

# Independent Strategic Advisory Body Meeting

Friday 9<sup>th</sup> October 2015 at 12.30 pm - 2.00 pm

Brough Business Centre

## Minutes

**Present:** Carol Dyas (CD), Julia Pollock (JP), Trish Rawnsley (TR) - ISAB Lay Members; Trevor Smith (TS) Chief Executive MNH and Lindsay Cunningham (LC) Delivery Manager HWERY

**In attendance:** Caroline Frost (CF) Administration Assistant HWERY, Sally Anne Spencer-Gray, Lay member of East Riding of Yorkshire Clinical Commissioning Group (ERY CCG), Patient Champion for Health Service Involvement

**Apologies:** Chris Cherry (CC)

No.	Agenda Item/Subject	Action by
1.	Welcome, Introduction and Apologies  Apologies were received from CC	
2.	Election of Chair  It was agreed that the Chairperson role would be a rotating one. TR agreed to be Chair for today's meeting.	
3.	Ground Rules	
4.	Public Questions (to be submitted in advance)  None submitted	
5.	Governance Framework  LC introduced the papers and the new draft governance framework for Healthwatch East Riding (HWERY) and asked the Advisory Body to approve the new arrangements. The Advisory Body discussed the governance framework, the role of the Advisory Body and how it relates to the wider structure of HWERY, its volunteers and staff.  TS offered an explanation for the change in governance model, which was to provide more effective strategic overview and was in response to concerns raised by HWERY's commissioners regarding blurring of responsibilities. It was noted that the proposed structure had been approved by Healthwatch England and East Riding of Yorkshire	

	<p>Council.</p> <p>The Advisory Body discussed how the efficacy of the new structure would be assessed. It was agreed that the ISAB would carry out a review of the new arrangements in 12 months' time. This would be in addition to a review currently being conducted by Healthwatch England.</p> <p>The role of the Advisory Body to ensure Healthwatch East Riding's independence from health and care commissioners and providers was noted and reemphasised.</p> <p><b>The Advisory Body approved the governance framework and agreed to conduct a review of its effectiveness in 12 months.</b></p>	
6.	<p>Updates on the strategic plan and current delivery</p> <p>LC introduced the three papers in the agenda pack on this item</p> <ol style="list-style-type: none"> <li>1. An update on what HWERY have delivered so far.</li> </ol> <p>The Advisory Body discussed the report on Healthwatch delivery so far this year.</p> <p>TR asked where Healthwatch reports were sent and what the take up was. LC explained that it would depend on the type of report; Enter &amp; View reports were always sent to the relevant premises and then published on the website. Other reports were sent to the relevant commissioner and/or provider (e.g. ERY Council, ERY CCG) and also circulated to the wider public and key stakeholders.</p> <p>LC confirmed that Enter &amp; View reports would be followed up around 6 - 12 months later to see if recommendations had been implemented. JP said this was clear from the strategic plan and that it was a good idea to keep following up. She said she could see clearly the impact of this but was less sure of the impact of the Sleep Report. JP said it was important to focus on something that pushes forward the strategic aims of HWERY.</p> <p>JP asked if HWERY were working with Patient Participation Groups. LC stated that HWERY have tried to make those links and that HWERY was currently carrying out training in GP practices in using online resources for health and care and on how to use NHS Choices. CD stated that she had concerns about older people and how important it was that there was training available to use online services.</p> <p><b>The update report was noted by the Advisory Body</b></p>	

## 2. Amended Strategic Plan

TS stated that it had been necessary to make changes to the strategic plan in order to respond to intelligence and to coordinate better with partner organisations. HWERY have brought forward work on domiciliary care and also scheduled in follow-up work following the CQC inspection of Hull & East Yorkshire Hospitals NHS Trust.

HWERY will continue their Enter & View programme and this will include dentist practices and access to dental services. HWERY is also starting Enter & Views at GP practices across the East Riding which will look at access, privacy and the facilities available. HWERY will continue to carry out Enter & Views in adult residential care settings.

LC explained that the HWERY staff team met with key partners and stakeholders from across the region in July to discuss a planned engagement with people with learning difficulties and their carers. This had originally been planned to take place in August and September 2015. However, as a result of this meeting, HWERY agreed to postpone our event and instead partner with other agencies. HWERY will deliver sessions at a FISH (Families Information Service Hub) event in November and will hold its own event in early 2016.

There was a discussion about the Domiciliary care engagement and how this would be undertaken. HW Bradford was mentioned as they had carried out similar research. The intention is for HWERY to carry out a paper-based survey supplemented by focus group discussions at coffee mornings and similar community-based events. CD emphasised the benefits of talking to service users through a more informal, social setting. JP noted that it raised the importance of understanding ethical issues and sensitivity of going into care home settings and the importance of the people who carry these visits out being suitably trained and their competency assessed before they carry out Enter & Views.

5 more volunteers are being trained to carry out Enter & Views in the near future.

**The Strategic Advisory Body approved the amendments to the strategic plan.**

## 3. Workplan - Oct to Dec 2015

LC explained that the Council has asked HWERY to produce a workplan for the next 3 months and presented an overview of this to the Advisory Body.

This included dates of key events and milestones:

	<p>16/10/15: Enter and View training for new volunteers  20-22/10/15: College engagement events  13/11/15: Learning Disabilities engagement event  End Nov 15: Customer Satisfaction Survey  End Nov 15: Health literacy pilot evaluation  Dec 15: Follow-up report on Yorkshire Ambulance Service (YAS)  Dec 15: Stakeholder Forum (date tbc)</p> <p>It also included details of work to be done to increase the visibility of Healthwatch East Riding and to further develop HWERY's volunteer base.</p> <p><b>The Strategic Advisory Body noted the report on the workplan.</b></p>	
7.	<p>Any other business</p> <p>JP informed the Strategic Advisory Body that she was attending a NICE stakeholder event - People's experience of social care guideline development. JP agreed to send out any information she received to other Strategic Advisory Body Members.</p>	
8.	<p>Date &amp; Times of future meetings</p> <p>Wednesday 27<sup>th</sup> January 2016 at 3 pm  Wednesday 27<sup>th</sup> April 2016 at 3pm  Wednesday 13<sup>th</sup> July 2016 at 3pm  Venues tbc.</p>	