

Healthwatch East Riding of Yorkshire Board Meeting
Thursday 1st May 2014
Queen Elizabeth Oncology Centre - Seminar Room 4/5
Castle Hill Hospital, Cottingham
11am - 12.30pm

Directors

Richard Davies - Chair
Joan Fletcher
Barbara Mendham
Alex Richards
Sheila West

Officers

Chris Cherry - HWERY Delivery Manager
Helen Grimwood - HWERY Contracts Manager Meeting New Horizons
Sophie Lamb - HWERY Administrative Assistant

Members of the Public

Two members of the public were in attendance

HWERY 2014/48 Item 1: Introductions and Apologies

Louise Norton (Director)

HWERY 2014/49 Item 2: Declaration of Interests

There were no declarations of interest.

HWERY 2014/50 Item 3: Minutes of the Previous Meeting held on Thursday 6th March

- i. The wording of Item 8 is to be amended. The sentence 'The Alzheimer's Society has suggested that HWERY could do an enter and view visit to a care home specialising in dementia.' is to be removed.
- ii. The wording of item 16 is to be amended to read 'five year strategy'.

- iii. The minutes of the meeting held on Thursday 6th March were approved subject to the above amendments.

Action: Sophie Lamb to publish on the website

HWERY 2014/51 Item 4: Matters Arising from the Minutes not on the Agenda

There were no matters arising.

HWERY 2014/52 Item 5: Public Questions to the Board

There were no public questions to the Board.

HWERY 2014/53 Item 6: Children and Young People's Strategy

- i. Chris Cherry gave the update on the HWERY Children and Young Peoples Strategy. The work plan was circulated prior to the meeting and a document showing designs for hoodies and tee-shirts was tabled at the meeting. The HWERY Children and Young Peoples Officer has consulted with East Riding of Yorkshire Council and the information gained here will be used to adapt the work plan. Since the work plan was circulated to the board, a number of changes have come to light. The youth forums will be set up by the council and will be called Health and Youth Forums; they will operate outside the school setting.
- ii. There were questions from the board regarding the work plan. The strategy for engagement with marginalised young people was discussed and it was decided that the work plan would need to reflect this.

Action: Matthew Fawcett to make provision for engagement with marginalised young people and to amend the work plan accordingly

- iii. Representation of young people on the Board was discussed and it was decided that work will need to be done to define how it will operate in practice.
- iv. It was decided that the Children and Young Peoples Strategy will become a standard agenda item and a progress report will be delivered at future board meetings.

Action: Sophie Lamb to add Children and Young Peoples Strategy as a standard item on the agenda for the next board meeting.

- v. The HWERY Children and Young Peoples logo and the design for tee-shirts and hoodies were discussed. The board approved the design and were positive about the future work of the Children and Young Peoples officer. Alex Richards offered to utilise his company's expertise in order to help with the creation/production of the tee-shirts and hoodies.
- vi. David Pinder (health diversity and information manager at the performance and strategic partnership at East Riding Council) has offered to chair a meeting between the HWERY Children and Young People's Officer and the ERYC head of young people's services.

Action: Sophie Lamb to ask Jenny Gavin-Allen (Contracts Manager, East Riding Council) to contact David Pinder in order to arrange the proposed meeting

- vii. The Children and Young People's work plan was approved by the Board.
- viii. The issue of non-formal attire for the staff team at engagement events was discussed. A number of different options were proposed and it was decided that the clothing must represent a balance between professionalism and approachability.

Action: Chris Cherry to investigate different clothing options in terms of style and cost

HWERY 2014/54 Item 7: Meeting Reports from Board and Executive team

- i. Chris Cherry gave the update on the Quality Surveillance Group Meeting and said that it was useful.
- ii. Chris Cherry gave an update on the York Teaching Hospital NHS Foundation Trust event about plans for Bridlington hospital which took place on Tuesday 29th April. HWERY are making good progress in terms of engagement with the public and there are two potential new volunteers as a result of this event.
- iii. Sheila West asked if the trust's strategy and plans could be provided in a document for the Board to read. Richard Davies confirmed that he does not have access to a document which details the trust's plans.
- iv. Joan Fletcher gave the update of the dementia report. Good progress has been made and the memory cafes run by the Alzheimer's Society have welcomed HWERY and are very positive about our work. The Butterfly scheme is in process and there is the possibility that a representative of the Alzheimer's Society may be able to come to the next dementia group meeting in order to discuss the report.

- v. Sheila West gave the update on the GP appointments task and finish group. A meeting was scheduled for 6th May with Deon Falcon (Engagement Manager, East Riding CCG) and Colleagues
- vi. Barbara Mendham gave an update on the Holderness locality meeting. An important issue raised at this meeting was the poor response time for emergency ambulances in the East Riding. Satisfaction surveys have gone out and the CCG will collate these. A leaflet has also gone out which allows people to choose and understand where to go in specific situations - the aim is to ensure A&E is not overwhelmed.
- vii. Richard Davies informed the board about his meeting with Jane Hawkard (East Riding CCG).
- viii. Richard Davies had also met with Jo Bell (CQC) who offered to meet with HWERY in order to explain the changes that the CQC is currently undergoing.

Action: Sophie Lamb to circulate the date of this meeting to the Board

- ix. Richard Davies gave an update on Horizon Scanning. It was said that this group has been useful in highlighting areas for concern such as the reduction in funding for GPs and the impact that this will have on rural communities.

HWERY 2014/55 Item 8: Financial Report/Budget

- i. Helen Grimwood is awaiting the year-end report. There are no outstanding issues and the board will discuss the report at the next board meeting.

HWERY 2014/56 Item 9: Progress Report on the Delivery Plan

- i. Chris Cherry gave an update on the progress of the delivery plan: the engagement plan is on target.
- ii. HWERY has made good progress as there are 260 people on the mailing list (the target is 280). There has been no progress made on the discharge survey although this has been raised at the patient experience forum. If HWERY are given no opportunities to carry out this survey, the next stage will be to speak to the CCG as the delay is impacting on the work of HWERY.

iii. Barbara Mendham asked about the progress of the information and signposting directory.

It was confirmed the directory was on target for release in July and it will be given to the board in draft form prior to its official release. It was outlined that the majority of the directory is factual and there is a small section which explains what HWERY does.

Action: Chris Cherry to send the proposed explanation of HWERY to be contained in the directory to the board members.

iv. It was established that good progress has been made on the annual report.

It is currently in draft form but it aims to meet all the guidelines and legal requirements. The final version must be ready by 30th June. The Board agreed that the annual report would be sent out to stakeholders as an e-version and hard copies will be available on request.

Action: Chris Cherry to circulate the draft annual report to the board

v. Richard Davies enquired into the situation regarding the Information and Signposting Officer's TUPE to HWERY. It was stated that discussions have taken place and if the transfer does happen, it will commence on 1st June.

vi. It was established that the board has agreed the KC contract and there was a discussion of how it will be progressed. Helen Grimwood informed the board that an initial scoping meeting has taken place and plans have been put in motion regarding a comprehensive training package for the call handlers.

Action: Helen Grimwood to give a progress report on this at the next meeting

HWERY 2014/57 Item 10: Any Other Business

i. It was reported that HWERY has been invited to attend the launch of the Yorkshire Ambulance Service First Responder Scheme. It was agreed that John Brown would attend this on behalf of HWERY.

Action: Sophie Lamb to contact John Brown with the details of this event

ii. Chris Cherry informed the Board that there was an expectation by HWE that all Chairs and CEOs/Delivery Managers attend the Healthwatch Annual Conference. He confirmed he had booked a place; Richard Davies advised he would not be able to attend and opened it to the Board who all declined. Chris Cherry informed the board that the Annual Conference clashed with the HWERY July Board Meeting and requested the Board Meeting date be changed so that he could be present, the Chair declined.

HWEY 2014/58 Item 11: Date of next meeting

The next meeting will be on Thursday 3rd July from 11am - 12:30pm

12:15pm - Close

Signed by the Chair as an accurate record

Signature _____

Date _____

Draft