

Independent Strategic Advisory Body Meeting

Wednesday 8th March 2017, 3.00 - 5.00pm

Emmaus Conference Room, Minster Yard North, Beverley, HU17 0DP

Briefing Meeting Notes

Advisory Body Members:

Ian Dewar (ID), Carol Dyas (CD), Matthew Fawcett (MF)

In attendance:

Michelle Harvey (note taker)

No.	Agenda Item/Subject	Action by
1.	<p>Welcome and Introductions</p> <p>Those present were welcomed.</p> <p>It was noted that we now have ID in the permanent position of Chairman, who was welcomed to the position.</p> <p>A brief overview of HWERY was given for the last quarter. The Chair reported that he had held a couple of meetings with MF which had helped him settle into his new role and expressed his thanks for this. The Chair also expressed that the role of an ISAB member is a very serious role and therefore it is essential that good working relationships with HWERY at all levels are maintained. The Chair would also like to see increased public participation.</p>	
2.	<p>Apologies for Absence</p> <p>No apologies for absence were received for the meeting.</p>	
3.	<p>Minutes of the last meeting (09/01/17)</p> <p>The minutes of the last meeting were accepted as a true record by those present. It was noted that all actions points from the previous minutes had been met.</p>	
4.	<p>Public Questions</p> <p>There were no questions submitted from the public.</p>	
5.	<p>STP Update</p> <p>How HWERY are working with neighbouring Healthwatch?</p> <p>Healthwatch East Riding, North Yorkshire, York, North Lincs, NE Lincs & Hull had nominated Siân Balsom (HW York Manager) as STP Lead Representative. It was noted that a complete overhaul of services will happen over the next few years under the remit of the STP.</p>	

	<p>Our role in the STP</p> <p>It was discussed that although the STP seems at the moment to be perceived by many as something that is very big/scary, it will happen and probably quite seamlessly in the longer term. The current perception of the STP has most likely come from the speed of implementation and that our role as Healthwatch is to ensure that ‘public first’ is the priority and that the different bodies involved within the process are reminded of the importance of hearing the public voice as part of the on-going process. Healthwatch can also play a part in simplifying much of the jargon linked with the STP and HWERY have already produced and distributed an effective video explaining the STP.</p> <p>The Chair requested that the ISAB continue to be updated on progress regarding the STP. MF will continue to update on specific elements of the STP and how HWERY can make certain elements more accessible and understandable for the wider public without buying into what at the moment seems like a certain element of STP hysteria.</p> <p>Action Point: MF to continue to update the ISAB members on progress and HWERY involvement.</p> <p>Work Streams</p> <p>Julie Emmerson has invited a HW member to sit on the Cancer Alliance Board; in light of the future oncology project planned by HWERY MF is to sit on that board, ensuring that HW will be at the forefront of developments and bringing forward patient viewpoints and experiences.</p>	MF
6.	<p>Update on workplan and current delivery</p> <p>A report was distributed detailing current progression on previous action points and Q4 success. In addition to the actions detailed as being met in the tabled report, additional discussions were had regarding individual action points:</p> <p><u>How to increase the number of public questions at the ISAB</u></p> <p>A suggestion was made to re-visit taking meetings ‘on the road’ and holding at different venues to reach a wider audience. Ideas were discussed regarding the recording of meetings i.e. in video or audio format and distributing via the HWERY website etc. The merits of holding a ‘meet and greet’ session before the ISAB meeting were discussed so as not to disturb the actual ISAB meeting. The importance of questions being submitted in advance was re-iterated.</p> <p><u>Include the STP in future agendas</u></p> <p>This is now included as a standard agenda item, however it was agreed that the format of future minutes would be discussed prior to the next meeting.</p> <p>Action Point: ID, MF & MH to discuss prior to next meeting.</p>	ID, MF, MH

Response to the CCG regarding Urgent Care Consultation

The written response from the CCG was not as thorough as would have been liked, however the follow-up meeting held with MF was much more in depth and productive. It was noted that every response received will be included in their final report.

E-Bulletin

The reported statistics were very promising and demonstrated a 6 fold increase of people actually clicking on links to articles.

Enter & Views

The recent overhaul of the Enter & View process had been seen as a very positive move forward and had so far been met with approval. MH was thanked for the hard work that had been put into the process and also for the achievement of organising and conducting a much higher than average number of visits over recent weeks to ensure HWERY would meet their half-year target.

Self-Harm

It was noted that the Self-Harm report had been very well received by both the East Riding of Yorkshire Council and the PPG.

Healthwatch England 360 Review

The 360 Review had been very positive, however there are a few gaps identified which are already either being filled or are swiftly moving forward.

Health & Well-Being Board

HWERY are now and integral partner of the HWBB.

Volunteer Recruitment

A discussion was held as to how best to man public events using HWERY Volunteers. The Chair suggested that attending and manning as many public events as possible should be high on the HWERY priority list, which was agreed by those present. MF reported that we now hold a monthly slot within the HRI Hub which has been recently manned by HWERY staff; however it was hoped that this was an area which volunteers could contribute to in the future. There was also a possibility that one of the large supermarkets would allow us access for a stand which could also be manned by suitably trained volunteers.

Website Visibility

Increased website traffic had been helped by the distribution of the E-Bulletin.

CQC Relationship

It was reported that all Healthwatch organisations generally had some level of problems in building relationships with the CQC; however HWERY now had established a relationship with a local inspector (Catherine McGovern) and MF & MH had now been invited to CQC meetings to discuss current work-streams. It was noted that although the CQC are unable to share their own work-stream with HWERY, a common sense approach could be adopted in an

	<p>attempt to avoid clashes.</p> <p><u>ISAB</u> It was confirmed that it was still the aim for the ISAB to have 6 members.</p> <p>MF expressed his sincere thanks to the whole of the HWERY team for their recent efforts in achieving the Q4 objectives. It was noted that the team had exceeded all expectations in being able to achieve this level of work despite being below full-staffing levels. This was reiterated by the Chair.</p>	
7.	<p>Annual Work-plan</p> <p>MF presented the 2017/18 Annual Work-plan and was noted that the Life-course approach had been adopted; however some topics/themes would inevitably fall into multiple categories.</p> <p><u>Life Course 1</u> It was noted that HWERY had never done anything in relation to maternity services. Suggestions were put forward for specific areas such as post-natal depression and the mental health of children with specific problems. When a more specific area has been decided upon it will be reported and discussed in more detailed by the ISAB.</p> <p><u>Life Course 2</u> The token in a jar exercise can be categorised into age-ranges and will therefore give us a project based upon its outcomes ensuring that any future report will be led and based upon a public engagement.</p> <p><u>Life Course 3</u> The Working-age Men project was due to be kick-started by HWERY Public Health Bus Tour in March; however due to an initial lack of response from local business the tour had been postponed until May/June. A working-age men survey would be appearing imminently on the HWERY website and 10-12 responses had already been received from the offices at Brough Business Centre. MF reported that he was confident that the project could be completed within the planned time-frame.</p> <p><u>Life Course 4</u> Residential Care-homes would continue to be a focus until the end of June. The Dementia follow-up report due in April would probably be deferred to May to ensure the quality of the report.</p> <p>It was agreed that the Chair would write the foreword for the Annual report.</p> <p>MF reported that HWERY would continue to work on joint work-streams with HW Hull & N Lincs as neighbouring Healthwatch organisations who not only worked under the same contract but obviously share healthcare providers such as HRI, Goole,</p>	

Scunthorpe Hospitals etc.

The planned oncology report had been moved back to January 2018 to give MF time to fully engage in his new role on the Cancer Alliance Board.

Targeted/Hard to Reach engagement is planned with 'The Homeless'. HWERY believe that this will provide an excellent opportunity for a stand-out project that could have a big impact. Discussions were had regarding existing and past schemes held in Hull, Bridlington and some pharmacies and how a lack of current services may well inform the recommendations of any future HWERY report.

Strategic Priorities were noted as:

- On-going involvement in the Sustainability and Transformation Plan work-streams
- Working with the CQC
- On-going relationships with HW England

Enablers for the proposed work-plan included:

- Enter & View - Maternity & Oncology visits would be prioritised after the completion of currently planned residential care re-visits; however gaps in the timetable would be filled with on-going visits to the 100+ homes not yet visited as an on-going E&V focus.
- Information & Signposting - the previous KCOMM hotline now goes to HW Hull, who has a full-time Information & Signposting Officer, as the line proved not to be cost effective for HWERY. Hull deal with any simple queries, however all complex calls are forwarded to our Information & Signposting Officer to be dealt with. It was noted that our signposting service is not an on-line service such as that provided by FISH, so it is felt that many chose to use on-line facilities such as this as an alternative to the telephone/directory service that HWERY currently provide. Despite this the HWERY Information & Signposting service was highly praised in the recent 360 review. In addition to the telephone service our Information & Signposting Officer also provides 'Get-online' and Health Literacy training throughout the region.
- Engagement - Not included in the plan are ad-hoc events which will transpire throughout the year. It was noted that Driffield Show presents approx. 1/4 of our annual engagement and also presented an excellent opportunity for HWERY volunteers to become more involved in public engagement activities. Fresher's week also reaches approx. 500+.
- CRM - all data and information will now be entered via the CRM which will greatly assist in the production of accurate

	<p>monitoring data.</p> <p>A discussion was held regarding the importance of the quality of reports being the priority, rather than the quantity and it was decided that a conversation should be held at future meetings on how best we evidence the impact of HWERY.</p> <p>MF raised a concern that the approval of the Annual Work-plan was a priority however this was obviously not possible at this meeting.</p> <p>ID proposed that ISAB members should send any comment regarding the Annual Work-plan to the Chair as a matter of priority to enable it to be signed off by Friday 17th March 2017.</p>	
8.	<p>Enter & View</p> <p>No discussions were held due to time limitations.</p>	
9.	<p>Any Other Business</p> <p>Following discussion with MF, the Chair requested that all ISAB matters are channelled via the Chair and then forwarded to MF to avoid duplication of information or specific matters/items being missed. However MF still welcomes contact from all members should they have any specific queries.</p>	
10.	<p>Date and Times of Future Meetings</p> <p>June 14th 2017, 3.00 - 5.00pm</p>	