

Healthwatch Hertfordshire Public Board meeting
11:15am on Monday 17th February 2014, at
Stanborough Centre, 609 St Albans Road, Garston, WD25 9JL

Present: Marion Birch, Geoff Brown, Monika Brzozowska-Neroth, Megan Carter, Michael Downing, Nuray Ercan (Minutes), Brian Gunson, Sundera Kumara-Moorthy, Bernard Lloyd, Paul Regan, Michael Taylor, Priya Vaithilingam, Sarah Wren (Chairman)

Apologies: Valerie Harrison, Errol John, Joan Manning, Sue Reeve

Public: John Brongham, Non Executive Director WHHT

7. Research, Signposting & Communications update - see paper

This month HwH has welcomed Paul, Communication Officer and Priya, Information Officer. There has been a lot going on in these areas over the past month.

Communications (Paul):

- Lots of work to increase HwH's presence on social media, making use of twitter and developing the Facebook page and as a result HwH are able to reach a lot more people.
- Would like a major overhaul of the website to make it more accessible, to ensure that the content is useful to the public and to also create a specific area for the board. HwH has therefore met with the website designer and discussed the changes. The outcome will be a website that is fit for purpose and more user friendly. Consideration will be given to accessibility for people who are blind and visually impaired and must be designed in line with national guidelines.

Action: Kumar to send Paul the national guidelines for website design.

Action: Paul to ask other partner organisations/providers to have a link to HwH's website on their website.

- The team is getting bigger so it is really important that HwH increases its community presence. Paul and Priya have been attending a series of events at libraries which have been a useful way of speaking to people who might not necessarily use social media or come along to other HwH groups that are held.
Action: Paul/Jenny to let the board know of library dates to enable board involvement.
- Released a couple of press releases. Paul will try to publish press releases as regularly as possible and aims to improve HwH's relationship with editors.
Action: Board members to have copies of press releases as soon as they have been issued.

Action: The board member who is leading on a particular theme should have the opportunity to provide a quote for the press release alongside the Chief Executive/Chairman.

Information (Priya):

- A lot of work is being undertaken on information management. HwH is now using the Parkwood database to record all the comments and enquiries the office receives. Priya has been focussing on uploading information backdating with everything the office holds.
- Protocols are being designed for the way the office uses the database. Thinking of how the database can be used for reporting.
- Started to collect more demographic information from the people calling the office. In this way HwH will be able to tell more about the groups of people being reached.
- Part of Priya's role is supporting the research function and has done a lot of work already on areas such as GP access and offender health.

Part of the research and signposting team's function is to support other pieces of work that the board are involved in as well as doing data trawls before representatives attend meetings to equip them with information. The board thanked the team for the great effort made in this area.

8. Offender Health - see paper

As part of HwH's strategic priority setting it was established that there is a real inequality around offender health. Offender health is not an area that HwH had much intelligence about, so Jenny and Priya have been researching to pick up on the most pertinent issues. The purpose of the piece of work is to inform board's decision regarding next steps in this focus area.

To summarise the paper, Jenny explained that she started out by having a meeting with the Probation Trust to discuss the health care issues for people who have offended and the message that came across from the Trust was that they are less concerned about people in prison because they are assured that there is a good level of access. The Trust feels that those that are most at risk of poor health outcomes are those who have offended and are being managed in the community and that is because there isn't any dedicated health provision for those individuals in the community.

The Trust has found, through needs assessments work they have conducted, that offenders within the community tend to access health services when things become urgent and an emergency, and are most likely to present at A&E. The overall message from the Trust was that information, advice and support for this group of

people would have a huge impact and would like to work with HwH to evidence it and to make the case that this is something that would be beneficial.

A number of years ago Herts LINK had a presentation from the Mount Prison re provision in prison being very limited. There are also issues of access into prisons. Another issue to consider is the fact that the Mount Prison holds a small proportion of Hertfordshire's offenders so HwH has a duty to those being held at the Mount as well as Herts' offenders who have been placed in prisons elsewhere in the country. It was also pointed out that the prison population is an ageing one, so some possible linkage with Age UK here. The Better Care Fund was suggested as a route for tackling this focus area.

It was agreed that offender health is an area that HwH needs to continue to progress. Initially to have conversations with other partners to work out the best way to move forward and to request funding for this.

Action: Jenny/Priya to continue progressing the offender health work stream and look into funding.

9. Youth Health Ambassador update

Herts Valley CCG, East and North Herts CCG, Public Health and Children's Services HCC have all committed to supporting the appointment of a Youth Health Ambassador in Hertfordshire. All partners have agreed to contribute equal amounts of funding for the first year. The Youth Health Ambassador post will be an apprenticeship position and the successful candidate will study for a Business and Administration NVQ2 whilst working for HwH, shadowing Nuray as lead for HwH's work in engaging with children and young people. The purpose of the Youth Health Ambassador is to more effectively engage with children and young people in the county as they are a seldom heard group.

Recruiting through HCC, virtual schools, North Herts College, National Apprenticeships and Direct Gov the post attracted 19 applications. Nuray and an HCC Young People HR officer, Holly shortlisted 7 candidates to interview on Monday 10th February. The interviews consisted of 3 parts: a tour of the building and a chance to meet the team, a written exercise and an interview including a presentation. The day went well and a young person has been appointed. Pre-employment checks will take up to four weeks and Frankie will start in the first week of April.

10. Reports from sub-groups/committees

a. Enter and View (QISC) update

M. Carter updated the Board on the group's progress. The group is getting established and is busy with three pieces of work. The first enter and view initiative is a care home visiting programme. Jane Brown has consulted both CCG's, HCC and CQC and have now identified the provisional list of 12 care homes to visit. The

overall focus of the visits will be the quality of life of the residents across 4 specific focus areas: quality of the environment, leisure & services, food & drink and digital inclusion. This piece of work is being managed through the work group and it is hoped that visits will commence in March/April.

The second project QISC is involved in is supporting the HwH GP access project which Jenny Goodyear is leading on. Two members of the QISC committee are involved. The third project the group is supporting is PLACE (Patient Led Assessment of the Care Environment) which is a review led by the Trusts on an annual basis. PLACE is conducted in a very narrow window each year between February to May. HPFT have already put out dates and have 17 sites for inspection. HCT, Chase Farm, Mount Vernon, WHHT and E&N Herts NHS Trust are all also very keen to engage HwH's monitors in visits and HwH expect to supply 2/3 monitors per site visit.

A safeguarding training and dementia awareness session for monitors has taken place and will be part of a rolling programme of training. A CQC inspector came to present on what is involved when a CQC inspection visit takes place. A further Enter and View training day has been arranged for Friday 7th March. Meg asked board members to take away a draft Enter and View Policy and Procedure document to be passed at the next board meeting. Meg and the board noted appreciation for Jane Brown's support of QISC as well as for putting the document together.

[Action: Board members to read the draft Enter and View Policy and procedure document ahead of the next board meeting in April to enable it to be signed off.](#)

CQC Care concerns briefing

This is a new HCC initiative. Tracy Bowers (social care performance manager) attended a QISC meeting and introduced the new initiative which is in the testing stage at present and not in the public domain. The purpose of the email address is to provide a mechanism for anybody to report lower level concerns about general and overall quality of care rather than about individual service users. It is intended for health and social care provision feedback. HwH has been asked to participate by using the email address by logging concerns HwH may have and has therefore been brought for a board decision on whether a lead should be assigned to the project if it is taken up.

Sarah Wren raised a concern that the person providing a comment is not responded to but will receive an automated standard acknowledgement email in response and will not receive any further information as to what will happen with their comment. The board were generally confused as to the purpose of the initiative. There are also safeguarding issues and concern that the initiative had not been brought to the Health and Wellbeing Board. If issues came out of the Enter and View work that need entering Sarah suggested that Jane Brown did this on HwH's behalf. Board

members were also encouraged to enter concerns themselves as and when appropriate.

Action: Jane Brown to co-ordinate this work on CQC Care concerns

Action Sarah Wren to raise boards concerns re CQC Care concerns initiative with Collette Wyatt-Lowe when she meets her.

Safeguarding Policy

Jane Brown and Geoff have trawled through other safeguarding documents. The Healthwatch Cambridgeshire Safeguarding Policy looks like a solid model and resembles Healthwatch Norfolk's policy. Geoff suggested that Healthwatch Hertfordshire base their safeguarding policy on Healthwatch Cambridgeshire's.

Action: Geoff to circulate Hw Cambridgeshire's Safeguarding Policy for board's comments and agreement before the next board meeting.

Volunteering Policy

Jenny informed the board that there is a volunteering policy in draft which was considered by the HR Sub-committee who requested a number of changes be made which has not been actioned. The policy references the Enter and View Policy.

Action: Jenny to circulate the volunteering policy for board's sign off.

Action: If anybody would like hard copies of the volunteering policy to inform the office.

b. Transport

Kumar updated the board on the progress of the Patient Transport working group. The working groups purpose is to liaise with the current effort that is in place to bring together the commissioning groups in Hertfordshire, Bedfordshire and Buckinghamshire in their collective effort to agree a non-urgent patient transport contract beyond June 2014 when the current agreement is due to expire. The group received a draft specification at the end of January which was due to be published as part of the tender in the first week of February. The transport working group convened an urgent meeting to review the contract. These comments have been sent to David Neilan and HCC who have acknowledged receipt and will be progressed shortly.

c. MHLD Service Watch Group

Michael Downing provided the board with a short written report.

Action: MHLD SWG meeting report to be included earlier in the agenda of April's board meeting.

11. AOB and questions from the public

In his absence Errol John has requested that the 'Important changes to your medical records' document be considered. Most board members commented that although they knew about this they had not received any information about it through the

post as expected. This has become a big issue in the last week and a number of Hws have been communication with Healthwatch England about it. There has been much discussion across the county, at patient groups as well as the office receiving comments. There are a number of concerns around the protection of data and the sharing of personal information to providers such as insurance companies. However, data sharing can be at the heart of many improvements that are required in health and social care but if there is a chance that the data is sold to private companies it is extremely worrying. Until the guidelines and clear parameters are communicated as to how the data will be used HwH will not be able to take a stance. Healthwatch England has asked for the implementation to be postponed in order to ensure everyone understands better the issues.

[Action: Jenny to include a piece about the changes to medical records in the next newsletter.](#)

Questions from the public:

John Brongham: Do you feel you have sufficient contact, voice, contacts and clout when you have discussions with WHHT? Secondly, is the quality of response from WHHT OK, is it working well? It is important that this is fed back to WHHT in order for improvements to be made in areas where this is needed.

Geoff Brown responded that from his perspective HwH has been very well included in activities that have been going on in the hospital. In terms of the risk review summits and the work since then, WHHT has been very open with HwH and the patient view has been sought. Issues have been raised in that way but HwH can also raise things informally either through Samantha Jones or Jackie and there is an openness in the culture which encourages HwH's voice to be heard.

The issue for HwH is that in the development of the various excellent processes at the hospital to involve patients, carers, partners etc there are a great many sub groups HwH has been asked to attend. It may be a good idea to think about how the information can be shared between the groups to ensure that it's being heard in the right place.

Kumar added that he has seen the Trust open up tremendously in the last 12 months since the appointment of Samantha Jones. However he feels that it is too soon to know whether that openness has resulted in positive or proactive changes as the changes have not been realised as yet.

Martyn Macphee agreed with Kumar and added that he found it disturbing that it took Samantha Jones to come on board for there to be a review of the various departments in WHHT. That has left him in doubt as to whether the openness is the result of one individual or whether it has actually changed the culture endemically.

There also needs to be communication of the long term plan and structure of WHHT which is lacking at present due to all the changes.

Bernard Lloyd added that HwH's involvement in appointment panels is an advantage in two ways. HwH is able to get an insight into WHHT and also that the Patient First approach is focussed on and gives a message that the patient view is important. HwH is able to ask questions from a patient point of view alongside senior staff.

Brian Gunson stated that there is an immediate tension between the qualities agenda which is what Francis report has encouraged (the focus on outcomes, safety, effectiveness, quality) against the financial constraints. Brian asked how WHHT would be managing this tension.

John Brongham responded by saying this is a fundamental challenge.

Date and time of next meeting: Monday 14th April 2014, 10am-1pm, Benslow Music Centre, Benslow Lane, Hitchin, SG4 9RB