

**Minutes of Healthwatch Cornwall Board meeting
Wednesday February 18, 2015, 10am**

Large Room, Truro Community Library, Union Place, Truro

Present: Jon McLeavy (JM), Roger Sinden (RS), Margaret Abban (MA), Nadia Hewitt (NH), John Evers (JE), Debbie Pritchard (DP), Jayne Howard (JH), Josie Purcell (JP), Jody Wilson (JW) and Maisie Parkin (MP: note taker).

Public attendees: Gareth Dix (GD), Barbara Pendleton (BP).

JH chaired the meeting.

PART 1: in public agenda

1. **Welcome and Introductions:** The Chair introduced herself and welcomed everyone to the meeting and the attendees introduced themselves. JH moved forward item 13, the Update on Director post. JH led the recruitment process with support from MA and JE and following interviews on February 9, recommended GD as the new Director: proposed by MA, seconded by NH.
2. **Questions and comments from the public:**
There were no questions from the public. BP informed the meeting that due to personal reasons, she is stepping down from her position as lay member for Patient and Public Involvement at NHS Kernow after almost 30 years. The Chair is also stepping down and the CCG have a new interim Finance Director. Reassurance was given that NHS Kernow is working hard to address the black alert at RCHT, with Sarah Crane recently appointed as the Director of Resilience. On behalf of the Board, JH thanked BP for her contribution and involvement with HC.
3. **Apologies:** None.
4. **Minutes of the last meeting:** The minutes of the meeting held on November 25, 2014 were agreed after a slight amendment and signed by the Chair.
5. **Actions/Matters Arising:** DP went through the Action Log. Actions 4-6 are still to be completed as being discussed at the Board Workshop after the meeting. Action 7 has been completed but will need to be actioned for the new Director, GD. Action 13 is on hold as the Steering Group currently have no capacity. **ACTION 1-MP**
6. **Conflicts of Interest:** None.
7. **CEO Report:**
 2. **Evidence and Research.**
 - a) Attitudes of GPs to patients presenting with mental health concerns and subsequent treatment . We have received letters from NHS England, The Learning and Training board, Cornwall Council and NHS Kernow in response to our



recommendations. HC has met subsequently with commissioners and providers of psychological therapies in the community to look at resolution for those people who seem to be falling through a gap in services and has been given reassurances of new working relationships that should resolve this. However at the time of this meeting HC has had feedback that there is still a gap in service. Feedback from GPs about the Integrated meetings they have with providers has been positive. It was suggested that HC could ask patient organisations for feedback one year on.

- b) Out of hours services/urgent care - There is a first draft report and a second draft is near completion, to be sent to the panel comprising of JE, MA and JH.
- c) Dom care - NHS Kernow and Cornwall Council have been supportive. The industry is in crisis. Jim McKenna has been involved and has also set up fortnightly Council meetings with providers and HC. There is an interim report to be ready for the next Council meeting on March 2 and will also be circulated to the Board. More feedback is needed from carers and the cared for.
- d) Special Enquiry - see CEO report.
- e) Care of dying - The report is on the current website.
- f) Personal budgets - The draft report is being amended. In the report, 95% of people in receipt of personal budgets have stated a positive change. In general, the application process is negative. It was suggested that the report is representative of younger people rather than older people, who may have a more negative experience of personal budgets. The new integrated Health and Social Care personal budgets are being introduced as part of a pilot project for NHS South.

4. Outreach update. See CEO report.

6. Representation report. The Board were sent a summary of all the reports submitted from November 2014 to January 2015. It was suggested that reminders are sent about meetings and that representation reports are circulated to JH, the Board and the Steering Group. To be discussed at the workshop following the meeting.

ACTION 2-JH/ MP/BOARD

- **Policies and procedures:** The Data Protection Policy and the Data Protection Procedure were approved: proposed by JM, seconded by NH.
- 3. Enter and View Report:** A report was sent to the Board. JW briefly explained the purpose and process of Enter and View (E&V). There are currently draft reports for various E&V visits. The reports will be finalised then published on the new website. It was asked whether information is shared with CQC. Immediate concerns are flagged and shared with CQC and HC will inform the local manager when the reports are published.

To date, E&V visits have not been reactive although were based on feedback received by HC. Going forward, the focus will be on reactive E&V visits. Issues will include relationships between providers, GPs into care homes, access to physiotherapy, prescriptions and the triage system. HC are looking at increasing the E&V team to accommodate the number of visits planned.



Concerns were raised about the Service Improvement Team and E&V involvement. At present, the Service Improvement Team is under review so no E&V visits are planned.

There was discussion around care homes and domiciliary care in the private sector and it was asked if HC can seek clarification with Healthwatch England. **ACTION 3-DP**

- 4. Marketing and Media Update:** A report was sent to the Board. JP fed back that there have been around 3000 downloads via the Pirate FM web directory advert. As JP is on leave from 20 February to 17 March, she will meet with DP to discuss marketing when she is back. Marketing will focus on specific topics. The new website will go live in the latter half of March with marketing in April, to promote the Rate and Review tool. Have Your Say will remain an option for people to use.

JM asked about public awareness of HC as a result of marketing. DP fed in that there is currently a tender to evaluate HC. RS raised the issue of communications and marketing and E&V strategies and being included in the Operational Business Plan. The issue will be discussed at the workshop following the meeting.

- 5. Chairs Report:** The Chair, JH attended an outreach session at Redruth library which she found useful and encouraged other Board members to drop in on outreach sessions if possible.

JH attended the Health and Wellbeing Board meeting and informal workshop session (part) and will be representing HC at future meetings in place of the CEO, DP.

JH attended a Steering Group meeting for information and has an open invitation so hopes to attend again.

The Chair led the process of recruiting an additional Board Director, as covered in item 1.

- 6. Budget Summary, approve budget for 2015-16:** There is a current underspend in this year's budget. There was discussion about access requirements at the HC office premises. DP fed in that there was an audit and the premises are unsuitable. RS asked about the outcome of the discussion with the landlord and requested a formal response to the Board. This discussion needs booking. There was discussion about looking at rental costs for venues with access if the HC contract is renewed. The draft budget for 2015-16 was approved: proposed by JM, seconded by RS. **ACTION 4-MP/DP**

- 7. Correspondence:** None.

8. Governance:

- Update on Director post - covered in item 1.
- Change of venue for future meetings to be noted - It was confirmed that the venue for all Board meetings this year will be the Large Room at Truro Community Library.



9. AOB:

Whistleblowing - Email from Steven Turner (ST) from Care Right Now. He is a former whistleblower at NHS Kernow. ST suggests a proposal to CCGs, HWB and patient and public networks that they jointly host an open meeting to look at messages from Speaking Out, Mid-Staffs and to benchmark where Cornwall is in respect of safe care and encouragement to speak out. ST is happy to host it. There was discussion about whether there is a causal link. It was agreed that HC will contact ST for further information and to clarify HC's role. It was suggested that Healthwatch England may have information which is relevant to use. RS suggested that a question about the whistleblowing policy could be included on the E&V visits. JW fed in that Guardians may be introduced into the workplace to support whistleblowers.

ACTION 5-MP/DP

10. Date, time and venue of next meeting:

May 20, 2015, 10am in the Large Room, Truro Community Library, Union Place, Truro, TR1 1EP.

Meeting closed 11.45am.



ACTION LOG:

<u>ACTION</u>	<u>RESPONSIBLE</u>	<u>COMPLETED</u>
1. Copy of CD list of all HC policies for Board/Steering Group, to include templates for new Director, GD.	MP	Yes
2. Review Board representation at Workshop Develop system of reminders for meetings and paperwork Meeting attendee to notify MP of forthcoming meetings as they become aware and whether they can attend at least a week in advance Meeting attendees to send Representation reports to MP, ideally within 3 days of meeting Circulate representation reports to Board and Steering Group	JH MP/Board Board MP	
3. Contact Healthwatch England around Healthwatch scrutiny of private sector health and social care	DP	Yes
4. Book appointment with landlord, Miller Commercial to discuss access requirements for HC	MP	
5. Contact Steve Turner, Care Right Now around his proposals for a multi-agency meeting on whistleblowing	MP	Yes

