

Independent Strategic Advisory Body Meeting

Wednesday 14th June 2017, 3.00 - 5.00pm
 Emmaus Conference Room, Minster Yard North, Beverley, HU17 0DP

ISAB Members:

Ian Dewar (Chair), Sally Burns (SB), Carol Dyas (CD), Matthew Fawcett (MF), Michelle Harvey (MH), Jenny Jenkinson (JJ), Matthew Kay (MK)

Apologies: Matthew Kay would be late.

Absent: N/A

	Subject/Item:	Date on Time-table	Minutes/Notes:	Led By	Recommendation:	Comment/Action-log:
Introduction (Chair):						
1	Welcome		The Chair welcomed those members present to the meeting.			
2	Apologies for Absence		No apologies for absence were received for the meeting; it was noted that MK would be expected to arrive late to the meeting.			
3	Minutes of Last Meeting		The briefing notes from the last meeting were accepted as a true record.			
4	Public Questions		There were no questions submitted from the public. It was noted that following the next ISAB meeting due to be held in October, the meetings would 'go on the road' and be held in locations across the East Riding. East Riding College (Beverley & Bridlington Campus) were discussed as suitable venues, using the meetings as an opportunity to involve Students in the process and have a Student representative sit in on an ISAB meeting. The viability of the creation of a 'Student Health Council' was discussed. It was also noted that the newly developed 'Community Partnership' groups could be approached		<ul style="list-style-type: none"> • That future ISAB meetings be held in alternative locations across East Riding using the 'Community partnership'. • The viability of a 'Student health Council' be investigated. 	<ul style="list-style-type: none"> • Investigate alternative venues for future ISAB meetings. • Include 'Student Health Council as an agenda item of next meeting • Invite Chris Mills (HWERY Community Outreach Officer) to next ISAB meeting.

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			<p>as potential venues. It was agreed that public questions could be moved to the end of the agenda to prevent any issues with time constraints earlier in the meeting. JJ reported that HW N.Lincs. had discussed holding 6 meetings per year - 4 based around their current work-plan and 2 based around strategic planning; this allowed for meetings to be tailored more to a specific audience/theme as necessary.</p>			
5 & 6	<p>General Healthwatch Update & Update on Recent Reports</p> <p>i. Annual Report ii. Working Age Men Report</p>		<p><u>Discharge Report:</u> It was noted that the report had been produced in collaboration with HW Hull & N. Lincs. The report has been well received and has had positive feedback. A number of lessons have been learned from the process of working together with the other HW, in-particular the importance of including more specific, practical and achievable recommendations in reports. The speed at which the evaluation process took place after completion of the report will ensure future collaborative projects work smoothly and contributed to the learning process. The next planned collaborative work with HW N.Lincs is the Oncology project, with planning and engagement scheduled around Oct/Nov.</p> <p>(MK joined the meeting)</p> <p><u>Working Age Men:</u> The WAM Report is currently in the process of being written by our newly appointed Project Officer. Current themes that are presenting themselves seem to be Mental Health and Isolation. We are working closely with providers to get sharper recommendations that are practically actionable, although it was noted that even if a strong</p>	MF	<ul style="list-style-type: none"> • That all future report templates be directed to the Deputy Chief Officer for approval prior to publication. • That Linsay Cunningham be invited to the October meeting of the ISAB • Members of the ISAB to share information of any potentially suitable events that they are ware of with MF for public engagement opportunities to increase public exposure of HWERY 	<ul style="list-style-type: none"> • The WAM Report format be submitted to the Deputy Chief Officer for approval. • The draft Annual Report be distributed to the ISAB for comment prior to publication • A PDF version of the Health Information Day flyer and registration form be distributed to the ISAB • Invite Linsay Cunningham to the October meeting of the ISAB • MF to forward his agenda to the ISAB detailing the workshops he would be attending over the two days at the National Conference • MF to provided details of Driffield show when available • Members of the ISAB to share information of any potentially suitable events that they are ware of with MF for public engagement opportunities

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			<p>recommendation was made by HWERY that the provider was reluctant to acknowledge as practically achievable, the recommendation would still be made and not influenced by the provider. All future recommendations will be succinct, sharp and clearly targeted at the correct/relevant organisation. The Chair highlighted the importance of getting feedback on our reports and trying to get a clear response from service providers. It was noted that planned publication of the report might be delayed slightly from the initial June deadline to allow our Project Officer a fair amount of time to effectively complete the report following his appointment.</p> <p>JJ advised that all report templates should now go through the new Deputy Chief Officer, who had a specific responsibility for report formats and would be working on a set of clear guidelines for the future.</p> <p><u>Annual Report</u> The Annual report is currently at draft stage but will be ready for the end of June deadline. The draft will be sent out shortly via the Chair as agreed.</p> <p><u>Community Partnership</u> Our new Community Outreach Officer (Chris Mills) has done an incredible job of going out to a wide variety of settings and venues (not just health-based), which has broadened our client base. Three organisations have joined our 'Community Partnership' so far and Chris has begun producing a Community Partnership Newsletter. A targeted approach has been used to ensure that an even coverage of the East Riding is achieved, based upon the principle of every resident being within a 5 mile radius of a HWERY contact point. The Chair stated that Middleton-on-the-Wolds and Bainton will be issuing an invite to HWERY. JJ is currently investigating the purchase of mapping</p>			
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			<p>software that would be useful for this purpose.</p> <p><u>Engagement</u> Staff and volunteers attended the ERVAS Volunteer Roadshow during National Volunteers Week. Staff are now spending much more time out and about, very much supported by our volunteers who are actively supporting many of our events. Our Engagement, Marketing and Comms. Officer, Community Outreach Officer and Project Officer have collaborated and produced an Engagement Plan which includes a minimum of 1 event per week, which is already being exceeded.</p> <p><u>Health Information Event</u> Our Information & Signposting officer has organised a conference 'Finding the Answers - Health and Social Care Information for Consumers', during Health Information Week with space for up to 40 guests. The Chair requested that a PDF version of the event flyer and registration form be distributed to all ISAB members.</p> <p><u>STP</u> MF recently attended the OSC where Linsay Cunningham was presenting on the STP. It was noted that due to Linsay's past involvement with HWERY as the previous Delivery Manager, we are in a very fortunate position with Linsay having a full understanding of the role that HWERY should undertake in the role-out of the STP. Linsay had previously offered to attend an ISAB meeting if requested.</p> <p><u>CCG</u> We have an on-going positive relationship with the CCG. Regular meetings/communication is maintained between MF, Sally-Ann Spencer Grey and Quintina Davies.</p>			
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		<p>plan. JJ highlighted the difficulty in identifying young carers as they don't often identify themselves as fitting into that category. It may be that the report is a case study based report that takes on a different format to our usual reports, but the viability would be investigated prior to the instigation of the project.</p> <p><u>CRM</u> The Activity Logs within the CRM are now regularly being used by all staff and new staff have had initial training on how to use the CRM. All three Delivery Mangers have scheduled a meeting to discuss how each HW is using the reporting function of the CRM to see what lesson can be learned from each other and how reports can be most effectively used during collaborative projects.</p> <p><u>Company Away Day</u> An official thank you was extended to JJ for organising the recent 'away day' at Elsham Activity Centre, which had been a thoroughly enjoyable and useful day, giving staff the opportunity to get to know members of the wider team.</p> <p><u>Healthwatch England Visit</u> MF reported that Jane Mordue had been very complimentary of the HWERY Team, who she also described as very enthusiastic during her recent visit and had seemed to go away impressed.</p> <p><u>National Conference</u> Delivery Mangers from HWERY, Hull and N.Lincs have co-ordinated with each other to attend different workshops at this year's Annual Conference and then share information. HWERY have submitted applications for two different awards - Volunteering and Joint Working. JJ commended the team for having the confidence to apply for the two awards. MF would forward his agenda to the ISAB detailing the</p>			
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			workshops he would be attending. <u>Driffield Show</u> The full staff team will be attending Driffield Show this year along with 2 volunteers. The event is our biggest public engagement event of the year and is currently in its planning stage, but a full report and feedback will be provided when available.			
7	Annual Work-plan <ul style="list-style-type: none"> To agree annual work-plan 		<p>It was noted that the Dementia follow-up report would be delayed until September to give the new members of staff sufficient time to complete the report. The Young Carers project might be included as an addition in the current plan if it was deemed that there was sufficient merit in the project and that this would fall into Life-Course 2. Other than those two potential amendments, then the work-plan was as had been previously presented. The annual work-plan for 2017-18 was approved.</p> <p>It was noted that in addition to the work detailed in Annual Work-plan, the Chair would be offering Dementia Awareness Training and that this invite would be extended to other local HW and Hull CVS.</p>		<ul style="list-style-type: none"> That the work-plan for 2017-18 be approved. 	<ul style="list-style-type: none"> Information regarding the Dementia Awareness Training be circulated amongst the whole team as soon as it becomes available.
8	Enter & View and Development Day Update		<p>MH distributed a document detailing the recent changes that had been implemented following a review of the HWERY E&V process in January. The main changes included:</p> <ul style="list-style-type: none"> Improved consistency via a new set of templates transferable across all settings A focus and emphasis on 'patient experience' during visits and report writing Implementation of a defined plan to meet the target of 40 visits per year Promotion of our E&V visits to service providers as also being mutually beneficial, demonstrating their 			

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			description of each of the activities from the day. It was reported that attendance numbers had increased from 10 to 17 since the last development day and that feedback had been extremely positive. Volunteer numbers now included 3 young volunteers under the age of 21. Invitations had been extended to potential volunteers to attend the development day and resulted in two new volunteers applying for volunteer roles within HWERY.			
9	Any Other Business		The Chair officially welcomed MK as a new member of the ISAB.			
10	Outstanding Issues		<p>It was noted that the minutes would be distributed under a new format following this meeting.</p> <p>It was reported that an attempt was being made to monitor volunteers by the number of hours that were completed, as opposed to simply the number of volunteers that we have registered. It is hoped that this will give a much fairer representation of the amount of work that is completed by our current volunteers.</p> <p>It was also noted that the process of sending feedback via the Chair was working well and that all feedback was getting back to MF in as an efficient manner as possible.</p>			
11	Date and Time of Next Meeting		<p>Wednesday 11th October 2017, 3.00 - 5.00pm</p> <p>The Emmaus Room, Beverley</p>			