

**Healthwatch East Riding of Yorkshire Board Meeting
Thursday 15th January 2015
Emmaus Room, Beverley Minster
11:00am - 12:30pm**

Present

Directors

Richard Davies (Chair)
Louise Norton (Vice Chair)
Alex Richards
Barbara Mendham
Joan Fletcher
Sheila West

Officers

Helen Grimwood, Contract Manager
Chris Cherry, Delivery Manager
Steven Mottershaw, Engagement & Outreach
Officer
Gillian Perry, Information & Signposting Officer

Apologies

None

HWERY Item 1: Welcome, Introduction and Apologies

HWERY Item 2: Declaration of Interests

No new declarations

HWERY Item 3: Service User Story

Gillian Perry introduced the user story to highlight her work. CC advised that our reference number will be included in future Service User Stories to help illustrate the volume of work undertaken by the Information Service

HWERY Item 4: Minutes of meeting held 6th November 2014

Board agreed the minutes were accurate

HWERY Item 5: Matters arising from the minutes not on the agenda

- *Thursday 6th November 2014 minutes* - On page 3 item 7, The “Rate the service” survey has served its purpose so is no longer in use.
- *Thursday 6th November 2014 minutes* -On page 3 Item 7, The publisher has advised that that they will be using a courier to deliver future editions which should facilitate easier tracking of deliveries.

HWERY Item 6: Public Questions to the Board

No questions had been received from the public

HWERY Item 7: Staff Update- Gillian Perry, Information Officer

Gillian Perry spoke about the HWERY Information service and her work including Information governance, systems and procedures, the Engagement log, Research and development,

horizon scanning, service promotion and advice leaflets, Information surgeries, dealing with individual enquiries, (often of a complex nature) and the Health and Social Care Directory.

HWERY Item 8: Report against strategic plan

HWERY is progressing according to plan

Item 2.1 Residential Care Enter & View visits- Chris to update on E&V list

Item 2.4 NLAG Enter and View- was set for Dec 14 but now Jan 15

Item 2.5 Hospital Discharge Survey - Unsuccessful due to poor support from HEY. HWERY to invite public for experiences via telephone interview.

Item 2.6 Outpatients engagement- HWERY waiting for information from HEY CC to update Richard Davies.

Item 2.7 GP Issues - Initial data analysis and first draft of report completed.

Item 2.8 Young People and sleep deprivation- Sleep survey/report is currently being written.

Item 2.10 Yorkshire Ambulance Trust CQC Inspection- YAS survey/report will be published in February

HWERY Item 9: Activity Update

An update on the activities of HWERY for November and December had been distributed prior to the meeting.

HWERY Item 10: Bi-monthly Issues/Trend Analysis

An update on the bimonthly trends and issues reported had been distributed prior to the meeting. A revised template will be used for the next meeting.

HWERY Item 11: Health and Wellbeing Board Update

RD summarised the HWBB Meeting

1. Community Hubs - These adopt an integrated person-centred model and plan to provide better care, more locally within budget through transformation.
2. Care Act - over-writes 70 years of piecemeal legislation onto one Act. It ensures that Carers have the same rights to assessment of their needs as already held by the 'Cared for'.
3. Mental Health concordat was accepted essentially an agreement with the members to improve mental health services.
4. H&W Board looking into dementia care services.
5. Police Cells are currently used as a 'safe' place for members of the public having an acute mental health episode. There are concerns regarding this policy and it is being reviewed.
6. "The Perfect Week" pilot at Scarborough Hospital used a designated team for problem solving. Additional social worker provision was found very beneficial and that learning has already been embedded.

HWERY Item 12: Meeting Attendance Update

Board members were invited to put themselves forward to attend meetings e.g. Better Care Fund Programme Board.

HWERY Item 13: Financial Report and Integrated Audit and Governance Committee Update

1. The Financial Report was received and budgeting for the next quarter was discussed.
2. Future staffing options were also discussed.
3. There was no update from the Integrated Audit and Governance Committee.

HWERY Item 14: Enter and View Activity

1. BM talked about pilot reports, flow chart and the proforma which provided the basis for the Enter and View reports.
2. It was noted that patient/service user opinions and comments needed greater emphasis in both the process and reports.
3. HWERY will share reports with Residential Homes from the pilots.
4. All reports will go to CQC and East Riding OSC.

HWERY Item 15: Any Other Business

1. The Board welcome opportunities to generate income and will consider all proposals on an individual basis. All proposals will require Board approval.
2. The Board requested supporting papers arrive in a timely manner.

HWERY Item 16: Date of next meeting

The next workshop meeting will take place on Thursday 12th February from 9:30 to 11:00am, at the Emmaus Room at Beverley Minster.

The next **public Board meeting** will be on **Thursday 12th March**, from **11am - 12:30pm** at The Courtyard, Goole and will be followed by an opportunity for members of the public to **'Meet the Board'** for a coffee and to raise/discuss local issues.

12:30pm - Close

Approved by the Chair as an accurate record

Signature _____

Date _____