

Healthwatch East Riding of Yorkshire Board Meeting
Thursday 9th January 2013
Drifffield Business Centre, Scotchburn Garth, Skerne Road
Conference Room
11am - 12.30pm

Present

Directors

Barbara Mendham

Joan Fletcher

Louise Norton - (Vice Chair)

Richard Davies - (Chair)

Sheila West

Officers

Alex Eslor - Healthwatch East Riding Volunteer Coordinator

Chris Cherry - Healthwatch East Riding Delivery Manager

Helen Grimwood - Healthwatch Contracts Manager Meeting New Horizons

Trevor Smith - Director/Chief Officer Meeting New Horizons

In Attendance

Two members of the public:

Clive Waddington

Judy English

Angela Ward - Contracts Manager

HW2014/1. Item 1: Introductions and Apologies

- i. Apologies from Alex Richards - Director

HW2014/2. Item 2: Minutes of the Meeting held on Thursday 28th November - to approve as an accurate record.

- i. The date of the minutes to be approved was incorrectly recorded as Thursday 26th September, and should read Thursday 31st October.
- ii. Subject to the above amendments, the minutes were approved as an accurate record and signed by the Chair.

Action: Alex Eslor to publish on website

HW2014/3. Item 3: Matters Arising from the Minutes not on the Agenda

- i. *The Closure of Buckrose Ward* - Louise Norton stated that the mental health report on the restructure of adult mental health services is not yet available. Joan Fletcher gave an update that included information about Buckrose Ward later in the meeting.
- ii. *Location of the wound clinic at Bridlington Hospital* - Chris Cherry stated he has asked Bridlington hospital to share the plans for the relocation of the wound clinic and proposed timescales and has not yet had a response.
- iii. *Withernsea X-ray Equipment* - Chris Cherry stated that a further update has been added to Pat Perkins' question about the x-ray equipment at Withernsea hospital as it is due to go live in January 2014. This information has been given to Pat who is happy with the outcome.
- iv. *HAPIA Membership* - As discussed in the previous meeting, HWERY are not permitted to join HAPIA as an organisation. Richard Davies confirmed that Directors can join HAPIA as individuals and attend HAPIA conferences if agreed by the Board.
- v. *Friends & Family Questionnaire issue at Castle Hill Hospital* - Chris Cherry stated that he had now attended the Patient Experience Forum. The Friends & Family Questionnaire is also now been used in Outpatients and A&E. The questionnaire is still being given to patients when they move ward. HWERY will find out if this is part of the national guidelines or localised to Castle Hill.

Action: Chris Cherry to contact NHS England to find out if patients completing the Friends & Family Questionnaire every time they move ward is part of national or localised guidelines.
- vi. *The Children's Trust Survey* - Chris Cherry and Louse Norton are to liaise about the best approach for HWERY to utilise this survey.

Action: Louise Norton and Chris Cherry to meet to discuss the question to be included in the Children's Trust survey
- vii. *Item 4: Public Questions to the Board* - The group discussed John Orgine's question which was raised at the last Board Meeting:
- viii. *A manager was appointed as at Bridlington hospital and the public believed that this was a permanent post. However, the post was vacated three months later. What is the situation now with management of Bridlington Hospital? A full and proper explanation of what happened here is required.*
- ix. Chris Cherry stated that he contacted Bridlington Hospital who confirmed that Peter Bowker is now in post full time Hospital Manager.

- x. Ruth Marsden's question which was raised as the last Board Meeting was also discussed:
- xi. *Is the Board aware of its obligations to provide scrutiny to prisons under the Independent Scrutiny and Inspection as delineated in the National Partnership Agreement between The National Offender Management Service, NHS England and Public Health England for the Co-Commissioning and Delivery of Healthcare Services in Prisons in England? 2013? What has been put in place to ensure these obligations are discharged?*
- xii. Helen Grimwood has contacted Healthwatch England (HWE) to find out the national steer on this issue and is awaiting a reply. The Board agreed that HWERY will await a response from HWE and advise Ruth that this issue is being investigated.

Action: Chris Cherry to send interim response to Ruth Marsden.
- xiii. *Item 5d: NHS Car Parking Charges at Goole Hospital recent issues (for discussion) - Louise Norton gave an update that Goole car parking charges are in line with Bridlington Hospital. It was stated that Brent Huntingdon is now happy that this issue is resolved after meeting with Goole Hospital.*

HW2014/4. Item 4: Public Questions to the Board

- i. Judy English, who was present at the meeting raised a question:
- ii. *Up until two years ago the Cranwell GP practice set out invitations for flu jabs to all patients. They are no longer doing this. What is the difference in the uptake of flu jabs this year, compared to previous years when personal invitations were sent?*
- iii. It is not known if personal invitations were a regional policy or local only to Cranwell Surgery. Other patients at Cranwell have had the opposite experience, as this is the first year an invitation has been received. HWERY to confirm local policies and uptake statistics for comparison.

Action: Chris Cherry to write to East Riding Public Health to confirm the local policies regarding sending patients invitations for flu jabs, and to obtain statistics on uptake levels.
- iv. Dr Clive Waddington, who was present at the meeting raised the following:
- v. *Clive is a member of the Independent Monitoring Board at HMP Humber (previously Wolds). He has particular concerns about mental health provision in prisons. Clive stated that a local contact is needed and he sees HWERY as the best placed for this.*
- vi. *Where has the NHS complaints procedure disappeared to? There seems to be a gap between the local level and the national ombudsman.*

- vii. Barbara Mendham stated that the expectation would be that the complaint goes to the service provider, who is obliged to follow up on it. If the complaint remains unresolved then it will go to NHS England and if still un-resolved to the NHS Ombudsman. Support is also available from Independent Complaints Advocacy (ICA) and more information on this will be sent to Clive.

Action: Richard Davies to meet with Clive and provide more information on ICA and the complaints procedures.

HW2014/5. Item 5: HWERY Delivery Plan (update on progress and discussion)

- i. YAS: This was discussed later on as part of the agenda.
- ii. *Dementia Care*: Joan Fletcher stated that rather than forming a steering group, she has now been asked to attend the Dementia Programme Board. HWERY research into Dementia Care in the Community is underway and an initial report should be available for the February Board Meeting. A questionnaire will be circulated for responses to be returned by mid- March with a final report expected for the May Board Meeting.
- iii. Barbara Mendham gave an update from her discussion with Kate Atkins who is heading up the Alzheimer's and Dementia service in East Riding. Kate has been gathering data to evaluate the services and her report is expected in early 2014. Once the data is ready Kate is happy to present this to the Board and Barbara will follow this up. Janet McDougall is the East Riding Public Health lead for Alzheimer's and Dementia and Angela Ward will put HWERY in touch with Janet.
- iv. *Discharge from Hospital*: Chris Cherry stated that the surveys would be going ahead jointly with Hull to look at every discharge from four wards at Hull Royal Infirmary (HRI) in March. Maggie Whitlock to review the questionnaire.
- v. *Roadshows*: Chris Cherry gave feedback on the Beverley Roadshow which was held on Wednesday 11th December. The main issues raised were around access to GPs. The next Roadshow is in Goole on Thursday 30th January. This will be held at the Community Centre in Old Goole which will allow easier access for people living in a deprived area. The Centre also runs a 'meals on wheels' service and will distribute the survey to users of this service.
- vi. *Newsletter*: The December newsletter went out on time and feedback has been positive. HWERY hope to also have the January edition available a spoken newsletter, and in the future a video version using British Sign Language (BSL).
- vii. *Engage with a representative demographic of East Riding residents*: The Goole roadshow and accessing the users of the 'meals on wheels service' fulfils this engagement. The Rural Partnerships are planning an in depth look at a particular Parish to gather experiences of all services, and HWERY will be involved.

- viii. *Engage effectively with children and young people:* The development of Youth Healthwatch was discussed. HWERY will recruit a Young Person's Delivery Manager, along with an Engagement Officer and Administrator.
 - ix. *Engage with volunteer/ support groups:* Chris Cherry stated that the date for this would be updated as the roles are unlikely to be filled by 14th February due to staff workload.
 - x. *Engage with volunteer/ support groups:* An event is to be held by HWERY for volunteer/support groups on 20th January 10:30-1:30pm at Beverley Leisure Centre. Invites were sent out for this on 2nd January.
 - xi. *Engage with GP Practices and encourage their involvement in Healthwatch:* The new posters based on the new HWERY design have been signed off and once these are delivered they will be sent to GP Practices. Gillian Perry is drafting an introductory letter and leaflet re signposting. It was agreed that the distribution date would be updated.
 - xii. *Refresher training for ex-ERYLINK volunteers:* A meeting was held on Wednesday 8th January with Joan Fletcher, Chris Cherry, Maggie Whitlock and Jonathan Appleton. Ruth Marsden was invited but sent apologies. The training package was agreed and 'Refresher' training will be arranged for February with the view that HWERY would be able to undertake Enter & View by March.
 - xiii. *Provide a source of information to ER residents seeking information about services and support groups:* The HWERY Information Resource is up to around 300 organisations.
 - xiv. *Provide a staffed phone line Monday- Friday 09:00-17:00hrs:* A mystery shop was done 12th December and the call centre answered the call correctly as 'Healthwatch East Riding'
 - xv. It was agreed that the 'Possible Priorities' will be renamed 'Priorities to be Considered for 2014/2015'. The Delivery Plan will be updated as discussed in this meeting and then sent to HWERY's key stakeholders/partners to act as an example of next year's Delivery Plan. HWERY will ask for input from stakeholders as to what priorities should be for 2014/2015 and this will be discussed further at the March Board Meeting.
- Action: Chris Cherry to update the Delivery Plan and circulate to HWERY's key stakeholders**
- xvi. The group also discussed the hospitals survey that HWERY and HWKUH are jointly undertaking to inform the CQC visit to HRI in February. The survey asks for users experiences of services at Hull Hospitals over the last six months. An article has been printed in the Hull Daily Mail publicising the survey. Members of the public can complete this online through the Hull Daily Mail website. The survey will be available until Friday 24th January and the Hull Daily Mail will collate the results.

Action: Helen Grimwood to provide weekly updates of the survey results to the Board followed by a summary of the findings once the survey is complete with a tight deadline for Directors' comments in advance of the CQC visit.

HWERY2014/6. Item 6: Dementia Update and feedback from discussion with Kate Atkins re East Riding Alzheimer's/Dementia Service (Joan Fletcher and Barbara Mendham)

- i. This item had already been discussed as part of the Delivery Plan discussion.

HWERY 2014/7. Item 7 Yorkshire Ambulance Service recent issues - (Update and feedback from meeting with CQC - Chris Cherry)

- i. Performances statistics relating to urgent response times were tabled for Red 1 and Red 2 ambulance calls. Concerns were raised about the ambulances having to take the patient to Hull. The ambulance is then out of the East Riding area and may then get tied up responding to calls in Hull. YAS try to reduce the number of times patients need to go to Hull for treatment, and they have also stopped East Riding ambulances responding to Green calls in Hull. New shift patterns for YAS staff come into effect in January 2014, and this should improve response times. The other main issue is GPs phoning for immediate patient transport, and as this cannot be arranged within four hours it becomes a green ambulance call affecting response times.
- ii. The group discussed HWERY's role in this issue. As the CCG has the contract with YAS, HWERY need to find out what the CCG's main priority actions are for YAS. HWERY will contact the CCG to raise the concerns. Chris has asked the CCG what HWERY can do to assist and is awaiting a response. HWERY will also do a press release to the general media to identify the questions they have for YAS and invite comments.

Action: Chris Cherry to write to the CCG and YAS to raise HWERY's concerns and find out the CCG's main priority actions for YAS.

Action: Chris Cherry to send press release to identify the questions HWERY have for YAS and invite comments.

HWERY 2014/8. Item 8: Effective engagement with children and young people (for discussion)

- i. This item had been discussed previously as part of the Delivery Plan discussion.

HWERY 2014/9. Item 9: Governance Arrangements for HWERY

- i. It was agreed that Sheila West and Helen Grimwood would meet to discuss putting governance arrangements in place. As Meeting New Horizons is also a CIC, the governance arrangement they already have in place could act as a starting point.

Action: Sheila West and Helen Grimwood to meet to discuss governance arrangements for HWERY.

HWERY 2014/10. Item 10: Public Consultation/Healthwatch Road shows (verbal update)

- i. Jenny Smith tabled a report to providing a comparison of the two roadshows. This report will be provided to Karen Knapton. It was agreed that as the number of responses so far has been relatively small, nothing would be done with the data as yet. This will be reviewed following the Goole roadshows and responses from the CQC hospitals survey.

Action: Chris Cherry to send the roadshow report to Karen Knapton.

- ii. HWERY need to decide what the next plans are for roadshows and a publicity strategy. It was agreed that Chris would circulate a social marketing proposal to the Board for feedback.

Action: Chris Cherry to circulate the social marketing proposal for feedback.

HWERY 2014/11. Item 11: Public Contacts - Analysis of Issues Raised (to note any trends and to agree any further action required)

- i. Due to the Christmas shutdown period, there was nothing further to add to that reported at the previous Board Meeting.

HWERY 2014/12. Item 12: HWERY Financial Report (monthly budget report from Meeting New Horizons)

- i. The monthly budget report was tabled. The Board were all happy with this and there were no comments.

HWERY 2014/13. Item 13: Volunteering (verbal update)

- i. An update on Enter & View had already been given as part of the Delivery Plan discussion. Alex Eslor updated on the new pool of volunteers. Several have now been reference checked and will be ready to be recruited and interviewed. There are volunteer role descriptions ready.

HWERY 2014/14. Item 14: Any Other Business

- i. Joan raised the e-enabling project for isolated people in the West Wolds area. This has been a success and should be getting rolled out across the East Riding.

- ii. Joan raised the Clinical Commissioning Group meeting, which had discussed the closure of Buckrose Ward. It was confirmed that 36 formal responses to the consultation were received and 64% of these supported the closure of Buckrose Ward. Key changes that are ahead for CAMHS were also discussed in this meeting.
- iii. Barbara raised an article in the Bridlington free press dated 5th December 2013. The Chief Executive of York and Scarborough hospital responded to questions which related to Bridlington hospital, stating that although the Mental Health facility i.e. Buckrose ward is closing, there is certainly a debate about the possibility of Humber Mental Health broadening their use of the hospital. He stated this was positive for the hospital.
- iv. There is also discussion over some Orthopaedic services moving from Scarborough to Bridlington something that can only strengthen the future of Bridlington hospital.
- v. Chris Cherry raised an event which is being organised by East Rising Voices in Partnership (ERVIP). This is to be held on Tickton Grange on 21st and 27th January and they have invited HWERY to have a presence there.

Action: Chris Cherry to circulate full details of the ERVIP event so the Board so HWERY representation can be organised.

Item 15: Date of Next Meeting

- i. The next meeting will be held on Thursday 6th February at Brough Business Centre. This meeting will then be followed at 1pm-3pm by a meeting between the HWERY Board and Angela Ward.

12:30pm - Close

Approved by the Chair as an accurate record

Signature _____

Date _____