

Independent Strategic Advisory Body Meeting

Friday 9th October, 12.30-2pm

Brough Business Centre

Agenda

Advisory Body Members: Chris Cherry (CC), Carol Dyas (CD), Julia Pollack (JP), Trish Rawsley (TR), Linsay Cunningham (LC) and Trevor Smith (TS).

1.	Welcome and introductions	TS	12.30
2.	Election of Chair		12.35
3.	Ground rules	Chair	12.40
4.	Public Questions (submitted in advance)		12.45
5.	Governance Framework <ul style="list-style-type: none"> - To discuss and approve the new governance arrangements for HWERY (Appendix 1) - To note a report on the role of Meeting New Horizons CIC in the governance of HWERY 	LC	12.55
6.	Update on strategic plan and current delivery <ul style="list-style-type: none"> - To receive an update on current delivery - To discuss and approve amendments to the HWERY strategic plan - To receive an overview of the HWERY workplan October 2015 to Jan 2016 	LC	1.10
7.	Any Other Business (previously notified)		1.45
8.	Date and Times of future meetings		1.50

Agenda Item 5.1 Governance Framework

The attached governance framework document (**Appendix 1**) has been drafted to reflect the recent changes in the governance structures of Healthwatch East Riding of Yorkshire (HWERY), of which this advisory body is a key part. The document explains the role of the Independent Strategic Advisory Body and the wider governance of HWERY.

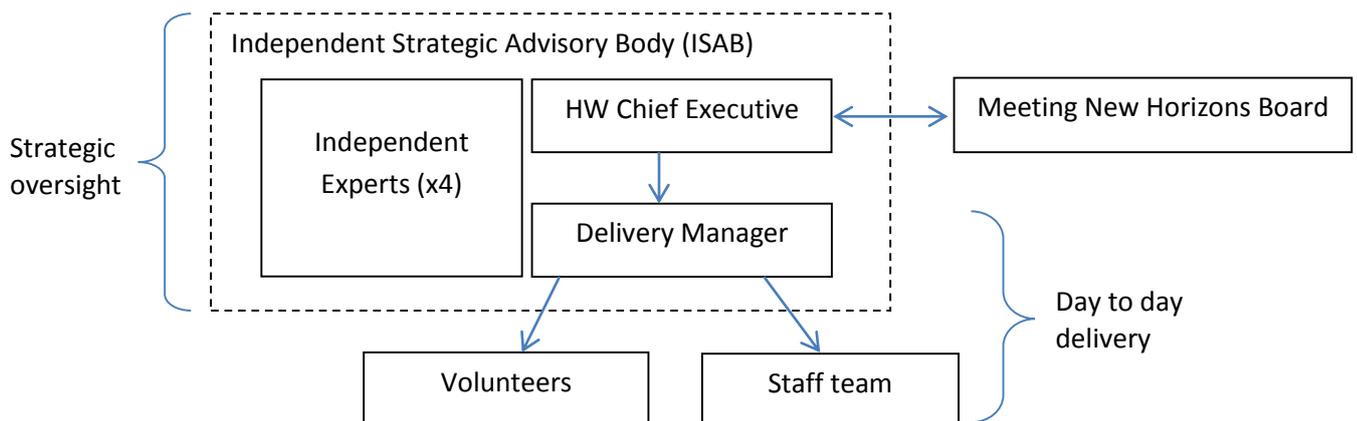
Background

After 2 years of successful implementation and delivery, Healthwatch East Riding of Yorkshire is moving into a new operating phase that requires a change in its governance framework. This framework moves away from the traditional Board of Directors structure.

An Independent Strategic Advisory Body (ISAB) has been set up to strengthen strategic oversight and scrutiny of our plans and ensure our overall strategy meets the needs of the residents of East Riding. The Advisory Body includes four independent members who will be the independent voice and champion of the people, patients and volunteers.

Governance Structure

The following diagram depicts the decision-making structure of Healthwatch East Riding of Yorkshire.



The role of the ISAB is to set the strategic direction of the work of Healthwatch East Riding of Yorkshire, taking account of the needs and experiences of East Riding residents, and to monitor the organisation's progress against its strategic workplan. The day to day delivery of Healthwatch will be carried out by a staff team, who will be supported by volunteers and is the responsibility of the Healthwatch delivery manager. The work of Healthwatch volunteers will be managed and overseen by the

Healthwatch delivery manager. As holder of the contract from East Riding of Yorkshire Council for the development and delivery of Healthwatch East Riding, Meeting New Horizons will remain responsible for ensuring that Healthwatch is meeting its statutory and contractual requirements during the contract period.

Meetings

The Independent Strategic Advisory Body (ISAB) will meet four times a year and the meetings will be open to the public. The role of these meetings will be to set the strategic workplan for Healthwatch East Riding and to check the delivery against that workplan at key stages.

In addition, Healthwatch East Riding of Yorkshire will hold a stakeholder forum two to three times a year. These meetings will bring together key stakeholders, voluntary and community sector partners, Healthwatch volunteers and members of the staff team to help inform the ongoing work of Healthwatch East Riding and ensure we are setting our workplan according to the needs and experiences of the residents of East Riding. These meetings will provide a variety of opportunities to engage with the work of Healthwatch and influence decisions about our strategic priorities and the direction of future work.

Recommendation: to approve the attached Governance Framework and agree to regularly review governance arrangements.

Reason: to ensure effective decision-making and strategic oversight of HWERY.

Report author:
Lindsay Cunningham (Delivery Manager, HWERY)

Agenda Item 5.2

Meeting New Horizons CIC

The following report sets out the role of Meeting New Horizons Community Interest Company (MNH) in the governance and oversight of Healthwatch East Riding of Yorkshire (HWERY) and the relationship between this Body and the MNH Board.

Background:

Under the Health and Social Care Act 2012, every (upper tier) local authority was given the responsibility to establish an independent Healthwatch organisation for their local area. On the basis of a competitive tendering process, East Riding of Yorkshire Council awarded the contract to deliver Healthwatch in the East Riding to Meeting New Horizons. Meeting New Horizons (MNH) is a not-for-profit Community Interest Company, it is governed by a Board of Directors who oversee the work of MNH and hold its Chief Executive and delivery team to account. Meeting New Horizons is wholly owned by the charity Hull CVS.

After the contract was awarded, MNH then set about recruiting a Board to oversee the strategic direction of the new organisation (a role now carried out by the Advisory Body) and a staff team to deliver the day to day functions of Healthwatch.

Role of MNH:

East Riding of Yorkshire Council, as commissioners of Healthwatch, are responsible for monitoring the performance of Healthwatch against its contract. The contract to deliver Healthwatch is between the Council and MNH, it is therefore the role of the MNH Chief Executive and the MNH Board to oversee the successful delivery of Healthwatch East Riding. Quarterly contract monitoring meetings take place between commissioners at ERY Council, the Healthwatch delivery manager and MNH Chief Exec to monitor performance against the contract.

Independence of Healthwatch:

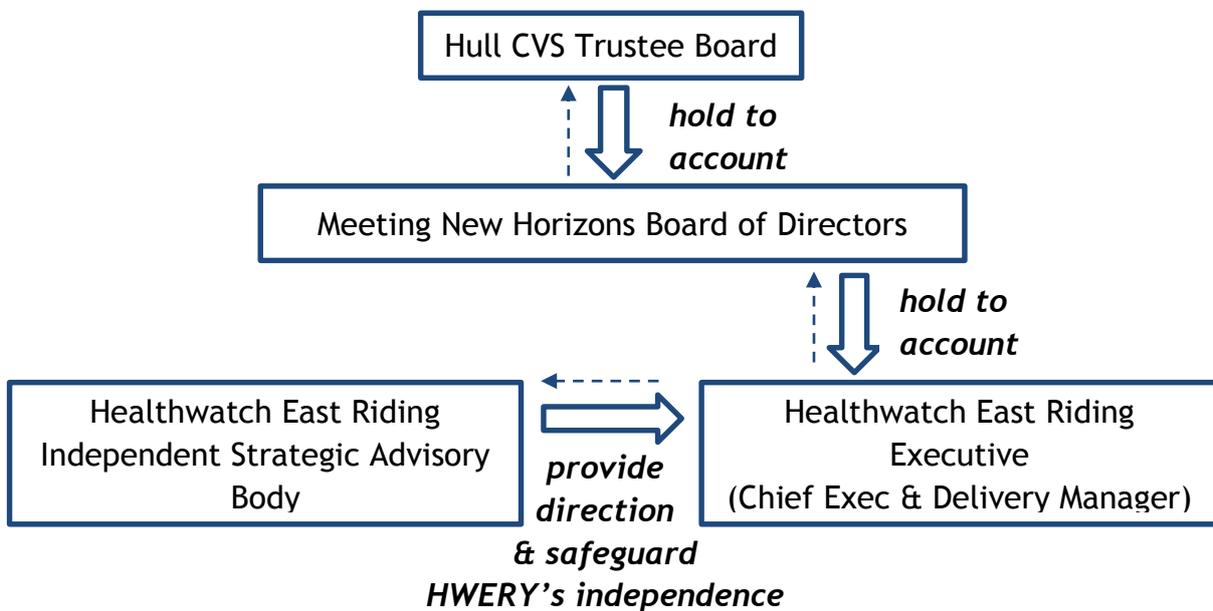
A vital aspect of the success of any local Healthwatch is its independence from the organisations who commission and provide health and social care services (i.e. NHS organisations, the local authority, private healthcare providers). Because of the Council's dual role as a commissioner of health and care services and commissioner of Healthwatch, it is important for Healthwatch to actively guard its independence from the Council, the NHS and other health and care organisations.

This function forms a key aspect of the remit of the Healthwatch Independent Strategic Advisory Body who are tasked with *making recommendations to the*

management of Meeting New Horizons CIC regarding maintaining and safeguarding the independence, probity and transparency of Healthwatch East Riding of Yorkshire (see ISAB terms of reference in Appendix 1, p.8).

Accountabilities:

The following diagram depicts the relationship between this Body, the Board of Meeting New Horizons and those responsible for the delivery of Healthwatch functions and sets out who is accountable to whom. The role of the Independent Strategic Advisory Body is to set the direction of work for the organisation and to safeguard its independence (from commissioners and providers of health and care services - *not* from MNH). The Meeting New Horizons Board hold the Executive to account for their delivery of Healthwatch.



Recommendation: to note the report on the role of Meeting New Horizons CIC in the overall governance of Healthwatch East Riding of Yorkshire.

Reason: to ensure advisory body members are fully informed of the governance arrangements for HWERY.

Report author:
Linsay Cunningham (Delivery Manager, HWERY)

Agenda Item 6.1

Update on current delivery

Background

Healthwatch East Riding of Yorkshire is now in its 3rd year of operation. The following report provides a brief overview of the work of Healthwatch East Riding over the first half of 2015. This is not intended as an exhaustive list of all activity but rather to give a flavour of what Healthwatch is about and what we have been able to achieve in the past eight months.

Investigations and Reports

Eating Disorders Report

Healthwatch conducted a review of users' experiences of services for people with Eating Disorders in the East Riding of Yorkshire. The investigation used a mixture of surveys and focus groups and worked closely with voluntary sector partners to gather the views of people who have used eating disorder services in East Riding.

Investigations in 2015:
Eating Disorders
Outpatients Appointments
Sleep
GP Appointments

The report makes a number of recommendations to commissioners and providers across health and social care around information, awareness raising and promotion of services available and joining up care and support particularly around transition between children and adolescent services and adult services.

Outpatients Appointments Survey

Healthwatch East Riding of Yorkshire and Healthwatch Kingston upon Hull undertook a joint investigation in response to concerns raised with us about outpatients' appointments at Hull & East Yorkshire Hospitals NHS Trust. Healthwatch conducted a survey to find out directly from patients about their experiences of outpatients services, which highlighted a number of concerns including concerns about high levels of cancellations and delays with follow-up appointments, particularly in the eye clinic. Since publishing the report in May 2015, the Trust has made a number of changes to their appointments system that we hope will help to resolve the issues we identified.

Sleep Report

Healthwatch East Riding of Yorkshire ran a survey in 2014 which asked young people "What Matters" to them in health and social care. One of the top answers given was sleep. In response to this, we conducted a survey of 234 individuals under the age of 25 on their sleeping habits and attitudes to sleep. We published the results of our

investigation in July 2015. The report aims to increase the awareness of some of the issues young people face with their own sleeping habits and to demonstrate to young people as well as health and care professionals the reasons young people provide for not getting the right amount of sleep.

General Practice Appointments Systems Report

In March 2015 we published a report on GP appointments systems following an investigation carried out during 2014. The investigation was undertaken in response to concerns raised with Healthwatch about difficulties obtaining appointments with GPs in the East Riding area. The report made nine recommendations that Healthwatch believes will help secure improvements for patients and we intend to follow these up with GPs and commissioners later this year.

Enter and View

At the beginning of 2015, Healthwatch East Riding of Yorkshire began a programme of ‘Enter and View’ visits to nursing and residential care homes in the East Riding area in order to review the quality of provision of residential care in East Riding. From January to August 2015, Healthwatch conducted 16 care home Enter and View visits and published reports for each of these on our website.

Enter & View in 2015:
16 residential care homes
1 NHS inpatient unit
2 NHS hospitals

We recently produced a summary report of our findings so far, which highlighted a number of issues that have arisen as part of this programme of visits. This report makes a number of recommendations to commissioners and providers of health and care services in the areas of personalisation, dementia care, equipment storage and care planning. We will be working closely with the ERY Council Quality and Development team to follow up on the recommendations we have made.

In addition to our work on residential care homes, we also visited a number of healthcare facilities using ‘Enter and View’. These included a mental health inpatient unit in Beverley, Goole and District Hospital and Hull Royal Infirmary Emergency Department. Reports for these are on our website.

We have held a number of Enter and View training sessions this year and will continue to recruit and train new volunteers to conduct Enter and View visits in the coming months.

Engagement

An important part of our work is to increase public awareness of Healthwatch to ensure as many people as possible across the East Riding know about us and how to get in touch. We have done this by attending a wide variety of community events,

conferences and workshops. We have also continued our series of “Roadshows” and associated promotional activity.

In the year 2015 so far Healthwatch East Riding has engaged with 3020 people at 38 different events. Big events for us have been the Drifffield Show, where we spoke to around 1000 people, gave away nearly 1000 free pens with our contact details and conducted a survey with nearly 100 people asking for their views on health and social care services in the local area.

Engagement in 2015:
3020 contacts
300 survey participants
38 events

Other big events included Cottingham Day, and Look Ahead events. Over the remainder of the year we will continue with this engagement work, attending as many events as possible across the county and focusing in particular on increasing the number of subscribers to our newsletter and recruiting more volunteers

Children and Young People

During 2015 Healthwatch East Riding’s Children & Young People service has continued to develop, ensuring that Healthwatch is well-known to the wider population of young people across the East Riding. The focus of our work is finding out what really matters to young people and ensuring young people have an effective voice in commissioning and provision of health and care.

Young People in 2015:
3000 contacts
1000 survey participants

From January to August 2015, Healthwatch have spoken to an estimated 3000 young people, around a third of whom have completed one of our surveys. We have visited every college in the East Riding and around 12 primary and secondary schools.

Our “What Matters” report was rolled out into colleges and youth organisations who directly helped with providing data for the survey. It was also made available on our website and via social media. Through our work on the “What Matters” report, sleep was identified as a major concern for young people in our area. We wanted to be a proactive service and find out more so we visited colleges and schools across the area to find out what young people’s sleeping habits were like. Our Sleep Report was published in July 2015 and is available on our website.

Information and signposting

In addition, we have continued to run a successful information and signposting service, helping people to access the health and care services they need and helping people to navigate the complaints process when things go wrong. The 2015 edition of our Health

Information in 2015:
69 enquiries
22 outreach venues

and Social Care Signposting Directory has gone to print and will be available shortly. We have also just launched a series of Health Literacy Workshops, which we are currently running as a pilot project in Bridlington and Brough.

Recommendation: to note the update on current delivery.

Reason: to ensure the Independent Strategic Advisory Body (ISAB) are fully informed of the ongoing work of HWERY.

Report author:

Linsay Cunningham (Delivery Manager, HWERY)

Agenda Item 6.2

HWERY strategic plan

Background

The former Healthwatch East Riding of Yorkshire Board set a Strategic Plan for HWERY 2015/16 in April 2015. This plan reflects the key strategic priorities for Healthwatch East Riding and has been used to guide the delivery of our work over the first part of 2015/16. The following brief report recommends a number of changes to this plan to enable us to respond to the needs and priorities of the residents of East Riding and the existing work of key partners.

The original and amended plans are attached below. Both show key work streams and dates for outputs (reports) for ease of monitoring. The following commentary outlines the key changes recommended and explains why we are recommending them.

Key changes:

- Learning Disabilities
 - In July members of the staff team met with key partners and stakeholders from across the region to discuss our planned engagement with people with learning difficulties and their carers, which had originally been planned to take place in August and September.
 - As a result of this meeting we agreed to postpone our event and instead partner with key agencies (such as FISH - Family Information Service Hub) to carry out our engagement work at events they are already hosting in order to ensure the widest impact of our work.
- Social Care in the Home/Bridlington
 - We have moved the work on social care in the home forward as we have already begun some initial enquiries on this. This will be in place of the Bridlington work which we have recommended be pushed back to allow us to make best use of the networks we are building there with key partners (through Information Service work with Bridlington GPs and Boots pharmacy and also with PAGER - Pensioner's Action Group).
- Yorkshire Ambulance Service and York Hospitals
 - Here the follow up work to CQC inspections has been delayed due to the late publication from CQC of inspection reports. We are working on the YAS follow-up work now and will look to begin the York Hospitals work in November.

- Enter and View
 - We have largely carried out the Enter and View visits as identified in the strategic plan. We will continue to deliver the E&V function, focusing over the next 3 months on residential care and GP practices. We are in the process of training new E&V volunteers to replace those who have moved on, in the meantime the staff team will pick up these functions wherever possible.
- Health Literacy Project
 - This will now continue throughout the duration of the plan. We are currently piloting the training in two localities at the end of which we will carry out a review and cost-benefit analysis to consider whether and how this programme can be rolled out.

Overall, the amended plan delivers slightly more (in terms of number of reports) but to different time-scales in order to fit around the work of key partners, the emerging needs of East Riding residents and to adapt to the capacity of the HWERY team.

Recommendation: to approve the amended strategic plan for the remainder of 2015/16.

Reason: to effectively guide the delivery of HWERY against previously identified priorities.

Report author:
Lindsay Cunningham (Delivery Manager, HWERY)

Strategic Plan 2015/16 (as at April 2015)

	April	May	June	July	August	September	October	November	December	January	February	March
Learning Disabilities	Planning & Initial Engagement				Analysis	Report	Follow up Engagement		Analysis	Report		
Mental Health			Planning & Initial Engagement				Analysis	Report	Follow Up Engagement		Analysis	Report
Social care in the home									Planning & Initial Engagement		Analysis	
York Hospitals				Follow-up activity consequent to CQC Inspection Report		Analysis	Report					
Yorkshire Ambulance Services		Follow-up activity consequent to CQC Inspection Report			Analysis	Report						
Bridlington issues						Planning & Initial Engagement		Analysis	Report			
Care Quality Commission	Planning and engage to inform inspections (Reactive)											
Enter & View	Adults Residential Care											
	HEY Discharge / NLaG	Learning Disabilities RC	GP practices	Bridlington Hospital	MH RC	LD RC	GP practices	GP practices	MH RC	Social Care in the home	Dentistry	Dentistry
Children & Young People	Drugs & Alcohol engagement			Analysis	Report	LD	Dentistry engagement				Analysis	
		LD		MH		LD		MH	Social care in the home			
HWBB & OSC	Topics tbc (could include YAS, HEY, GPs, York Hospitals, CAMHS)											
Information Service focus	LD		MH		H & SC Directory			Social care in the home			H & SC Directory	
	Health Literacy Project											
Existing work follow up	Dementia Follow Up					GP Appointments	Outpatients	Hospital Discharge	Eating Disorders	HEY A&E		

Amended Strategic Plan 2015/16 (Sept 2015)

	July	August	September	October	November	December	January	February	March	April	
Learning Disabilities				Planning & Initial Engagement		Analysis	Report	Follow Up Engagement			
Mental Health		Planning & Initial Engagement			Analysis	Report (Directory)	Follow Up Engagement		Report		
Social care in the home				Planning & Initial Engagement		Analysis	Report				
York Hospitals				Follow-up activity consequent to CQC Inspection Report			Analysis	Report			
Yorkshire Ambulance Services		Follow-up activity consequent to CQC Inspection Report			Analysis	Report					
Bridlington issues							Planning & Initial Engagement				
Care Quality Commission	Planning and engage to inform inspections (Reactive)										
Enter & View			Report	Adults Residential Care					Report		
		MH RC		GP practices			LD RC	MH RC	Dentistry		
Children & Young People	Drugs & Alcohol	Analysis	Report		Dentistry engagement			Analysis	Report		
			Learning Disabilities lead								
HWBB & OSC	Topics tbc (could include YAS, HEY, GPs, York Hospitals, CAMHS)										
Information Service focus		H & SC Directory		Mental Health Directory		Social care in the home			H & SC Directory		
	Health Literacy Project										
Existing work follow up				GP Appointments		Outpatients	Hospital Discharge	Eating Disorders		HEY A&E	

Agenda Item 6.3

HWERY workplan October 2015 to Jan 2016

This will be delivered in the form of a PowerPoint presentation at the meeting and there will an opportunity for members of the advisory body to ask questions and make suggestions regarding the workplan.

Recommendation: to note the contents of the HWERY workplan to Jan 2016.

Reason: to enable effective delivery of the workplan.