

Healthwatch East Riding of Yorkshire Board Meeting
Thursday 12th March 2015
Seminar Room, the Courtyard, Goole
11:00am - 12:30pm

Present

Directors

Richard Davies (Chair) - **RD**
Alex Richards - **AR**
Barbara Mendham - **BM**
Joan Fletcher - **JF**
Sheila West - **SW**

Officers

Chris Cherry, Delivery Manager - **CC**
Steven Mottershaw, Engagement &
Outreach Officer - **SM**
Matthew Fawcett, Children & Young
Peoples' Officer - **MF**

Members of the public

Brent Huntington - **BH**
Jackie Crawford - **JC**

Apologies

Louise Norton (Vice Chair)

HWERY Item 1: Welcome, Introduction and Apologies

RD welcomes everyone to the meeting, gave apologies for Louise Norton and introduced everyone.

HWERY Item 2: Declaration of Interests

No new of declarations

HWERY Item 3: Service User Story

CC introduced the service user story

3.1) Board acknowledged the work of HWERY's Information service

HWERY Item 4: Minutes of meeting held 15th January 2015

Board agreed the minutes were accurate

HWERY Item 5: Matters arising from the minutes not on the agenda

No matters arising from the minutes

HWERY Item 6: Public Questions to the Board

Car parking charges at Goole Hospital

6.1) BH asked the question about if anything could be done about car parking charges at Goole District Hospital, with specific emphasis on blue badge holders being charged

6.2) It is obvious that you pay more at Goole hospital compared to Goole town centre and other hospitals

ACTION: HWERY to write to NLaG about parking charges

JC raised an issue with the board around residents being charged for patient transport.

A resident of Goole, who had suffered a stroke, has regular treatment at Scunthorpe Hospital. They travel from Goole to Scunthorpe on patient transport but have now started to be charged £10 per trip. Is this something HWERY can look into?

ACTION: HWERY to raise the issue

HWERY Item 7: Staff Update- Matthew Fawcett, Children & Young peoples' Officer

Matthew Fawcett talked about the Children & Young peoples' service and the work it has been doing in HWERY- The bullet points below are the contracted objectives.

- 7.1) HWERY is well known to C&YP and their carers, they know how to find it, use it, and understand its role; advertising and promotional campaigns are targeted at C&YP.
 - a) Awareness of the HWERY youth brand is on the increase, use of social media, the youth forums as well as engagement in schools.
- 7.2) HWERY gathers the views and understands the experiences of C&YP, and their carers.
 - a) HWERY investigated "What Matters" survey and the report identified children and young peoples' priorities such a sleep deprivation.
- 7.3) The Design and delivery of C&YP health and care services are influenced by the views and experiences of C&YP and their carer's. C&YP and their carers report that they feel they can influence decisions affecting local health and care provision.
 - a) The "What Matters" survey did this directly, this led to the sleep survey
- 7.4) C&YP and their carers are involved in scrutinising care service, producing reports and making recommendations and alerts to the CQC, Ofsted, HWE, HWB and the Children's Trust Board.
 - a) Reports will make recommendations
- 7.5) Information is available to C&YP in formats and methods which meet their specific needs. VCO's who work with C&YP report that HWERY is networked into existing signposting services. C&YP and their carer's report

that they know how to access good quality, timely and relevant information.

a) Use of social media, info-graphics and videos

7.6) C&YP and their carer's have the opportunity, information and support to be involved in HWERY.

a) Yes work with ERVIP, FISH

7.7) Healthwatch England is aware of the health and care needs of C&YP living in the East Riding.

a) "What Matters to young people" report has been sent to Healthwatch England

7.8) C&YP's key stakeholders report they have a positive working relationship with HWERY.

1) Ongoing, so far all feedback is positive

7.9) Future plans could be drugs & alcohol, dental health in schools and transport- specifically health related appointments.

7.10) Youth Forums

The youth forums are currently under review, revised from nine localities to three. HWERY would like to do a youth conference.

Q: How many young people attend the Youth Forums?

A: The Youth Forums were well attended in some areas but the venues were not suitable. Also advertising of the youth forums not good, ERYC have no social media presence, so it is hard to target young people, when one of the most used tools is unavailable.

HWERY Item 8: Report against strategic plan

HWERY is progressing according to plan

8.1) Item 2.1 Residential Care Enter & View visits- 10 people still active for E&V. Volunteers to get Dementia training. HWERY also looking at some training around mental health.

8.2) Item 2.4 NLAG Enter and View- waiting for a response from NLaG with dates when we can go in. If no response soon we will provide dates to NLaG.

8.3) Item 2.5 Hospital Discharge Survey - HWERY to retry in April

8.4) Item 2.6 Outpatients engagement- Draft for Board to Discuss later

8.5) Item 2.7 GP Issues - final draft for discussion later

8.6) Item 2.8 Young People and sleep deprivation- Sleep survey/report is currently being written but was delayed due to Eating Disorder

8.7) Item 2.10 Yorkshire Ambulance Trust CQC Inspection- YAS survey/report still waiting to be published

8.8) Item 2.17 Volunteer development- already covered previously in Item 2.1

HWERY Item 9: Activity Update

An update on the activities of HWERY for January, February and March so far.

HWERY Item 10: Bi-monthly Issues/Trend Analysis

An update on the bimonthly trends and issues reported to HWERY

HWERY Item 11: Health and Wellbeing Board Update

No Update

HWERY Item 12: Meeting Attendance Update

HWERY update on the meetings attended

HWERY Item 13: Financial Report and Integrated Audit and Governance Committee Update

- 13.1) The Board Discussed the financial report of HWERY and budgeting for the next quarter.
- 13.2) HWERY should be back in the black by March 2015
- 13.3) RD has written to ERYC on how they measure HWERY's performance in regards to Performance Related Pay (PRP)
- 13.4) The Proposed budget for 2015-16 is very tight
- 13.5) AR queried an allocated amount for marketing in October

HWERY Item 14: GP Appointments Report

- 14.1) SW presented the GP appointments report
- 14.2) 1400 plus surveys returned
- 14.3) SW discussed the 9 recommendations and the report was approved.

HWERY Item 15: Eating Disorders Report

- 15.1) The recommendations need to be allocated to specific commissioners
- 15.2) Emphasising the "gap" between children and adult services

HWERY Item 16: Outpatients Report

- 16.1) Joint piece of work between HWERY and HWKUH
- 16.2) The issue was raised by the public initially
- 16.3) The report has highlighted issues around appointments being cancelled or rearranged
- 16.4) There are also an issue around delays
- 16.5) Recommendations
 - a) Improve communications

- b) Reduce delays
 - c) Reduce cancellations
- 16.6) Report approved with more recommendations.

HWERY Item 17: Any Other Business

- 17.1) An issue came to HWERY around residential homes can dispose of old equipment properly. This issue has been raised with HEY Trust. A company called MPS are responsible for the collection of old equipment but don't seem to want to collect individual items. MPS will be checked for to see if they are not fulfilling the contract.
- 17.2) ERYC are to introduce a minimum standard of training for care assistants. The mandatory training will be a "passport" for care assistants

HWERY Item 18: Date of next meeting

- The next workshop meeting will take place on Thursday 16th April from 9:30 to 11:00am, at the Emmaus room at Beverley Minster.
- The next public Board meeting will be on Thursday 14th May, from 11am - 12:30pm. TBC

12:30pm - Close

Approved by L. Norton 14.5.15