Hope House and if they are registered with a GP in Hartlepool. He confirmed that McKenzie Practice does have patients from Hope House but each resident would make their own arrangements. Nick to investigate further and contact SR or TL.

MW reported that it was mentioned at the Health & Wellbeing Board meeting and Jill Harrison said that there were residents from Hartlepool, but they were not funded through the local authority. MW wondered if they were sectioned under the mental health act. **SR** commented that they could be self-funded. A discussion followed regarding where the funding comes from and the vulnerability of residents in those types of homes. **ST** said there is a loop hole in the system and suggested campaigning through HW and other areas. **SR** mentioned that it was also discussed at the Teeswide Safeguarding Adults Board meeting and he agrees with ST that it should

be a national concern that those homes are not scrutinised as commissioned homes. Further discussion followed on the safety of residents in Hartlepool and the surrounding areas after the Whorlton Hall and Winterbourne crisis.

Pg 4 ST reported that he has been in touch with Wynyard Woods regarding a follow up meeting with the Manager, but she is on leave at present.

Re visit to Warrior Park MW reported that the Manager has been off sick for 5 weeks. Concerns have been reported about staff using mobile phones, swearing whilst on the telephone, and being rude to residents and family members. **MW** suggested looking at Policies on mobile phones and adding it to the questionnaire used by enter & view members when visiting care homes. **EL** mentioned that when she was in Hospital she noticed lots of staff members were using their mobile phones. **SR** commented that using mobile phones in the workplace has become a big issue. **TL** mentioned that using mobile phones can interfere with machinery.

All
agreed

SR reported that he asked Nick Timlin if the Millennium Practice had appointed a new GP. He said yes, but unfortunately they are looking for another one.

The minutes were accepted as a true record proposed **EL** seconded **CSH**

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

CCG - MW informed that the response to questions has already **been** handed out at a previous meeting. Copies are available from the office.

Health & wellbeing Board – CS invited members to the Health & Wellbeing Strategy Workshop to agree the Top 5 Priorities be held on 14th August from 2pm-4pm at the Civic Centre.

A&G – no update

Item 4 - Information

MW asked if CAB and ST are not able to attend a meeting, would they supply CS or TL with any information to be passed on to the meeting.

Item 5 – Relevant member feedback

EL gave an update from the Teepa Snow Event she attended at Northumbria University with ZS and JG. She said it was an excellent event with lots of relevant information. She said it answered a lot of unanswered questions and Teepa Snow was very knowledgeable. **EL** said her methods should be used in all care homes.

EL also attended the Children's Services Committee Meeting which was very interesting, and she praised the work of Social Workers. A new School for children with special needs is to be built in Seaton. There will be 25 places for Hartlepool residents and 25 for those from outside the area. **EL** expressed concerns around the impact the proposed wind turbines will have in the area.

SR gave an update on the Primary Care Networks. In Hartlepool there are 11 GP surgeries currently all independent and commissioned separately that don't provide a full range of services. The Government has proposed that GP surgeries come together in order to provide a full service.

Hartlepool and Stockton CCG have pushed the GP's to make their decisions early and have done successfully throughout Tees Valley. The Proposals are that there will be 3

Primary Care Networks in Hartlepool for the population of just under 100,000
One Life Hartlepool = Bank house Surgery, Chadwick and Havelock Grange 34,738 patients

Hartlepool Health= Headland Medical Centre, McKenzie Group & Wynyard Practice 31,360 patients

Hartlepool Network= Dr Koh & Trory, Gladstone Surgery, Millennium, Hart Medical and Seaton Surgeries. 30,633 patients

Additional money is coming in from the Government to each Primary Care Network to provide funding for a prescribing person.

Practices across Stockton & Hartlepool are looking to recruit Clinical Pharmacists in the future.

7 day access for appointments will be provided in each network.

ST expressed concerns around Hartlepool Health and the fact that Hartfield's, Throston and Victoria Practice come under the McKenzie Practice and fears they may disappear in the process. It was agreed SR ask for clarification as to which practices are contained in the McKenzie Group and will all individual practices within the McKenzie Group remain.

Action
SR

ST also mentioned the Threshold of patients currently being 5000 per surgery. And asked for clarification if that will remain the same. SR to ask the question at the next meeting.

Action
SR

SR explained that the way the government has told them to set the up network, is to offer a full set of services rather than individual businesses, they must work clinically for the good of the population.

TL mentioned the response to the consultation for proposals for new clinical commissioning groups for Tees Valley and Durham CCGs has been poor. The general feeling is that it is already a done deal. A discussion followed and **SR** suggested inviting Michael Houghton Director responsible for Locality working at the CCG to a future HW meeting.

All
agreed

Item 5 – Complaints/Compliments update

TL Received a concern from a patient who wanted all his teeth removed. The dentist would only remove 4 at a time so he was referred to North Tees Hospital. Due to medication he was on, there were several barriers he experienced.

Item 6 – Enter & View update.

ST handed out packs for visits to Clifton Lodge and De Bruce Court.

No visits are scheduled in August because some members are unavailable due to holidays.

Follow up visit to Warrior Park will be scheduled to take place in September. **MW** discussed some issues that have been brought to her attention regarding this particular home.

Item 7 Training & Development

Report writing to be scheduled.

September, Enter & View refresher training also to be arranged.

Safeguarding and DoLs update training to be arranged.

Item 8 Any Other Business

It was agreed to cancel the Volunteer Steering Group meeting and the Elders & Acute Care meeting scheduled to take place in August due to staff/ member holidays.

**All
agreed**

MW thanked everyone for attending.

**Date and time of next meeting 15th September 2019 from 10am – 12 held at
ORCEL**