

Healthwatch East Riding of Yorkshire Board Meeting
Thursday 28th November 2013
East Riding Community Hospital, Beverley
11:00am - 12:30pm

Present

Directors

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

Officers

Alex Eslor - Healthwatch East Riding Volunteer Coordinator
Angela Ward - Contracts Manager
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:
Maggie Whitlock
Jackie Brayshaw

Item 1: Introductions and Apologies

Item 2: Minutes of the Meeting held on October 31st October - to approve as an accurate record.

Page 1 reference to 'Peter Charles' should read 'Peter Choules'

Subject to the above amendments, the minutes were approved as an accurate record and signed by the Chair.

Action: Publish on website

Item 3: Matters Arising from the Minutes not on the Agenda

Dementia Report follow up. It was reported Joan Fletcher will be moving forward with the steering group to follow up on the dementia report. Joan will meet with

Chris Cherry and Jenny Smith on Wednesday 4th December to plan the next stage of the Dementia report.

The closure of Buckrose Ward - Louise Norton will review the restructure of adult mental health services. This report will cover the closure of Buckrose Ward and the process around the closure. It was agreed that the Board will await this report and then discuss the issues further.

Action - Louise Norton to report on the restructure of adult mental health services

Location of the wound clinic at Bridlington Hospital -It is thought the wound clinic will be relocated as part of this development. It is believed that the proposed new location to be favourable: HWERY to find out more information about the plan and the timescales involved.

Action: Chris Cherry to write to Bridlington Hospital to confirm details about the relocation of the wound clinic and proposed timescales

Item 6 Public Questions to the Board

The Board discussed Pat Perkins question which was raised at the last board meeting:

Over the last two years the South Holderness branch of the Older People's Charter Group together with ERYLINK have been looking into a large legacy left to the people of Withernsea to purchase medical equipment. It has been agreed that this money will be used to purchase new X-ray equipment and Humber Foundation Trust will pay for the maintenance costs. This equipment has been installed in Withernsea Community Hospital but although promised that it would be operational by March 2013, this equipment is not up and running and patient are having to travel to Hornsea and endure long waits for the X-ray results.

We would be grateful if Healthwatch could look into this and let us have a reply as soon as possible as this matter is very urgent.

Chris Cherry has investigated this and confirmed that the X-ray equipment at Withernsea Hospital has been installed, but in order to be functional also requires a Picture Archiving and Communication System (PACS). This has been ordered but has not yet been delivered and the delivery date is unknown. The hospital will back to Chris once they have confirmation of the delivery date.

Action: Chris Cherry to provide an interim response to Pat Perkins to give an update

Post meeting note - Chris has received a further response that the final set of works to install the PACS, and also to finish off providing a 'dark room' facility are both in progress. There are no fixed dates but this is expected to be completed in December 2013 so a service could be up and running at the start of 2014.

Update on staffing - It was confirmed HWERY is now fully staffed as Jenny Smith is in post as the Patient and Services Analyst.

Budget Update - The budget plan was tabled and it was agreed that a comments section be included to explain significant variance. It was agreed that the budget will be a board meeting agenda item at certain times of year and this will need to be discussed in February. Helen, Alex Richards and Louise Norton will also meet separately to the Board to discuss the budget plan.

Action - The HWERY budget to be added as an agenda item for discussion for the February board meeting

HAPIA Membership - It is part of the contract that HWERY must have local authority approval before joining any other organisations. Guidance from Healthwatch England (HWE) must also be considered. It was confirmed that Involve had been provided with funding to bring together Healthwatch from across Yorkshire & Humber. Trevor Smith has already posed the question to ERYC for confirmation on whether membership of HAPIA would break the contractual agreement.

Friends & Family Questionnaire issue at Castle Hill Hospital - Chris confirmed that the Patient Experience Forum has not been held since the last board meeting and so this issue has not yet been raised.

Equality and Diversity/Data Protection Training - A training session will take place on Friday 29th November and will be attended by Sheila West and Joan Fletcher, along with staff from all the contracted Healthwatch.

The Children's Trust survey - The next Children's Trust meeting is expected to take place in December. It was agreed that this survey presents an opportunity to

find out the three main issues affecting children and young people. Louise and Chris will discuss this further outside of the meeting and come to a decision.

Action: Louise Norton and Chris Cherry to meet to discuss the question to be included in the Children's Trust survey

Item 4: Public Questions to the Board

A question was raised by John Orgine at the Bridlington roadshow and this was tabled:

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.

The group agreed that the issue here for HWERY is how York Teaching Hospitals NHS Foundation Trust plan to ensure consistency and quality of care whilst management arrangements are uncertain.

Action: Chris Cherry to write to YTHFT to pose the question of how they plan to ensure the operation of Bridlington Hospital and quality of care if no manager is in place

Two questions from Ruth Marsden were also tabled:

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?

This relates to health services provided in prisons by the NHS through Health Protection Agencies. The group agreed that HWERY should look for a national steer from HWE as prison health is a national issue. The group agreed to discuss as a workshop item.

Action: HWERY obligations to monitor health services in prisons to be discussed further at the next workshop session. HWERY will also find out more about what HWE propose about this issue

What has HWERY established to monitor the development and the capacity of the Safeguarding Board for the East Riding?

Richard Davies has met with the Safeguarding Board and will do so again in 12 months. It was reported that this would be part of Jenny Smith's remit to link this in with issues being looked at by HWERY. The key issue is to ensure that all organisations communicate and work collaboratively. This issue could be raised at the Health & Well Being Board and Angela Ward will also clarify the process for HWERY. The group agreed that HWERY should have a watching brief regarding the Safeguarding Board.

Maggie Whitlock, who was present at the meeting, raised the following questions:

When attending a meeting dealing with the issue of delayed discharge, a matron stated that patients could not be discharged at weekends as there was no Dr. present. Maggie would like to know what HWERY can do to address this issue.

It was confirmed that this issue will be captured as part of HWERY's main project on hospital discharge.

It was mentioned at the Multi-Agency Discharge and Planning Meeting that HWERY is working on a survey jointly with Healthwatch Hull (HWKuH). What is the collaborative study and survey?

It was confirmed that this will be addressed in the Delivery Plan which is to be discussed.

Item 5a: HWERY Delivery Plan

The revised Delivery Plan was tabled, along with amendments for the wording suggested by Sheila West. Sheila's amendments were accepted by the group. The group agreed that they are happy with the layout and it is easy to pick out key areas. Angela Ward suggested that HWERY would need to ensure that the Delivery Plan meets national expectations and covers what was agreed in the contract. It was agreed that the plan would be updated to capture contractual delivery and this would be done in line with the current format and groupings rather than as a separate section.

The group discussed the Possible Priorities:

ERY NHS Healthchecks involvement - it was agreed that this would be a good way to engage with a group that HWERY may not otherwise have access to - those aged 45-74 who are not usually engaged with a health provider. A draft proposal produced with ERY Public Health will be brought to the Board for discussion.

The group discussed integration of NHS funding and social services funding and agreed that this should be added to the possible priorities.

The group also discussed the investigations underway section:

Dementia Care - discussed earlier in the meeting.

Discharge from Hospital - a draft survey is going out to the next Multi-Agency Discharge Group. This is in conjunction with HWKuH. It was stated that in order to ensure that HWERY are fully covering this for the East Riding, Scarborough and York should also be looked at.

Engagement - A roadshow was held at Bridlington on Saturday 23rd November and all agree that it went well. Some areas of improvement are noted and HWERY will build on these for future roadshows.

Engage effectively with children and young people - it was agreed that the board would think through a strategy and discuss this with Angela Ward and ERYC.

Enter & View preparation - It was acknowledged that Enter & View is only a small part of HWERY's remit. There should not be a set plan of a certain amount of Enter & View visits and it should only be used as part of a larger piece of work as one way of information gathering. Enter & View is included in the Delivery Plan to prepare HWERY for Enter & View visits and ensure that a pool of trained volunteers is available.

Action: Helen Grimwood and Chris Cherry to ensure that any contractual obligations are captured in the Delivery Plan

Action: Integration of funding to be added as a possible priority in the Delivery Plan by Chris Cherry

Action: The Delivery Plan to remain as a regular standing item on the board agenda every month

Action: Key dates column in the Engagement section of the Delivery Plan to be removed by Chris Cherry

Action: Chris Cherry to make contact with York Healthwatch for a discussion.

Action: Engaging effectively with children and young people to be added to the next board agenda

Action: The board to check the Delivery Plan outside the meeting and feedback any comments to Chris Cherry

Item 5b: Volunteering (verbal update)

There is a volunteers meeting on 16th December which will build on the progress of the previous meeting in November. Volunteers were invited to be involved at the

Bridlington roadshow and one volunteer was able to attend. Volunteers will also be asked if they are able to help out at the Beverley roadshow on Wednesday 11th December.

Item 5c: Public Consultation/Healthwatch Road shows (verbal update)

Sheila West's report on the Bridlington roadshow was tabled with one issue being that the involvement of the actors did not seem to work very well. The group agreed that this could be looked at further once HWERY receive FRED's review of the day. Chris Cherry provided the statistics from the day that have been analysed so far:

Males - 40

Females - 19

0-15 - 1

16-24 - 3

25-44 - 9

45-64 - 19

65 and over - 22

27 people signed up for the newsletter

1 person is interested in volunteering.

The two main issues were raised:

- 1. GP appointment systems*
- 2. Bridlington Hospital service closures and the distance needed to travel for hospital services.*

Further analysis will be carried out on the responses received at the roadshow and increased awareness of HWERY will be tracked by monitoring web hits and email responses. The feedback from the group overall was positive and everyone agreed that the number of responses was good.

It was confirmed that at the Beverley roadshow on Wednesday 11th December at Tesco on Morton Lane has been booked. HWERY will not be allowed to record contact details, the actors will not be used but the public will be asked to identify their three issues. A comparison can then be done between Beverley and Bridlington. It was agreed that it will be a good idea to have FRED present at the Beverley roadshow to carry out comparable analysis.

Suggestions for future venues were given as Waitrose in Willerby and Tesco at Market Weighton. It was agreed that a response to the roadshow should be provided to the Bridlington Free Press to generate further publicity.

Action: Chris Cherry to provide a roadshow update to the Bridlington Free Press

Item 5c: Yorkshire Ambulance Service recent issues (for discussion)

The response from Hestor Rowell to the letter from HWERY and HWKuH to YAS was tabled. The letter invites HW to a meeting and outlines some reasons and solutions to the problems that YAS have had. It was agreed that YAS need a couple of months in order to carry out proposed improvements and then HWERY should look at them again and confirm if they have followed through. Chris Cherry will be meeting with the commissioner. This information will be available for the next board meeting. It was agreed that a holding response should be sent to Hestor Rowell to confirm that HWERY will clarify issues with the commissioner before providing a further response.

Action: Chris Cherry to send a holding response to Hestor Rowell and to meet with ERYCCG about the YAS issues

Item 5d: NHS Car Parking Charges at Goole Hospital recent issues (for discussion)

Chris Cherry confirmed that this issue was raised by Brent Huntingdon due to concern about the excessive parking charges at Goole Hospital, especially as the other community hospitals do not charge. This issue is now under review by the Goole Hospital Board and Brent will keep Chris up to date. It was agreed to await the outcome of this review before further discussion.

Item 6: Any Other Business

The group discussed that HWERY need to investigate meetings that could be attended and organise representation. It has now been confirmed which meetings Lead Representatives will attend on HWERY's behalf. It was agreed that the formalisation of representation at meetings should be clarified and should be added to the board meeting agenda.

Action: The formalisation of representation at meetings to be added to the board meeting agenda.

Date of Next Meeting

Thursday 9th January at Alfred Bean Hospital, Driffield 11.00 am to 12.30pm. This booking is to be confirmed.

Post meeting note - Alfred Bean Hospital do not have a room available to book and so the meeting will take place at Driffield Business Centre.

Angela Ward has asked to meet with the board and this will be arranged for a date following the next board meeting

Action: The board will send any items they would like to be on the agenda to Alex Eslor in advance of the next meeting

Action: Alex Eslor to liaise with the board and organise a date to meet with Angela Ward

12:30pm - Close

Approved by the Chair as an accurate record

Signature_____

Date_____