

Independent Strategic Advisory Body Meeting

Monday 18th March 2019, 2.00 - 4.00pm

Conference Room 2, Brough Business Centre, Skillings Lane, Brough, East Yorkshire HU15 1EN

In attendance Ian Dewar (Chair), Carol Dyas (CD), Matthew Fawcett (MF), Helen Grimwood (HG), Matthew Kay (MK), Tracy Underwood (TU)

Also in attendance: Steven Aldridge (SA), Michelle Harvey (minutes)

Apologies: Sally Burns (SB), Jessica Mell (JM)

Absent: N/A

	Subject/Item:	Date on Time table	Minutes/Notes:	Led By	Recommendation:	Comment/Action-log:
Introduction (Chair):						
1	Welcome & Introductions		The Chair welcomed everybody to the meeting and thanked them for their attendance, in particular the newest member TU; all present introduced themselves for the benefit of those new to the meeting.	ID		
2	Apologies for Absence		Apologies were received and accepted from SB & JM.	ID		
3	Minutes of Last Meeting (03/09/18)		The minutes from the last meeting held on 3rd September 2018 were presumed read and accepted as a true record.	ID		
4	Ian Dewar Introduction		It was noted that as there had been no meeting held in January, this meeting would also serve as a catch-up for any outstanding issues from that meeting. ID also reported that he had received an invitation to the inaugural meeting of the Veterans Breakfast Club, which he had since attended; the meetings are planned to take place twice per month - the Chair wished them well in their venture.	ID/all		
5	ISAB Members presenting updates on projects		ID reported that he had not received any information back regarding specific projects from individual members, as discussed at the September meeting. MF suggested that if the current format was not working, then individual roles should be re-defined with clearer paths/roles within the ISAB and more defined	ID	That ID & MF redefine parameters of individual ISAB	ID & MF produce and distribute a 'Project Plan Template' to

Independent Strategic Advisory Body Meeting

Monday 18th March 2019, 2.00 - 4.00pm

Conference Room 2, Brough Business Centre, Skillings Lane, Brough, East Yorkshire HU15 1EN

		<p>timescales - project plans could be transferred onto a simple template to support members in presenting the relevant information in a timely manner.</p> <p>MK requested information as to what had been agreed as he had not been resent for the previous discussion at the September meeting. MH referred to the September minutes which had allocated specific areas to some members, namely: Education (SB), Young People (JM), Enter & View (CD) & Community Perception (ID).</p> <p>ID agreed that each specific project set for individual members does need to be clear, concise and timely, although explained that there would be no obligation for HWERY to act upon any findings; however it would give the ISAB members a feeling of worth and bring potential issues to the attention of the ISAB for consideration.</p> <p>HG informed those present that this issue was not unique to HWERY; similar problems had been faced by other local ISAB's. Other areas have chosen to conduct a skills audit and match individual members to topics, project or meetings in that way.</p> <p>It was noted that CD had been limited in her potential to work on any specific project due to personal circumstances/family commitments and that SB had also been in touch with ID regarding her current availability.</p> <p>MF reported that the newly appointed HWERY Patient Experience Officer had 'hit the ground running' and fit in very well with the existing team; the role will help to better identify the impact of HWERY's work and emphasise the public and service user experience focus that HWERY has.</p>		member roles.	support members in reporting relevant information in a timely manner.
6	NHS Long Term Plan Update & Engagement	<p>It was explained that HWERY had won a contract to not only carry out engagement for what the NHS 10 Year Plan will mean to local people, but to co-ordinate this work across all other local Healthwatch within our STP footprint - 5 other local Healthwatch in all. It was noted that so far, approximately one quarter of all surveys completed nationally had been completed by our STP area which was an extremely positive start; within the East Riding 131 general surveys had been completed, putting us top of the national leader board within this category. A target of 250 surveys and 2 focus groups to be completed by the end of April has been set by Healthwatch</p>	MF	The NHS Long Term Plan, Appropriate Service review, GP TV/Electronic Screen usage & Mental Health Services for Young people should be	<p>MF to forward a link to the NHS Long Term Plan to all members for information & review.</p> <p>MF to produce the</p>

Independent Strategic Advisory Body Meeting

Monday 18th March 2019, 2.00 - 4.00pm

Conference Room 2, Brough Business Centre, Skillings Lane, Brough, East Yorkshire HU15 1EN

		<p>England and we are obviously well on the way to achieving that target, with a large number of engagement events already organised but still to be held. It was noted that our issue specific focus group had been asked to focus upon Mental Health Services and if people were given the opportunity to design local services, how would they look? - Topic guides are to be provided by Healthwatch England.</p> <p>It was noted that the work has been very good for developing working relationships and towards the end of April/the beginning of May HWERY will produce their report on the findings from the engagement activities. It was emphasised that it would be important to not only meet the targeted numbers, but more importantly hold highly effective focus groups and subsequently produce a high quality report. The report is expected to be published in June. TU asked where the Focus groups would be held and it was agreed that a central location within the East Riding would be preferable; TU offered use of the facilities at East Riding College for this purpose, should they be deemed suitably located.</p> <p>ID queried whether the work being carried out for this particular project would adversely affect other projects that we had previously identified. MF suggested that this would not be the case as any intelligence gathered would also provide us with additional information to further enhance our work in other areas also. It was also noted that HWERY have an important role to play in interpreting the information included in the plan to disseminate to the public as it was unlikely that most people would read the whole document at 136 pages long.</p>		<p>the four main topics covered within the 2019/20 annual HWERY Work Plan.</p>	<p>draft 2019/20 work plan ready for distribution & approval.</p>
7	<p>Strategic Plan - 2019/20 Workplan</p>	<p>MF is in the process of writing the Strategic Plan for 2019/20; it was noted that in a change to previous working methods, all topics/investigations do not necessarily have to lead to a report as has traditionally happened in the past; we should be able to investigate and identify alternative methods of producing recommendations and instigating change.</p> <p>A number of potential large scale projects had already been identified and were put forward for discussion:</p> <ol style="list-style-type: none"> 1. The NHS Long Term Plan Project As previously discussed, this would be the primary focus to start the new year which would happen alongside general engagement and also identify other potential work streams/issues pertinent to the wider public. 	MF		

Independent Strategic Advisory Body Meeting

Monday 18th March 2019, 2.00 - 4.00pm

Conference Room 2, Brough Business Centre, Skillings Lane, Brough, East Yorkshire HU15 1EN

			<p>2. An Appropriate Service Review This would include an audit of which particular services the public are using e.g. 8:8 Centres, Minor Injury Units, 111 etc., investigate whether with hindsight that was the most appropriate service to use and therefore why they had chosen to use that particular service in the first place. From this investigation we should be able to produce a body map showing where the most appropriate use of services was happening. From this it should also be possible to identify the reasons behind why some services are not being used appropriately e.g. are availability of services being sufficiently advertised?/is 111 signposting effectively enough? It was noted that this would be a particularly pertinent topic within the Drifffield and Withernsea areas where concerns had already been expressed to HWERY by the public, but should subsequently provide a set of information that would be in high demand by the CCG and other planners and commissioners; therefore potentially providing a real instigation for change.</p> <p>3. The inappropriate use of GP TV/Electronic Screens It was noted that currently it is believed that a significant number of GP surgeries are publicly displaying the personal information of patients that could potentially be in breach of Data Protection/GDPR Legislation and therefore breach an individual's right to privacy. Examples were given where in some cases a person's full name is publically displayed along with who they are visiting and where; in some cases this breach of privacy was extended, as at some point during the visit the person is also having to confirm both their address and their date of birth to receive the additional services that they require. This situation obviously puts everyone at risk, but potentially some of the most vulnerable in society at an increased risk of harm from anyone who would wish to exploit this level of information about any one individual. ID noted that from his experience, many GP's are now not in favour of this system and that receptionists are being required to make further investigations/interrogate patients further to be able to direct them to the right health professional. CD highlighted that many patients still have a reluctance to give this information which then creates further</p>			
--	--	--	--	--	--	--

Independent Strategic Advisory Body Meeting

Monday 18th March 2019, 2.00 - 4.00pm

Conference Room 2, Brough Business Centre, Skillings Lane, Brough, East Yorkshire HU15 1EN

		<p>difficulties. It was noted that although the implementation of privacy screens/respectful gaps in queues at reception etc. have been discussed/considered/trialled in many settings, as have other methods, this issue is likely to be prevalent in many Primary Care settings across the area. MF hoped that as an organisation, in tackling this issue we would be able to identify areas of good practice and positively influence change.</p> <p>Although these were the three main proposed work streams for the forthcoming year, it was noted that there would also be additional opportunities to work with neighbouring Healthwatch, so far namely in supporting/contributing to NE Lincs. work on 'Extended Hours' and the work N Lincs. are carrying out with NLAG (specifically with Goole being within our area). In addition to this we would continue with our public engagement activities throughout the year, continue in working to raise the profile of HWERY and continue working towards meeting our specified target of 40 E&V's per year, which would also have more of a clinical focus this year - specifically visits were due to take place on Wards 10 & 11 of Castle Hill Hospital during April as a starting point.</p> <p>MF said that he would welcome suggestions from the ISAB on how we engage with the public and how we use E&V to further support our work. End of Life Care was also discussed as a potential topic for investigation, as an ongoing pertinent subject in the press, and as a topic that E&V visits had identified as homes and health care professionals demonstrating an inconsistent approach to in general; also being an area that demonstrated a distinct lack of confidence in being broached.</p> <p>ID raised the question of how HWERY report without reporting and how we can best make appropriate recommendations from the work that we conduct/the intelligence that we gather.</p> <p>MF used a recent instance of a merger between two GP practices, where it was blatantly apparent that HWERY had been made aware of the situation at far too late a stage to go out and do any specific engagement; however after having been able to identify a lack of public engagement/consultation having happened, HWERY would be in a good position to produce specific guidance for other organisations on how to provide good quality engagement, which would ultimately have a positive outcome for similar future cases. It was noted that in the instance of GP mergers, as these instances are only likely to increase in</p>			
--	--	--	--	--	--

Independent Strategic Advisory Body Meeting

Monday 18th March 2019, 2.00 - 4.00pm

Conference Room 2, Brough Business Centre, Skillings Lane, Brough, East Yorkshire HU15 1EN

		<p>the future, the production of such guidance would be a pro-active solution, rather than re-active after numerous similar occurrences are allowed to happen. ID stated that he hoped that HWERY are a key player in strategic planning, but would like to see how a 'none-report' process can work effectively.</p> <p>In relation to the work at the start of the year being based around the NHS Long Term Plan, ID asked if the additional work would in any way interfere with what would have been seen on the general work plan and our general visibility as an organisation while the work was being conducted. MF reiterated that if anything HWERY would be more visible and accessible than ever to the general public due to the increased levels of engagement that had been planned to incorporate this work stream.</p> <p>MK raised a number of queries with regard to the work plan; firstly on how HWERY could replicate the previous success of the 'Getting to Good' project, but within a clinical setting. It was acknowledged that initially there would have to be some relationship building with local hospital trusts such as NLAG and further experience gained within clinical settings, before being able to replicate similar successes. ID asked if we would be focussing on one particular area in relation to the E&V visits; MF reported that we would probably be based initially upon CQC findings or intelligence led investigations as opposed to automatically presuming there may be a reduction in quality of services due to financial constraints placed upon Trusts.</p> <p>MK also asked for further clarification on the 'Appropriate Services Review'. MF gave an outline of how the initial engagement would work, but explained that until we get the actual feedback, HWERY would not be able to foresee what the recommendations would be. It was emphasised that the project would not be about apportioning blame, but about how best to ensure people are steered to the right service to meet their needs.</p> <p>In relation to the best way of making recommendations/reporting HWERY findings/outcomes, SA highlighted the importance of considering who the target audience would be and that it might be relevant for a variety of methods to be used e.g. YouTube videos/clips, PDF documents via the website, paper docs etc. MF agreed and used 'The Kings Fund' as an example of an organisation with an excellent ideology for producing accessible information - although recognised HWERY obviously do not have the anywhere near the type</p>			
--	--	--	--	--	--

Independent Strategic Advisory Body Meeting

Monday 18th March 2019, 2.00 - 4.00pm

Conference Room 2, Brough Business Centre, Skillings Lane, Brough, East Yorkshire HU15 1EN

		<p>of resource available to them to produce information on a similar scale. MK brought the 'East Riding Local Building Plan' to the attention of the ISAB and raised the question as to whether HWERY would be able to have any relevant involvement in this. MF stated that although local service design does not fall into the remit of HWERY, effectiveness of any subsequent services provided as a result of the plan would. A final question was raised by Mk as to whether we would be focussing on Maternity Services at any point as had been suggested in previous discussions regarding HWERY work plans. MF admitted that this particular project had slid due to other more pertinent commitments by HWERY; however as part of the NHS Long Term Plan 'Maternity Services' were included in the condition specific survey and therefore Maternity Services might then be included on future work plans if it was subsequently identified as a priority as part of the NHS Long term Plan Survey Outcomes. Based upon the evidence it may also fall into the category of being a smaller scale project as opposed to one of the large scale projects already discussed/identified.</p> <p>TU suggested that provision of Mental Health Services specifically for young people might be a pertinent topic for HWERY to investigate; her work within the college indicated that young people are not able to access the services/support that they need in a timely enough manner. Current research proves that young people expect instant fixes due to the current climate within modern society and the instant access to so much information etc. within the digital world; young people are also not experiencing loss in the same way that people did historically and are therefore not coping, as the support is not as instant as is the expectation. MF agreed that this would be a pertinent topic as unfortunately prevalent again in the press today was the news of the suicide of a reality TV star, figures surrounding suicide also continue to rise. MF also noted that this particular demographic had not been covered by HWERY recently and noted that HW N.Lincs. have a similar investigation currently on-going; also that HWERY have established good links with MIND and the local college via TU. Consideration was given as to how this investigation could be completed in a timely manner to gain as much impetus as possible with the idea of linking in with the national Mental Health Awareness Week considered. Further discussion took place as to how links could be made between HWERY and HW N.Lincs. using the Humber Bridge as both a symbolic and physical link to the problems surrounding Mental Health and suicide within the local area -all</p>			
--	--	---	--	--	--

Independent Strategic Advisory Body Meeting

Monday 18th March 2019, 2.00 - 4.00pm

Conference Room 2, Brough Business Centre, Skillings Lane, Brough, East Yorkshire HU15 1EN

			<p>present were in agreement as to the importance and pertinence of the topic for HWERY to work on. TU explained that too many young people were placing unrealistically high expectations upon themselves fuelled by social media/media pressure and that in particular steroid abuse amongst young men and eating disorders were becoming more and more prevalent.</p> <p>MF suggested that similarly to other recent successful projects completed by HWERY, discussions might start with a group of professionals in a room initially identifying where they think the gaps might be.</p> <p>ID expressed the importance of HWERY maintaining balance and that although important, one subject or topic should not become 'all consuming', which was agreed by those present.</p> <p>SA suggested that any momentum gained during the project might also provide opportunity for the development of a 'Young Healthwatch' as another potential project.</p> <p>CD queried as to whether knife crime was proving to be a pertinent issue amongst young people within the east Riding as it had become in some other areas nationally. TU reported that as yet it is not prevalent; however that is not to say that it won't become so in the future - 'County Line' related drug issues and child sex exploitation are massive and particularly prevalent at the moment with gangs using the train network to exploit young people.</p>			
8	Public Questions (submitted in advance)		No questions were received in advance. ID expressed that he would like to investigate ways of encouraging Public Questions to be submitted. MF suggested that this could be a potential project for the newly appointed Patient Experience Officer, consideration would then also have to be given as to how we best publicise the response to any questions.	ID/all		MH to ensure 'Encouraging Public Questions' is included on June agenda.
9	Any Other Business (previously notified)		None.	ID		
10	Outstanding Issues (assumed as recognised)		None.	ID		

Independent Strategic Advisory Body Meeting

Monday 18th March 2019, 2.00 - 4.00pm

Conference Room 2, Brough Business Centre, Skillings Lane, Brough, East Yorkshire HU15 1EN

11	Date and Time of Next Meeting	<p>The next meeting had provisionally been scheduled for June, the exact date and venue to be confirmed by MH on return to office.</p> <p>A discussion took place regarding the viability of having a flexible approach to the venues of future meetings to make meetings more accessible to the general public and encourage increased engagement from other groups/organisations. East Riding College was mentioned as an initial idea and a 'pre-meeting' particularly for students to engage could be held, with the potential to extend this format to other venues/areas.</p> <p>ID suggested that future consideration should be given to increasing the ISAB membership in an effort to stabilise the ISAB membership and diversify its membership.</p>	ID	<p>Consideration should be given to increasing the ISAB membership to stabilise and diversify its membership.</p>	<p>MH to distribute exact date and venue of June meeting with members and via HWERY website once confirmed.</p> <p>Increasing/diversifying ISAB membership to be included on a future agenda.</p>
----	--------------------------------------	---	----	---	---