

**Healthwatch East Riding of Yorkshire Board Meeting**  
**Thursday 31st October 2013**  
**Withernsea Community Hospital**  
**11:00am - 12:30pm**

**Item 1: Introductions and Apologies**

**Directors Present**

Richard Davies (Chair)

Louise Norton - Vice Chair

Barbara Mendham- Director

Alex Richards - Director

Joan Fletcher - Director

Sheila West - Director

Helen Grimwood - Healthwatch Contracts Manager Meeting New Horizons

Chris Cherry - Healthwatch East Riding Delivery Manager

Alex Eslor - Healthwatch East Riding Volunteer Coordinator

**Apologies**

Linda Davies - Has now resigned from the board

Trevor Smith - Director/Chief Officer Meeting New Horizons CIC

**Item 4: Minutes of the Meeting held on Thursday 26<sup>th</sup> September - to approve as an accurate record.**

Minutes agreed as an accurate record.

**Action: Publish on website**

**Item 5: Matters Arising from the Minutes not on the Agenda**

*Dementia Report follow up.* Joan Fletcher has been in touch with Dave Pinder to try to bring the steering group together to follow up on the dementia report. The group should consist of Peter Choules, Yvonne Rhodes, Dr Dan Harman (lead on dementia at Hull Royal Infirmary) and Joan Fletcher. Joan to follow up with **Alex Seale** (Director of Commissioning and Transformation at the CCG). Richard Davies suggested that a press release can be done about the original report and Chris Cherry has a list of media contacts. This can be followed up when Joan has more information about how the group will be proceeding.

**Action: Joan Fletcher to follow up with Alex Seale and organise press release once she has a firmer idea of how the**

*Item 7: Healthwatch Delivery Plan:* Chris Cherry tabled the draft Delivery Plan. The group agreed that it needs to be more succinct. The main purposes of the delivery plan are:

1. To tell people that Healthwatch is here
2. To act as an on-going list of actions for the Board to note and ensure it is meeting its objectives.

The delivery plan needs to be a mixture of strategy and an action plan.

The group discussed how the current objectives could be measured:

- To be recognised as the consumer champion and listen to the quieter voices and to use that information to influence commissioners and providers to improve services
- To be the lead source for data collection

*These could be measured through the contact we have from the public and from other agencies*

- To be trusted and respected for its professionalism

*This may not be measurable*

Joan Fletcher suggested that the current draft could be kept as an introduction to Healthwatch East Riding and then create a shorter document in addition to act as the delivery plan, and this was agreed.

Richard Davies and Chris Cherry will create a new, more focused draft and this can then be circulated for comments by the rest of the board.

**Action: Chris Cherry to create new draft which will then be circulated at the meeting on 12<sup>th</sup> November 2013**

*Item 4 Public Questions to the Board* - The group discussed further the issues at Bridlington hospital and the closure of Buckrose Ward. Alex Richards stated that he attended a meeting regarding this and attendance was low. Louise Norton suggested that this indicates that people are generally in support. It was confirmed that the published consultation paper regards the plan following the closure. It was agreed that Healthwatch East Riding will check that the consultation process was followed correctly. It was agreed that Healthwatch East Riding should monitor other changes at Bridlington Hospital, such as the issue with the location of the wounds clinic. The roadshow will provide a good opportunity to find out what

residents think about this and the issue can be kept on the agenda for future discussion.

It was confirmed that Beverley Hospital has now been given a clean bill of health and is undergoing a staged opening of beds. Twenty new staff are being appointed for the Neighbourhood Care Team.

**Action - Louise Norton to write to Humber Foundation Trust to obtain the details of the consultation process regarding the closure of Buckrose Ward and Chris Cherry will then circulate this.**

**Action: Location of the wound clinic at Bridlington Hospital to be monitored and kept on the agenda for the next board meeting.**

#### **Item 6 Public Questions to the Board**

Pat Perkins. Submitted

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 is in the process of investigating this.

**Action: Chris Cherry to continue to investigate Pat Perkins' public question**

#### **Item 7a: Project/Workplan Items - Volunteering (verbal update)**

The group discussed volunteers attending meetings and agreed the need for an easy to use form. Louise Norton highlighted that at the Healthwatch Champions meeting on 6th November 2013 it will be clarified who is attending which meetings.

Joan Fletcher advised that she attended the Goole and Howdenshire Community Partnership meeting on 16th October 2013 and that the existing form to record meeting activity worked well and was easy to use.

The form will be relaunched at the meeting on 6th November. The form can be put on the website for easy access and will be emailed out to the board. The group agreed that a map of meetings and a diary is needed, along with an assessment of which meetings are worth going to. It was agreed that Healthwatch East Riding need to be careful of the way that it is promoted and represented. Barbara Mendham stated that in some instances, for example if there is a crisis, it may then be better to have a board member attend.

The first Healthwatch East Riding roadshow is on the 23rd November 2013 and volunteers will be asked if they would like to be involved. Two volunteers can act as representatives in the morning and two in the afternoon. Further activities requiring volunteers are planned and Helen Grimwood advised that there are some specific roles for which volunteers are needed for e.g. data input.

Chris Cherry highlighted that the next newsletter is being compiled and we will invite volunteers to the roadshow. It is anticipated that the roadshows may well result in more volunteers and it was agreed that should ask these and existing volunteers re their interest in future opportunities. Barbara Mendham suggested that an HWERY organisational chart could be included in the next communication.

**Action: Meeting Form to be launched at meeting on 6<sup>th</sup> November 2013 and to be published on the website**

**Action: Maps of meetings, diaries and an organisation chart to be created**

**Action: A communication to be sent to volunteers ASAP**

**Item 7b: Public Consultation/Healthwatch Road shows (for decision)**

Chris Cherry confirmed that the first Healthwatch East Riding roadshow will take place on 23<sup>rd</sup> November 2013 at The Promenades Shopping Centre in Bridlington from 10am-4pm. This will then be followed by one elsewhere on a weekday before Christmas. An analysis can then be done to compare the different interactions and demographics that are engaged on the different days. Confirmation of the design for flyers and the free pens has now been given to FRED and the large comma design was agreed upon. The group discussed volunteer involvement and it was decided that volunteers will be invited to take part during the meeting on 6<sup>th</sup> November. Healthwatch East Riding will then get volunteers further involved in the second roadshow. Angela Ward had suggested involving the press e.g. Look North and Calendar, but it has been decided to delay this until the second roadshow.

**Action: To discuss volunteer involvement and engage volunteers for the Bridlington roadshow during the meeting on 6<sup>th</sup> November**

**Item 7c.- Yorkshire Ambulance Service - Recent Issues (for discussion)**

Healthwatch East Riding have received concerns about ambulance response times and with the out of hour's service, in which GPs are believed to be ordering ambulances rather than attending calls themselves. The group agreed that questions should be put to the CCG e.g. what are the targets and standards, and their performance against the targets and what is the budget.

**Action: Chris Cherry to write to CCG requesting answers to budget, standards, targets and performance.**

**Action: Chris Cherry to contact the CQC to identify action to take regarding the anonymous whistle-blower.**

**Item 8: Update on Staffing**

Helen Grimwood confirmed that Jenny Smith, the analyst, will be starting on 11<sup>th</sup> November 2013. Once Jenny is in post, monthly reports will be provided to the board. It was agreed that some items will need to be standing items at board meetings, such as trends, volunteers, meetings, web traffic and finance. Current issues can be discussed under AOB or be discussed in the workshop part of the meeting.

**Action: Standing items to be agreed and added to future board meeting agendas**

**Item 1 - Healthwatch Budget Update (HG report)**

Helen Grimwood tabled the budget update report. Alex Richards and Louise Norton will form a budget sub-committee. Alex Richards will meet with Helen Grimwood to discuss the production of regular monthly financial updates. Via this sub-committee Richard Davies wants the board to develop a good monthly system for monitoring the budget and also able to address governance concerns if necessary.

**Action: Alex Richards and Helen Grimwood to meet**

**Action: The finance report to be circulated with the board papers**

**Item10: Any Other Business**

Barbara Mendham highlighted items that have been in the Hull Daily Mail which are about Healthwatch Hull and do not mention Healthwatch East Riding. It would be beneficial if any press mentions of each Healthwatch could mention the other. Richard Davies has discussed this with the Healthwatch Hull Chair, Ian Blakeley who is keen to work jointly and who will be developing a media strategy.

**Action: For Healthwatch East Riding to be mentioned on Healthwatch Hull press releases and vice versa.**

Joan Fletcher raised the issue of membership of HAPIA (Healthwatch and Public Involvement Association). Joan is a member and receives information about government thinking on health. It was confirmed that HAPIA are not a political group as such but are seen as lobbyists. The group decided Healthwatch East Riding should become a member of HAPIA at a membership cost of £50. It was agreed that this will be looked into by Chris Cherry.

**Action: Chris Cherry to enable HAPIA membership for Healthwatch East Riding**

It appears that Castle Hill Hospital may be asking patients who have moved wards, or to different areas within the same ward during their stay, to complete a Friends & Family questionnaire each time they moved. It was noted that it was not considered not to be good practice to seek feedback from patients whilst they continued to receive a service and that a two week gap was more appropriate; nor was it appropriate to be undertaken by providers of a service. It was suggested that this might be an appropriate role for trained volunteers.

Chris Cherry will be raise this issue at the next patient experience forum and the question asked if it is policy for the questionnaire to be completed for each ward. Healthwatch East Riding can then feed this information in, look for a trend and potentially investigate this issue. Chris Cherry will also discuss with Delivery Manager at Healthwatch Hull and confirm if this should be a joint project.

**Action: Chris Cherry to raise issue at the next patient experience forum.**

**Action: Chris Cherry to discuss a possible joint strategy with Healthwatch Hull**

Helen Grimwood advised that a training session will take place on 29<sup>th</sup> November 2013. This training will be regarding Equalities and Data Protection, and is one of the recommended additional training areas for volunteers undertaking Enter and View. Safeguarding is a second recommended area.

**Action: Helen Grimwood to invite the board to the training session and attendance to be confirmed.**

Richard Davies brought up for discussion the Older People's forum he attended and the issues already raised in his email. It was stated that there is an ERYLINK legacy document handed over to Angela Ward so that issues which had been raised previously were recorded to go forward to Healthwatch. The representatives at the forum want the work to be seen to carry on e.g. for dementia and discharge from hospital. It was confirmed that there are no outstanding items.

Louise Norton stated that the Children's Trust are sending out a survey to children and young people across the East Riding. They have agreed that Healthwatch East Riding can have space to ask a question. This could be a good opportunity to test the response to the idea of a Junior Healthwatch and will definitely be a good chance to gather information from children and young people. Louise highlighted that the danger of working with the Children's Trust is that the same children and young people get involved every time, so if Healthwatch East Riding goes ahead with the Junior Healthwatch or other initiatives it will be important to bring in different groups.

**Action: Chris Cherry and Louise Norton to utilise the opportunity to ask a question in the Children's Trust survey**

### **Date of Next Meeting**

Thursday 28<sup>th</sup> November East Riding Community Hospital 11.00 am to 12.30pm

The group discussed the format of the meetings and it was agreed that an additional private, workshop session is needed. The board agreed to meet on the 12th November 2013 at 1.30 to 4.30 at Market Weighton Business Centre. It was discussed and agreed that during the public board meeting, the questions from the public would remain during a 20 minute session in the middle. The group agreed that the public board meetings should be better promoted - the Healthwatch East Riding banner should be displayed in a public area so that it can attract passers-by. For the next meeting at East Riding Community hospital, it will be attempted to get the banner to the hospital in advance. Following today's meeting, Chris Cherry will take photos of the board members and use this as publicity in a press release to publicise the next meeting. It was requested that board papers are circulated as hard copies for future meetings.

**Action: Meeting publicity to be increased - banner to be taken to East Riding Community Hospital in advance and displayed in a public area and CC to produce press release.**

**Action: Board papers to be circulated as hard copies**

**12:30pm - Close**

Approved by the Chair as an accurate record

Signature\_\_\_\_\_

Date\_\_\_\_\_