

**Healthwatch East Riding of Yorkshire  
Minutes of the Board Meeting held on  
Thursday 14<sup>th</sup> May 2015  
The Business Centre, Scotts Burn Garth,  
Skerne Road, Driffield YO25 6EF  
11:00am - 12:30pm**

**Present**

**Directors**

Miss Louise Norton (Chair)  
Mr Alex Richards  
Mr Richard Davies  
Mrs Sheila West (from item 4)

**Officers**

Mr Chris Cherry, Delivery Manager  
Mr Steven Mottershaw, Engagement &  
Outreach Officer  
Ms Trish Rawnsley, Administration  
Assistant (TR)

No.	Agenda Item/Subject	Action by
1	<p><b>Welcome, Introduction and Apologies</b> Miss Norton welcomed members to the meeting and apologies were noted as follows:</p> <p>Mrs Joan Fletcher Mrs Barbara Mendham</p>	
2	<p><b>Declaration of Interest</b> There were no declarations of interest</p>	
3	<p><b>Service User's Story</b></p> <p>3.1 Miss Norton noted the positive outcome and it was agreed that the 18 week standard is from referral to treatment and not referral to diagnostics as outlined in the story.</p> <p>3.2 Mr Cherry informed members that he had received a letter of complaint regarding services at Hull and East Yorkshire Hospitals NHS Trust which had cited a similar issue. However, as the patient is from the North Lincolnshire area the correspondence has been passed to Healthwatch North Lincolnshire together with the offer of assistance should this be required.</p>	
4	<p><b>Minutes of the Last Meeting - 12 March 2015</b></p> <p>The Minutes of the last meeting held on 12 March 2015 were agreed as an accurate record with the following amendment:</p>	

	<ul style="list-style-type: none"> <li>Item 4, page 1 November to be changed to January</li> </ul> <p>Mrs West joined the meeting</p>	
<b>5</b>	<b>Matters Arising:</b>	
5.1	<p><u>Item 6 - Public Questions to the Board</u> 6.2 It was agreed that the car parking at Goole be discussed under Any Other Business</p>	
5.2	<p><u>Item 7 Future Plans - Drugs and Alcohol (page 3)</u> 7.9 Mr Cherry informed the Board that Matthew Fawcett was to attend an Information and Signposting Event at Bishop Burton College on 2 June to talk about Children and Young People's relationships with drugs and alcohol and will be conducting a survey Other events are being organised by ERYC across the county and the Healthwatch presence will be tailored to suit the focus of those events.</p>	
5.3	<p><u>Item 13 - Financial Report and Integrated Audit and Governance Committee (page 4)</u> 13.3 Mr Davies informed the Board that he had received clarification from the council to his enquiry regarding assessing HWERY for Performance Related Pay (PRP).</p>	
5.4	<p><u>Item 16 - Out-Patients Report (page 4)</u> Mr Cherry informed the meeting that the Out-patient Report had been sent to the CCG and a response was imminent.</p>	
5.5	<p><u>Item 14- GP Appointments Report</u> Mrs West joined the meeting and reported that she had met with officers of the CCG to discuss the recommendations of the GP Appointment Report. The CCG will send their response within 20 days. Mrs West also enquired whether progress had been made with regard to the meeting with the LMC. Mr Cherry agreed to pursue this again.</p> <p><b>Action:</b> 1 Check response received from CCG and chase NHS England. 2 Meeting with LMC to be pursued</p>	CC
5.6	<p>The Chair had had support from the council, but no further progress had been made in getting the GP appointments report into the East Riding News</p> <p><b>Action:</b> Chase progress against East Riding News</p>	CC
<b>6</b>	<p><b>Public Questions to the Board</b> No members of the public were in attendance at the meeting and no questions had been received into the Healthwatch office for discussion.</p>	
<b>7</b>	<p><b>Staff Member Update</b></p> <p><u>Mr Steven Mottershaw, Engagement and Outreach Officer</u> Mr Mottershaw had forwarded his report on Patient Participation</p>	

7.1	<p>Group (PPG) and Hard to Reach Groups to Board Members in March but had not received feedback to date. He updated members of his attendance at the recent Bartholomew and Montague PPG at which both East Riding and North Lincolnshire CCGs were represented. The meeting had focused on the mandatory role of the PPG, their influence, Commissioning in the NHS and an introduction to Healthwatch. The Bartholomew Practice were keen to establish a baseline for the CQC visits and have invited Healthwatch to undertake an Enter and View visit to their practice. CC informed the meeting that a big event for PPGs was included in the Strategic Plan. It had been unfortunate that the team had only been made aware of the above meeting a week beforehand.</p>	
7.2	<p>Mr Mottershaw had taken a copy of the recent GP report to the PPG. It was disappointing to note that although the GPs and Practice Manager had been aware of it, other PPG members had not. The Dementia Report was also shared with the group.</p>	
7.3	<p>Mr Mottershaw and Mr Cherry were in the process of planning engagement events some of which would ‘piggy back’ onto national/local events such as the Dementia Awareness week. Mr Mottershaw was also looking to develop networking and undertaking further engagement and profile raising opportunities.</p>	
7.4	<p>Mr Mottershaw agreed to bring the engagement plan to the Board for discussion when in final stages. <b>Action:</b> <b>Engagement Plan to July (16<sup>th</sup>) Board meeting for discussion/sign off</b></p>	SM
7.5	<p>Plans are being developed for Healthwatch attendance at Driffield Show on 22 July. Mr Mottershaw agreed to bring plan to the next Board meeting. <b>Action</b> <b>Driffield Show plan to be circulated for discussion/sign off at July (16<sup>th</sup>) Board meeting</b></p>	SM
8	<p><b>Report on Progress Against Strategic Plan</b></p>	
8.1	<p>Mr Cherry presented the Strategic Plan. There was discussion around the process for the Enter and View Visits, how they would be conducted in GP practices and queries raised as to the inclusion of Dentistry. The Board agreed to Mr Cherry’s suggestion that he liaise with Hull Healthwatch colleagues and obtain their processes for GP Enter and View visits. It was also agreed that CCGs would be asked whether they had practices on which they would like Healthwatch to focus. Mr Cherry explained that Dentistry had been included at the request of Mr Trevor Smith, Chief Executive Officer to check issues around access etc., particularly for children and young people. The Board agreed to discuss with Mr Smith at the next Workshop meeting on 11 June. However, it was noted that 3 members were unavailable on this date so it was agreed that Ms Rawnsley would reschedule the meeting. <b>Action:</b></p>	

	<b>11 June Workshop meeting to be rescheduled</b>	TR
8.2	<p>Mr Richards enquired as to how the Board/Healthwatch Team were aware of surveys that were being done. Mrs West had spoken to GPs re the number of surveys currently ongoing. Mr Cherry explained that this would be part of the role of the Research Officer when appointed. Access to GP patient survey data is available and the Research Officer will interrogate this data. Following further discussion, it was agreed that BM would be asked to raise lack of ICA information with Dorothy Montgomerie, East Riding of Yorkshire Council (ERYC) at their next meeting.</p> <p><b>Action:</b>  <b>BM to be asked to raise the lack of available ICA information at the next ERYC meeting</b></p>	CC/BM
8.3	<p>The bi-monthly meetings with Mr Chris Long, Chief Executive at Hull and East Yorkshire Hospitals had been postponed until after the appointment of the Healthwatch East Riding of Yorkshire, Chair. Mr Cherry agreed to email Mr Long to inform him that this was still pending. Members requested that Ms Rawnsley obtain Mr Long's availability and co-ordinate a joint meeting with Healthwatch Kingston-upon-Hull to coincide with the publication of the recommendations from the next CQC visit.</p> <p><b>Action:</b>  <b>Email to CL to inform him of appointment of Chair still pending</b>  <b>Joint Healthwatch meeting to be arranged with CL after next CQC visit and publication of report</b></p>	CC TR
8.4	Mr Cherry explained that the User's Experience of Eating Disorders Report was due to go out on 23 May. However, no response had been received from Humber Foundation Trust and Simon Hunter had now left.	
8.5	Now that the administrative post had been filled Mr Mottershaw is able to attend more events and raise the profile and visibility of Healthwatch.	
8.6	Mr Cherry was pleased to report that the Website and Twitter profile continued to increase.	
8.7	<p>The Board requested an update at the next meeting on progress with the Health and Social Care Directory. Mr Cherry explained that Gillian Perry was progressing this but had been hampered by the publisher's timescales. The lack of control was acknowledged. Miss Norton suggested increasing pressure on behalf of advertisers to try and speed up the process.</p> <p><b>Action:</b>  <b>Report on progress of Health and Social Care Directory to be brought to July Board meeting</b></p>	CC\GP
9	<p><b>Health and Wellbeing Board Update</b>  No update was available for the meeting but Mrs West confirmed she was to attend the next meeting on 9 July.</p>	SW
10	<p><b>Meeting Attendance Update</b>  No information was available for discussion</p>	

11	<p><b>Financial Report and Integrated Audit and Governance Committee Update</b> No information available for was discussion</p> <p><b>Additional Items</b></p>	
12  12.1	<p><b>Draft Reports</b></p> <p><b>Sleep Report</b> The first draft of the Sleep Report had been submitted for comments. The Board felt that the overall presentation and graphics were very good and would resonate with the target audience of young people. The Board would like to understand the process of sign off of this report with young people and more clarity is required as to who has been asked. It was felt that there was not enough information available to the public as how much sleep you should have and it was recognised that this amount would vary between individuals. There was further discussion as to what Children and Young People feel about it and how can they be supported. A question was raised as to the parent’s role and who determined when children and young people go to bed. The Board would like to see more clarity regarding the objectives of the survey and a more detailed methodology. There was also some concern expressed as the web references used within the report.</p> <p>It was agreed that a redraft of the report be requested with sign off via email from the Board. <b>Action:</b> <b>Re-draft of the Sleep Report to be emailed to Board Members for comments/sign off</b></p> <p>Mr Richards left the meeting</p>	CC/ MF
13  13.1  13.2	<p><b>Any Other Business</b></p> <p><b>Car Parking at Goole and District Hospital</b> A response had been received from the Chief Executive at North Lincolnshire and Goole Hospitals NHS Trust (NLaG) to RD’s letter of 27 March regarding car parking charges at Goole and District Hospital. SM informed the Board that this had also been raised for discussion at the recent Bartholomew and Montague PPG. RD letter had referred to the point that SM highlighted from the meeting that the charges were not in line with other local charges and that the response from NLaG had compared local NHS Hospitals. LN felt it should be clarified that the charges were out of step with other local areas, i.e. town charges. CC suggested a draft response from Healthwatch citing the above, strengthened by SM’s point that it had been raised at the recent PPG meeting. This was agreed by the Board. <b>Action</b> <b>RD to draft response from Healthwatch for TR to send</b></p> <p><b>Stroke Service</b> A copy of the response from the Chief Operating Officer at East Riding CCG to RD letter regarding stroke services had been circulated to Board members. RD explained that he had raised this</p>	RD\TR

<p>13.3</p> <p>13.4</p>	<p>following the publication of the Standardised Mortality Ratio (SMR) report where the East Riding did not appear to be performing well and the data has raised a number of questions. As a number of questions had been raised, TR had put together a table of the question and subsequent response. It was agreed that this be circulated to Board members. One of the points raised by the CCG was that of the variation in population within the East Riding. A query was raised as to whether this should be included in the data. RD acknowledged that he had felt reassured on some points, for example, the average time for a scan was below the national average. However, the Board did acknowledge the issue highlighted by the CCG of travel time, together with that of the difficulties in recruiting staff in Scarborough. Concerns were expressed about the lack of up-to-date data and SW agreed to raise this at the next CCG meeting.</p> <p><b>Action:</b> Table of questions and response to be circulated to Board Members</p> <p>Mrs West had attended a recent Safeguarding Board where the CQC had made her aware that they had not received the reports from the Care Home Enter and View visits undertaken so far. Mr Cherry assured the Board that the CQC now had the reports and that he was also taking hard copies to his meeting with the CQC next week.</p> <p>Mrs West raised concerns with regard to the Service User Storey as she felt that the Information Officer had been drawn into an Advocacy role. Mr Cherry acknowledged the concern raised and that he had recognised the difficulties. Following discussion it was agreed that things had erred on the right side on this occasion but Mrs West requested that the Complaints Advocacy Service should be highlighted in future.</p> <p>Miss Norton asked that it be noted that she has tendered her resignation as Acting Chair of the Board with effect from the end of June 2015.</p>	<p>TR</p>
<p>14</p>	<p><b>Date and Time of Next Meeting</b> Private Board Workshop Thursday 11 June to be rescheduled</p> <p>Public Board Meeting and Workshop Thursday 16 July, East Riding Children’s Centre, Butts Close, Bridlington YO16 7BS</p>	

Approved by the Executive Director as an accurate record Date: 14<sup>th</sup> July 2015