

MEETING	Healthwatch Cornwall Steering Group
DATE	May 19, 2015 - 10am - 1pm
LOCATION	Victoria Business Centre, Roche

1. ATTENDANCE

Chair: Jeremy Preedy

HC Partners: Suzanne Leggett (Cornwall People First), Nicki Sweeney (Health and Wellbeing Service, CRCC), Jeanette Toy (Carers service), Jemma Verran (Young People Cornwall), Emma Williams (Age UK Cornwall)

Board Members: Margaret Abban, John Evers

Steering Group Members: Shirley Polmounter, Geraldine Taylor (SEAP), Graham Taylor

Operational Staff: James Buist, Jody Wilson

Apologies received: Charlotte Gamble (HC), Maisie Parkin (HC), June Hackett, Debbie Iles (Disability Cornwall), Debbie Pritchard (HC), Josie Purcell (HC), Eileen Rix (HC), Ellie Wright (Young People Cornwall)

2. ITEMS COVERED

- Apologies, review of minutes and matters arising
- Cornwall Quality Care Collaborative presentation and discussion - Carol Steer, NHS Kernow
- Care Act presentation and discussion- Laura Manolchev, Senior Information Officer, Education, Health and Social Care
- Research update
- Feedback from partners
- Any Other Business

3. DECISIONS MADE

<i>Item</i>	<i>What discussed?</i>	<i>Action</i>
1	<p><u>Cornwall Quality Care Collaborative</u></p> <p>Carol Steer, Engagement and Inclusion Lead, NHS Kernow came to give the group an overview of the collaborative and to discuss the implications for Healthwatch Cornwall being a part of it. Nicky Oxley leads on the CQCC but sent her apologies.</p>	<p>JJP to take up position on CQCC Steering Group and report back to HC SG.</p> <p>JW to get details of all</p>



	<p>The Terms of Reference for the CQCC Steering Group were circulated to the group.</p> <p>The CQCC aims to bring together representatives from health, social care, patients, voluntary and statutory agencies to work together to bring about changes and improvements to practices across the health community. HC would be seen as a valuable complement to this work and it would be a place for HC to take relevant patient experiences to demonstrate where services are working well or experiencing problems. Membership of the collaborative is voluntary for all agencies.</p> <p>Comments from group:</p> <ul style="list-style-type: none"> • HC would need to maintain its independence within the group and be able to be selective about what data it shared with the collaborative from its own database. • HC would need to be careful about collaborating with organisations that might want to influence NHS Kernow to commission additional services that would ultimately be of commercial benefit. • Concerned about the fact that the CQCC is accountable to NHS Kernow as HC is not accountable to them. • HC will need to be careful about endorsing reports and recommendations that the CQCC makes. • Will a representative of the CQCC Steering Group want to be a member of HC's Steering Group? • What 'teeth' do the CQCC have to force organisations to take up their recommendations? • Could HC be an 'expert partner' as opposed to an incorporated member? • Would HC be able to take information away from the collaborative to perhaps pick up as an area of work in its own right? <p>After some debate, the group decided that it would be appropriate to be involved for a time limited period of one year to see how effective our involvement is. It was felt that it could be an ideal opportunity to use some of the relevant information that we gather to influence change. We would want to be an expert partner rather than an incorporated member.</p>	<p>work stream groups and look at how/who to feed into them.</p> <p>Carol Steer will find out more information about how the collaborative will influence, and check the status of our 'membership'.</p> <p>JJP and DP to discuss whether appropriate for member of CQCC Steering Group to attend HC Steering Group.</p>
2	<p><u>Care Act</u></p> <p>Laura Manolchev - Senior Support Officer - Education, Health and Social Care, Cornwall Council - gave the group an overview of the Care Act and what measures Cornwall Council are taking to implement the various elements.</p> <p>Comments from group:</p> <ul style="list-style-type: none"> • Re. Carers' right to assessment - is there a defined period of time for the assessment to be made from request? 	<p>HC to seek clarification from Cornwall Council on comments raised? Also to offer assistance in developing solutions?</p> <p>JT - feedback outcomes from meeting with Financial Assessment</p>



	<ul style="list-style-type: none"> • What is the process for signposting people to 'independent financial advice' and is there appropriate capacity in the county with sufficient knowledge of the Care Act? • HC has heard concerns about funding assessments - e.g. use of Skylakes, shortage of Social Workers - what is being done to address current and future predicted increase in demand? HC has heard that there is currently at least an 8 week wait with the cared for person being liable for the care bill in the meantime, which could result in tension with the care provider. • HC is really concerned about the conduct of financial assessments in terms of consistency, fairness and the appeals process and will be monitoring this. • Is there additional funding for the Care Act Advocates? The training for them is a level 3 programme so there is some 'upskilling' required for some current advocates which will result in a time delay in them being able to provide support. • SEAP have been given funding for 4 x Care Act Advocates and these are currently being recruited. • Will more people be 'pressurised' into taking Personal Budgets? • How will Cornwall Council decide upon the thresholds that they will agree to pay? 	Team and Jim McKenna in early June
3	<p><u>Research Update</u></p> <p>Domiciliary Care:</p> <ul style="list-style-type: none"> • Report now published and awaiting formal responses. • Ongoing framework meetings. • Will continue to monitor individual concerns. • Big piece of work with lots of learning to take with regards the whole process. <p>Urgent Care:</p> <ul style="list-style-type: none"> • Report now published and awaiting formal responses. • Attention slightly diverted by announcement that SWAST will cease NHS 111 contract from next week. • Concern raised that HC seem to be 'out of the loop' with regards to the new out of hours contract with Cornwall Health. <p>Pharmacy:</p> <ul style="list-style-type: none"> • Spin off research from above. • Questionnaire currently live and will be focus of outreach over the Summer. • Working towards a possible Pharmacy conference/training and information day. 	<p>JB - collate responses to bring to SG</p> <p>JB - collate responses to bring to SG</p> <p>JB - Report progress to SG</p>



	<p>Carers' Wellbeing:</p> <ul style="list-style-type: none"> • 61 responses received to the questionnaire so far. Very emotive responses contained within with some strong themes emerging. • Continuing to collect feedback and will need to decide what HC can do with the information. What can be done to help the carers? <p>GP appointments:</p> <ul style="list-style-type: none"> • Work already undertaken to contact all GP practices to establish each individual practices appointment booking system. • Plan was to do an 'Enter and View' at a selection of practices who offer different combinations of options to their patients to try to establish a level of satisfaction. This has been altered now with the involvement of a retired GP who is going to try to establish his own contact with the practices to raise awareness of HC and 'test the water' with regards to improving communication and relationships and establish a common ground. • The GP has also expressed interest in joining the Steering Group. <p>Future work:</p> <ul style="list-style-type: none"> • Need to define some potential future areas of work to bring to next steering group. • Some areas are already being identified as: <ul style="list-style-type: none"> ○ Personal Budgets ○ Financial Assessments for social care + appeals process ○ Continuing Healthcare ○ Top up fees for social care ○ Community Psychiatric Nursing + community mental health services in general ○ Revisit provision of dentistry across North Cornwall to ensure situation has improved? 	<p>JB - Report progress to SG</p> <p>JB - Report progress to SG</p> <p>JB - Bring information to next SG regarding further potential areas of work + current trends/concerns on database.</p>
4	<p><u>Partner updates:</u></p> <p>Health and Wellbeing Team</p> <ul style="list-style-type: none"> • Still hearing about concerns of a lack of Community Psychiatric Nurses e.g. one service user reported have 8 different CPN's over a 2 year period, another had 3 CPN's over a 3 month period and didn't actually get to see any of them due to them going off sick. JB confirmed that HC is also getting this concern being fed in. NS asked whether HC could pick this up as an area of work? • Also concerned about availability of crisis support - one service user went to their local office in crisis and were turned away resulting in the police being called. The 	<p>HC to consider looking at CPN provision.</p>



	<p>police were also pleading with the staff to intervene but they wouldn't. This appears inconsistent across the county where some MH offices will offer support to people arriving in person in crisis. This has been taken to the CFT stakeholder group who confirmed that there is no drop-in service offered across the county regardless of how distressed an individual is. NS is going to further look into this and will report back to HC.</p> <ul style="list-style-type: none"> • Continuing to look into people with experiences of suicide and/or self harm and their support after discharge. NS had attended a Survivors of Bereavement by Suicide (SOBS) group and was concerned that the people attending were still very affected despite most of them having being bereaved a number of years ago. Outlook SW will offer support to people bereaved in this way for 2 years only, after that the SOBS group is the only source of support. • Attending the Integrated Person Commissioning group who are piloting Personal Health Budgets with 10 people. Potential to be a significant take up of this option for people but uncertainty regarding available funding. • CRCC exploring proposal to get funding for peer support project. <p>Cornwall People First</p> <ul style="list-style-type: none"> • Victim of crime support work has highlighted that there is only one Community Mental Health Liaison Nurse for people with learning disabilities. There are lots of cases of people with ongoing and persisting anxiety, depression and Post Traumatic Stress Disorder relating to historic cases of hate crime. • Attending the Learning Disability Partnership Board and the Autism Partnership Board. • CPF held two election hustings which were very successful and will be organizing for the elected MP's to come back to talk about the pledges they made. • Learning Disability week is week beginning 15th June and CPF are involved in an art exhibition/competition. <p>Age UK Cornwall</p> <ul style="list-style-type: none"> • Involved in the Carers' Wellbeing task group • Attending outreach sessions across the county with ER • Has been a 'quiet launch' of a new website relating to living well work - knowledgebucket.org <p>SEAP</p> <ul style="list-style-type: none"> • Have ceased contract for community mental health advocacy. People can still access support through the Health Complaints Advocacy Service. • Have got funding for 4 x Care Act advocates. Other members of SEAP will also be trained in this. 	
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	<ul style="list-style-type: none"> • GT mentioned that they had had contact from two Community Psychiatric Nurses who were really concerned about their workload and the pressure upon them and their colleagues. <p>Young People Cornwall</p> <ul style="list-style-type: none"> • Responsibility for HC Champion is changing from Ellie Wright and they are recruiting into Jemma's team to continue the work. • Successful results from GP engagement work and hoping to develop GP training. • Perceptions of cancer support research is being finalised. • Continuing work with Cornwall College. • Revisiting 'Youthwatch' section on HC website. • Looking into youth access to mental health support. <p>Carers Support Service</p> <ul style="list-style-type: none"> • Organising events for Carers week 8-14 June. • Very involved in Domiciliary Care report. 	<p>Young People Cornwall to arrange meeting with DP regarding the new HC Champion.</p> <p>HC to link in with Carers Week.</p>
5	<p><u>Any other business:</u></p> <p>Sandra Ward</p> <ul style="list-style-type: none"> • Promoted a new app to support people with Epilepsy 'EPSMON'. Can be downloaded via the SUDEP website https://www.sudep.org/ • A local SENSE group will be performing their play in Romania which is a great achievement for them. <p>Shirley Polmounter</p> <ul style="list-style-type: none"> • Has been involved with the newly forming St Austell Health Group who are amalgamating the 3 GP practices in St Austell and turning the closed Polkyth surgery into a drop-in venue. 	

NEXT MEETING	Healthwatch Cornwall Steering Group
DATE	21 st July, 2015 , 10am - 1pm
LOCATION	St Erme Community Centre

