

Healthwatch East Riding of Yorkshire Board Meeting
Thursday 6th November 2014
Pocklington Arts Studio
11am - 12:30pm

Present

Directors

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

Officers

Helen Grimwood, Contract Manager
Steven Mottershaw, Outreach & Engagement Officer

Members of the Public

John Brown

Apologies

Chris Cherry, Delivery Manager

HWERY 2014/82 Item 1: Introductions and Apologies

- i. Apologies were given by Chris Cherry.

HWERY 2014/83 Item 2: Declaration of Interests

- i. There were no declarations of interest.

HWERY 2014/84 Item 3: Service User Story

- i. LN presented two patient stories who had both recently experienced similar issues with regards to the discharge procedure at Castle Hill Hospital. Both patients had been advised in the morning that they would be discharged prior to 12pm that same day. On being informed of their discharge, both patients had arrange for transportation to pick them up for 12pm. One patient however had to wait until 6pm, the other until 7.30pm, to receive their prescriptions. This delay not only impacted on the patients' wellbeing, but also meant that their patients/carers had to make repeat lengthy journeys (one being an elderly partner). It was noted that both of these stories echo other feedback and survey findings received by HWERY.
- ii. RD advised that at a recent OSC meeting, a presentation was given by a Pharmacy representative from HEY outlining the process for issuing prescriptions to patients being discharged from hospital.

Action: Follow up the process outlined at OSC and the timeline proposed by HEY to implement their changes. Assess other evidence on the issue collected by HWERY and HW Hull, and send a joint letter with HW Hull to HEY asking for a response on the action they are taking to address the issue (HG/CC 30.11.14)

HWERY 2014/84 Item 4: Minutes of the Previous Meeting held on Thursday 4th September - to approve as an accurate record.

- i. The minutes were agreed as an accurate record

Action: Steve Mottershaw to publish on the website

HWERY 2014/84 Item 5: Matters Arising from the Minutes not on the Agenda

- i. There were no matters arising.

HWERY 2014/85 Item 6: Public Questions to the Board

- i. John Brown asked whether measures were taken to try to attract members of the public to Board meetings.

- ii. It was highlighted by the Board that a procedure is outlined in the Governance Framework. In addition to advertising on the HWERY website newsletter, activity includes media releases to media local to the venue, and distribution of materials to the meeting venue/ nearby prominent public buildings.

Action: SM to ensure that the process continues to be implemented for all future public board meetings.

HWERY 2014/86 Item 7: Staff Member Update - Steven Mottershaw, Engagement Officer

- i. Steven presented the HWERY Engagement Plan, drawing on key highlights:
 - a. A range of events are attended regularly across the region.
 - b. 900 surveys have been completed, which does not include the current GP survey which currently stands at 1150 returns.
 - c. Regular outreach sessions are held which are targeted at promoting the Information Service.
 - d. GP Practice engagement has been slow in getting off the ground, partly due to attendance at extensive events, but also partly due to difficulties in getting practices engaged. All practices have however received refreshed information and leaflets about HW, and the strategy is to continue to use the Information Service as a means of getting practices engaged.
 - e. GP Practices have reported positively about the HW Directory and have also fed back that they would find a business card type tool as a useful method for referring patients on to HWERY.

- ii. In response the following comments and suggestions were made:
- a. It is important that GP Practices have stock of sufficient number of directories, and the request for stock from the Neighbourhood Care Team must be responded to.
 - b. If obtaining records of distribution/stock of the directories from the Publisher is proving to be difficult, for the second edition request that all stock is delivered to HWERY. AR offered that stock could be held at Arco if space is an issue at the HWERY office.
 - c. SW noted that it was disappointing that SM had not been involved in the GP Task & Finish Group, seeing as he has GP engagement in his remit. SM has however been involved in the management of the survey returns and so can build on this to have a more active involvement in the Task & Finish Group moving forward.
 - d. SW advised that an invitation to attend the Brough PPG has been received and so SM could take up this opportunity.
 - e. There are opportunities to engage with GPs via the Locality Commissioning Forums. SM highlighted that he has been trying to arrange attendance at these however the dates keep putting back. It was recommended that SM instead attends as an observer until an agenda slot is confirmed.
 - f. Queries were raised to whether the 'Rate Your Service' survey provided sufficient information for the needs of HWERY.

Actions:

- Obtain remaining stock of Directories from Publisher and ensure adequate distribution to Neighbourhood Care Teams and GP Practices.
- Discuss with Publisher the potential for all 2nd edition stock to be distributed directly to HWERY.
- SM to take over the work Alex Eslor was conducting on the GP Task & Finish Group.
- SM to attend Brough PPG meeting.
- SM to attend next LCF meetings as an observer where permitted.
- SM & HG/CC to reassess the appropriateness of the standard engagement survey.

HWERY 2014/87 Item 8: Progress Against Strategic Plan

- i. It was noted in the current reporting format, there is cross over between this item and the Activity Update. As agreed at the Board Development Workshop, HG will amend the reporting format so that progress against strategic workplan items can be more clearly monitored.

HWERY 2014/88 Item 9: Activity Update

- i. GP Task & Finish Groups: Surveys have been distributed with an extended deadline of 21.11.14. 1150 surveys have been returned to date, with analysis expected 3 weeks after the closing date.

- a. **Action: SW to meet with Jenny Smith before analysis commences to determine the reporting requirements.**
- ii. Dementia: Currently in the 20 working day response time.
- iii. Residential Care: A pilot visit has now been conducted. The visit went well and good feedback was received from the home. Currently minor amendments are being made to the questioning format, and briefings and posters are being prepared. Prior to the official visits, a second pilot will be conducted to ensure our processes are able to respond to deal with more challenging visits/premises. 20 homes have been identified for the official visits, and Enter & View representatives will receive appropriate briefings, along with information held by the CQC and NHS Choices on those homes. BM is preparing a schedule for conducted these visits, and upon completion, this will be passed to the staff team to implement and oversee. Following this handover, BM will still continue to attend the two CCG Care Forums and the 6 weekly meetings with Dorothy Montgomerie at ERYC.
- iv. Outpatients: The report is currently being prepared, but early finding have highlighted long delays at the EYE Hospital. RD has discussed this issue with Chris Long, CEO at HEY, who advised that there is an underutilised scanner at Beverley Hospital. RD has written to Jane Hawkard at the CCG requesting information about the utilisation of this resource.

HWERY 2014/89 Item 10: Bi-Monthly Issues/Trends Analysis

- i. It was felt that in its current format, it is difficult to ascertain from these reports what the issues are, or where they are occurring.

Action: HG/CC to reevaluate the format with Jenny Smith

HWERY 2014/90 Item 11: Health & Wellbeing Board Update

- i. The next meeting of the Health and Wellbeing Board was taking place following the Board meeting and so an update to be provided at the next meeting.

HWERY 2014/91 Item 12: Meeting Attendance Update

HWERY 2014/92 Item 13: Financial Report

- i. The budget is still showing a deficit, despite the recent performance related payment, however this is due to rectify towards the end of the financial year.

HWERY 2014/93 Item 14: Enter & View Activity

- i. As per item HWERY 2014/88 Item 9.iii

HWERY 2014/94 Item 15: Appointment of HWERY Vice Chair

- i. In line with the Governance Framework, the annual appointment of the Vice Chair is now due. There were no other elections from members to stand for this position and so LN was nominated by the Chair for re-appointment, to which all board members were in agreement.

HWERY 2014/95 Item 16: Any Other Business

- i. No other business was discussed.

HWERY 2014/96 Item 17: Date of next meeting

- i. The next workshop meeting will take place on Thursday 4th December from 9:30 to 12:30pm, at the Parish Centre Boardroom at Beverley Minster. Barbara Mendham has already given apologies in advance of this meeting.
- ii. The next public Board meeting will be on Thursday 8th January, from 11am - 12:30pm. Venue to be confirmed.

12:30pm - Close

Approved by the Chair as an accurate record

Signature _____

Date _____