

Independent Strategic Advisory Body Meeting

Monday 26th March 2018, 2.00 - 4.00pm

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

ISAB Members:

Ian Dewar (Chair), Carol Dyas (CD), Matthew Fawcett (MF), Matthew Kay (MK), Jessica Mell (JM)

Also in attendance: Michelle Harvey

Apologies: Jenny Jenkinson, Sally Burns

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 those members present to the meeting. JM & MK were introduced.	ID		
2	Apologies for Absence		Apologies were received and accepted from JJ & SB.	ID		
3	Minutes of Last Meeting (08/01/18). Assumed as read unless any points are submitted in advance		It was noted that the last meeting was a strategic meeting and all acknowledged that the minutes had been read as assumed. MF informed those present that the HWERY Information & Signposting Officer post had recently been made redundant. The decision had been made based upon the cost of the service being highly disproportionate to the number of enquiries received and the overall outcomes for HWERY as a whole. Duplication with other services had also been happening with complex enquiries. It was acknowledged that the HWERY Information & Signposting Officer had been highly proficient in her role and a credit to the organisation and all of those present wished her the very best for the future.	ID		
4	Armed Forces & Veterans		The Chair presented a report detailing the plight of armed forces veterans in the East Riding of Yorkshire. It was noted that the East Riding of Yorkshire has a greater percentage of	ID/all	<ul style="list-style-type: none"> MF to speak with HWERY Community 	<ul style="list-style-type: none"> MF to gain approval of annual work-

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		<p>veterans from the Armed Forces and Emergency Services than any other county or areas outside London. With a large number of seaside towns and caravan sites, this also attracts many veterans for all the wrong reasons. Several charities have recognised the particular issues that relate to the large numbers of veterans in East Yorkshire and neighbouring counties. Breakfast Clubs have been started and established in Hull and other places and provide an informal place for veterans to meet and chat about mutual problems etc. The local Armed Forces & Veterans Breakfast Clubs are now firmly associated with the NHS's Armed Forces Network along with working groups within Hull and East Yorkshire Hospital trusts. First Light Trust have also established a network of coffee shops and drop-in centres, including ones in Scarborough and Bridlington and have plans for another in Hull.</p> <p>Plans are also in hand to build a special veterans village for former servicemen and women in East Yorkshire - the £8m scheme intends 25 single storey homes, rehab and training sites and a market garden where residents would grow fruit and vegetables for sale. The project is being developed by the Hull4Heroes charity and is supported by the regions two local councils - if approved it is expected to open in 2020. The development would be split across two sites straddling the border between Hull City Council and the East Riding of Yorkshire Council areas.</p> <p>For serving personnel, Defence Secretary Gavin Williamson has pledged to increase funding for Armed Forces Mental Health Services to £220m over the next decade and launched a new 24/7 Military Mental Health Helpline. The Armed Forces Mental Health Services will also be boosted by an extra £2m a year; it was announced in parliament last month.</p> <p>Combat Stress has been commissioned to run this new helpline service. The Chair expressed that it is crucially important to remember the Emergency Service and Armed Forces personnel are always there for us and that many actually suffer the most stress on their transition and return to civilian life as opposed to their time in service.</p> <p>The NHS does provide veterans with a considerable degree of whatever it takes to make life better; what is lacking however is the awareness amongst many of showing veterans how they can be valued members of our communities by giving them back that real sense of belonging.</p> <p>The Chair expressed his sadness that the armed forces no longer adequately prepare those leaving the services for civilian living. Not every veteran needs</p>	<p>Outreach Officer & Engagement & Comms. Officer to arrange for them to make contact with any local organisations working with Veterans.</p>	<p>plan 2018/19 via email once completed & distributed.</p>
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		<p>help and the great majority are eased into civilian life, but others are not and those need our help.</p> <p>HWERY works assiduously to help local people to get the best of local Health and Social Care services and veterans from our armed forces and emergency services must be considered in important part of that local community. The Chair hopes that HWERY through their skilled and concise reporting, can and will enable all those involved in H&S care by demonstrating that they too can make a difference.</p> <p>MK reported that Cottingham Parish Council have some contact with Hull for Heroes, he also informed the meeting that there has been some concerns raised within Cottingham regarding the strain on services such as GP provision etc. if there is a large influx of veterans into the area.</p> <p>MF acknowledged that there may be some degree of concerns raised by the general public regarding the strain on services and suggested that if HWERY were to produce any kind of report on Veterans this could be to raise awareness of issues and what is required. HWERY could be well positioned to get correspondence from the public and provide accurate information back again to calm any potential concerns.</p> <p>It was requested that MK keep HWERY updated with regard to public opinion without compromising his role as Clerk to the Cottingham PC.</p> <p>JM suggested that we use the HWERY Community Outreach Officer to contact and engage with the Breakfast Clubs and other smaller Veterans organisations. MF agreed with the suggestion of increased engagement and that HWERY should focus on work that produces more visible outcomes; this might not necessarily be via HWERY reports in what has been the traditional manner and that the first stage of this would be engagement with Veterans.</p> <p>It was suggested that another approach might be to approach currently serving members of the forces to empower and inform them before they leave the services. ID informed the meeting that the current defence review may result in further armed forces redundancies.</p> <p>JM suggested that HWERY should create a map of where veteran services currently are within the East Riding.</p>			
5	<p>Discussion of Annual Workplan</p> <ul style="list-style-type: none"> Individual 	<p>MF reminded the meeting that following the system used by the Health & Well-being Board, the HWERY Annual Work-plan now also adhered to the Life-Course 1-4 system as this system had already proved to work well during the previous year.</p>	MF		

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	<p>Topics</p> <ul style="list-style-type: none"> • System Wide Issues • Horizon Scanning 	<p>In discussing the provisional work-plan for the following year it was noted that so far, nothing had been proposed for Life Course 1 - Start Well which covered Maternity Services and Early Years.</p> <p>With regard to Life Course 2 - Develop Well, the HWERY Community Outreach Officer has been working with East Riding College over two months to carry out an investigation and ultimately produce a report based around smoking. It was noted that the survey the students had published had received in the region of 900 responses as opposed to the usual approximate 200 responses that HWERY would expect to receive from similar surveys. A first draft of a report had been completed which was now being finalised by our Project Officer, with an expected completion date of April or May.</p> <p>Nothing had been proposed for Life Course 3 - Live Well, although it was noted that in the previous year the Working Age Males report had been produced and published.</p> <p>For Life Course 4 - Age Well and End of Life, a project was currently underway with an East Riding Care Home who had directly requested support from HWERY to implement necessary improvements following a poor CQC report. Consideration was given to work that would be completed that isn't necessarily report based but still demonstrates impact from HWERY e.g. producing video content, the ongoing 'Read Right' project and E&V visits, including the introduction of scheduled re-visits and also the completion of the main Annual Report.</p> <p>It was noted that the Annual report would be due in June and that as usual HW England would provide the necessary template in due course. The usual quarterly reports, shared with the council would also be produced as required.</p> <p>As yet unidentified joint work streams would be planned with Healthwatch North Lincs. and as CVS had now also secured the contract for Healthwatch NE Lincs., we plan to work with both during the course of the year. We have not yet targeted Goole Hospital and we would like to carry out more hospital ward work, so NLAG sites are a potential target as are monthly 'Hubs' at both Goole and Castle Hill hospitals. It was noted that as Castle Hill is spread over a substantial area, this might present some difficulties in identifying a suitable location.</p> <p>Young Carers were identified as a potential hard to reach group for consideration for targeted engagement.</p>			
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		<p>It was acknowledged that the construction of the HWERY work-plan would come from three strands, the ISAB, HWERY Stakeholders and the general public.</p> <p>In considering the Strategic Priorities of the work-plan, the on-going involvement with the STP was discussed, as well as work with Hospital Trusts (specifically NLAG), continuing work with the CQC and Healthwatch England. It was noted that HWERY produced a video using local college students, which has been shared with a neighbouring Healthwatch for them to use and HWERY contributed to two national reports produced by Healthwatch England last year.</p> <p>Nomination forms for the Healthwatch England Network Awards have been received and consideration is being given to which HWERY projects should be nominated.</p> <p>HWERY are also able to apply to deliver workshops at the Healthwatch National Conference. The digital work that has been recently completed by HWERY is an area of strength and quite unique within the context of Healthwatch, so should be a strong contender for inclusion.</p> <p>In addition to the already identified areas, it was noted that there were plans in place for the Community Outreach Officer to continue his work with the East Riding Mobile Library Service and a monthly programme was being developed using the Public Health Bus in a variety of locations across the East Riding.</p> <p>Members recognised that regardless of what is decided at this meeting, other items will be brought to the attention of HWERY and will be actioned throughout the course of the year and also that not all topics can be fit into the plan; however MF would take the plan away to re-draft and re-submit at the subsequent meeting for approval.</p> <p>ID advocated the production of video content to put forward important messages and the use of a local celebrity was suggested. MF suggested that members should look at content produced the 'The King's Fund' as an excellent example of video content. The HWERY Engagement & Comms. Officer was also in the process of taking a number of stock images for future use.</p> <p>MF gave an update on the recent access to a GP project which had initially started as a project looking into the accessibility of GP services to the homeless, but had now become more extensive and included veterans,</p>			
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		<p>travellers, people living out of area etc. Every GP surgery in the East Riding had been contacted by telephone, with twelve surgeries having had an E&V style follow-up visit to ascertain whether the same message was being given in person as was given via the telephone. The project is likely to culminate in the production of a plastic card demonstrating the rights of the individual, similar to a successful project that had been carried out in the London area. MF will keep the ISAB updated on the progress of this project.</p> <p>ID suggested that the publication of some reports could be timely to coincide with national themed weeks.</p> <p>After consideration of the information provided MK suggested that Maternity Services should be included in the annual work-plan as this was an area that had never been covered in the past and was something that he had recent experience of personally. MK also queried the number of HWERY volunteers currently registered, which was confirmed as 25 and questioned if there was any future work planned with Healthwatch Hull. It was confirmed that MF maintained contact with the HW Hull manager; however they now had their own individual work-plan which did not specifically include working directly with HWERY at this time.</p> <p>CD stated that she had no objections to the themes that had been discussed and had nothing in-particular that she considered needed adding.</p> <p>JM asked that other streams rather than just You Tube be considered for future HWERY digital content. ID suggested that larger important projects completed by HWERY should also be embedded on the website.</p> <p>An idea that was being investigated by MF was the production of a short video - 'What is Healthwatch?' which could then potentially be displayed on screens/monitors in GP surgeries, schools, colleges and libraries. CD raised the importance of not becoming to digitally bias and producing only IT based content, which was acknowledged. MF has already had a conversation with the HWERY Engagement & Comms. Officer to ensure that as an organisation we become more media savvy and are mindful of all platforms including newspapers, radio etc. JM highlighted some work completed by Sheffield University using screensavers and also suggested that the header on a Facebook page could be rotating video content.</p> <p>An idea was going to be trialled where HWERY would host live Q&A sessions via Twitter. JM highlighted the fact that Twitter already has hashtags for certain hours which could be optimised.</p>			
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		<p>It was acknowledged that we need to get better at celebrating what we do well and publicising this more; one project that had shown success in taking this type of approach was the recent 'Good Practice Guide' which had focussed upon the good practice demonstrated by East Riding Residential Care Homes and had been very well received.</p> <p>MF proposed a project and report based upon the use of 'Patient Passports' which had initially been introduced to use with patients with learning difficulties; however as more and more organisations have adopted their use, no-one had ever actually taken responsibility for their role-out and individual services are now just providing their own versions. MF was keen to include Residential Care, Hospital Discharge Services and Primary Care Service providers as part of the investigations and suggested that as this was an area that no-one had yet investigated, it would be a substantial area for HWERY to tackle and have an impact on; although due to the significant work involved, adequate time would have to be allowed to complete the project (potentially 6 months).</p> <p>Another proposal was put forward stemming from a query raised at a recent QSG meeting regarding the difficulties facing care homes with regard to Wheelchair Services and Hospital Discharge, which were potentially being classed as resolved. HWERY suggest that they could carry out a survey to ascertain the current problems that are frequently arising from outside service providers and potentially affecting the quality of care that residents are receiving.</p> <p>MF drew attention to a report that was produced three years ago in relation to the Yorkshire Ambulance Service and highlighted the fact that NLAG now use Thames Ambulance Service; there is the potential to investigate the outcome of having two different providers for ambulance services within the same area and whether there are opportunities for shared learning. JM highlighted the need for research to be completed first to inform the necessity for each project. ID queried the timing of the investigation as operational changes within this are imminent.</p> <p>MF requested confirmation that at this stage the ISAB were happy to include Maternity Services as a work-stream. All agreed and it was pointed out that it is a topical subject following the media coverage regarding midwifery services only this week.</p> <p>It was requested that members of the ISAB should let MF know of any</p>			
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6	Public Questions (submitted in advance)		There were no questions submitted from the public.	ID/all		
7	Any Other Business (previously notified)		It was noted that ID had presented at the Humber Coast and Vale General Practice Nursing Awards event organised by Dr Wendy Barker (Deputy Director of Nursing) on behalf of Healthwatch East Riding and received good press at the event.	ID		
8	Outstanding Issues (assumed as recognised)		There were no questions submitted from the public.	ID		
9	Date and Time of Next Meeting		Monday 4 th June, 2.00 - 4.00pm Brough Business Centre	MF		