

Healthwatch Hertfordshire Board meeting
10am on Monday 15th June 2015, at
Douglas Tilbe House, Hall Grove, Wewyn Garden City, AL7 4PH

Present: Michael Downing (Chairman), Geoff Brown, Sundera Kumara-Moorthy, Joan Manning, Sue Reeve, Michael Taylor

Apologies: Marion Birch, Meg Carter, Brian Gunson, Valerie Harrison, Caro Hart

Others: Ken Appel (public), Jean Brown (Board candidate), Monika Brzozowska-Neroth (HwH officer presenting on resources and finance), Nuray Ercan (officer, minutes), Catherine Free (public), Steven Palmer (Board candidate), Matthew Peirce (HCC Commissioner), Keith Shephard (presenting on Strategy), Mel Wood (Board candidate)

1. Welcome, Apologies and register of interests

Michael welcomed everyone. No interests were registered. Apologies as above.

2. Minutes of 27th April 2015

The minutes were approved as an accurate record. Overdue outstanding actions were highlighted:

[Action: Board to communicate their bank details to Monika](#)

[Action: Board members to each write a 100 word biography and send to Paul](#)

3. Chairman's update

Health & Wellbeing Board update: Took place earlier in June, on the same day as the Board of East and North Herts Clinical Commissioning Group's Board meeting and meant that the Chief Executive and Chair were not in attendance. The monitoring of air quality was discussed, though there was no contribution from district council representatives at the meeting. The HWB agreed a number of strategy documents, particularly in relation to Early Years and Integrated Partnership. The Child and Adolescent Mental Health Service strategy document was agreed in principle. The new strategy is a major step forward in thinking about issues. This is the product of intensive consultation and been conducted with the participation with young people and users of the service. Nuray and Frankie have been very much involved. Mental health is high on the political agenda and HwH will be seizing this opportunity, through the MHLD SWG, to ensure the strategy is implemented.

It is noted that Ken Appel raised the fact that a visual impairment advisor should be appointed in all hospitals and will be progressing this with WHHT.

It is noted that Ken Appel raised that WHHT still need to recruit an interventional radiologist.

4. Chief Executive's update

The report was circulated prior to the meeting. Geoff highlighted the recent meeting with commissioners to discuss their thoughts on HwH's focus. There was a clear steer from Ruth Harrington, Head of the Community Wellbeing Team, about ensuring that HwH keep closely to the organisation's purpose through projects undertaken. Representing the patients' voice and holding health and social care to account was seen as HwH's primary concern. Ruth raised the issue of not getting drawn into information type activities that fall outside the signposting role, and that HwH needs to be clear that these types of activities should not be drifted into. HwH will dermine its

own priorities however the meeting enabled a refocus on the service HwH is commissioned to do. Matthew Peirce said that they would like to see a clearer focus on fewer issues or projects going forward. Sue added that the work currently being undertaken through the strategy sub-committee will be helpful in making HwHs work proactive rather than reactive, will strengthen HwH's sense of direction and be more focussed on fewer projects.

The impact of the cuts in budget for Public Health was also discussed. Matthew will be contacting Jim Macmanus for clarity on the funding and will let Geoff know when this has been achieved. Monika has been leading on a project alongside Public Health around working with the Eastern European community. HwH received a message last week, due to the cuts to the Public Health budget that they are reviewing activity and not doing anything until they have decided a way forward, which impacts on the Eastern European project as well as the work around healthy living.

Action: Geoff to speak to Jim at the Scrutiny Committee meeting to try to get a steer on what approach PH are adopting.

Action: Geoff to request a Chairs / Chief Execs meeting with Jim ASAP.

Action: Once the approach has been established it is requested that the projects are brought back to the Board so that a decision can be made as to whether the projects fits with HwH's objectives.

Kumar commented that throughout the Chief Exec's report there has been considerable feedback from WHHT, but ENH NHS Trust and HCT interaction was through the PLACE activity. Geoff said that HwH needs to keep an eye on its relationship with these two Trusts but that generally this is because much of HwH's contact with them fell outside the report's dates. There is lots going on with ENH NHS Trust as well as with HCT.

Sue asked for more information around HwH's involvement in World Elder Abuse Day under the Safeguarding section of the report.

Action: Jane to send an email to Board with World Elder Abuse Day information.

Sue asked for more information on the 'strategies for coping' in terms of Carers highlighted within the Chief Execs report under the Carers in Herts Dementia Forum in Bishop's Stortford.

Action: Jane to provide Board with more detail on the Carers in Herts Dementia Forum.

Action: The Board to have a spotlight session on Dementia - Heather Aylward to be invited.

Regarding the GP Access project, Kumar asked if there is any intention for HwH to deploy the suggested improvements to the rest of the county. Geoff highlighted that lots of practical local actions are being worked on within Practices in Bishop's Stortford. The follow up meeting and the work that the Scrutiny Committee will look at progress across the county, in relation to the broader issues that are being raised that come within the remit of NHS England and the CCGs. NHS England is using the report and the good practice as a document they take to contract visits with GPs. A toolkit could be developed to be used locally in future.

5. Annual report

The draft Annual Report was circulated prior to the meeting. Geoff asked for Board's input into the report in terms of strategic comments or whether there were any changes in emphasis they wished to make. It was noted that Board felt that the report was extremely thorough and very clear in its explanations however it is very long and may need a shorter version to create more impact and to highlight achievements. Putting a spotlight on a few projects was recommended to give a flavour of HwH's work, for the public, stakeholders and local commissioners. Geoff confirmed that the team, with Priya leading, had discussed doing a precis version. Sue volunteered to work with Priya on this. **Board signed the Annual Report off, noting the points above.**

6 Integrated Care Partnership Board

Alison Gilbert, Director of Provider Partnerships for East and North Herts, has an integrated director role accountable to all the community providers. Integration is very topical and Alison's role is to support all providers in terms of cultural shift and how they work together and to be clear with what they are trying to do with respect to integration and integrated care. Very often everyone has a different understanding of integration. As a result the Integrated Care Programme Board has been created to bring together all the provider executive leads in East and North Herts (and working closely with Herts Valleys also) to drive the agenda forward. Alison is working with HwH to understand what the public's view is of integrated care and provide challenge to the Board.

Alison is now embarking on the second phase which is to identify good pockets of integrated care, understand and clarify the direction of travel. There is a summary paper which describes what integrated care is and includes a set of principles. Alison is asking Boards' to sign up to the principles. It is focussing on physical health and mental health and looks at over 65's as a starting point.

Action: Alison to send Nuray the summary paper on Integrated Care to circulate to the Board.

7 Sub-groups and committees

a. MHL D SWG - see paper. Additional points highlighted are as follows:

- The SWG's involvement and contribution to PLACE visits has now been over three years.
- Crisis Care Concordat is a countywide partnership, being led by the Police Commissioner and includes all services involved with emergency situations in terms of people with mental health and learning disabilities. HwH is involved and will be working with Carers in Herts and Viewpoint to create a means of reviewing how it is operating from a service user perspective.
- CAMHS Report - echoed Michael's comments in his Chair's report.

b. Enter and View (QISC) - The main update has been detailed in the Chief Executive's update paper. In Meg's absence, Kumar gave an introduction to the two papers. The summary report of the 13 care home visits has been written up and is presented to Board for approval along with the Foxholes follow up visit report. The Board thanked QISC for all their work.

The Board formally approved the two reports.

c. Transport - The Chief Executive's report covers the update from the patient transport group.

d. Representation sub-committee - Last met to review vacancies on Boards and committees. The representation sub-committee will be holding a get together to thank representatives on 30th June at Beales Hotel. Board were asked to approve the following recommendations:

- Luton & Dunstable University Hospital NHS Trust patient Group - **Joan Manning**
- 7 Day Implementation Group - **Joan Manning**
- End of Life Group - **Recommends that this position is offered to a new Trustee**
- WCL (Watford & 3R Locality) - **Joan Manning**
- Stort Valley and Villages locality CCG group - **Eric Marshall**
- HVCCG co-commissioning Board - **Brian in conjunction with Kumar**
- ENH CCG co-commissioning Board - **Michael Taylor** fulfils this position in the interim with a view of a new Trustee taking this on in the future
- East of England Vascular Surgery Steering Group - **Action: is not currently meeting and will be taken off the representation list**

- HVCCG Board - [Brian](#)
- East Hertfordshire Support at Home Advisory Board - [Geoff](#)
- Dacorum Support at Home Advisory Board - [Recruit from Enter and View Monitors](#) - possibly [Edie Glatter](#)

[Board approved the above recommendations.](#)

e. Strategy sub-committee - In the absence of Brian Gunson, Chair of the Strategy Sub-Committee, Keith Shephard gave an update on progress. The Sub Committee has met twice. Firstly to consider the current position of Healthwatch, including the national framework, statutory duties, and organisational capacity. Secondly, to consider the national scene on health and social care (post General Election,) the Hertfordshire context, and the long term view of HwH priorities.

With regard to high level priorities the Sub Committee see the HwH focus on:

- giving voice to current health and social care experiences from a patient/consumer/community perspective.
- influence transition programmes and remodelling of future provision to secure provision that meets the needs of patients and communities.
- an approach based on compassion and patient centred provision, as core HwH values, with emphasis on parity of esteem, engaging with seldom heard communities, and addressing inequality more generally.
- having well developed information and intelligence, rooted in local knowledge, that enables HwH to be authoritative and independent.
- having good governance and sustainable plans (being fit for purpose).

The Group, and the office team will be taking these ideas forward, focusing on impact, and coming to Board in due course with a proposal. Consultation with stakeholders will be part of that process too.

f. Healthier Lifestyle Working Group - Covered in Chief Executive's update

g. Stakeholder Panel

In Caro Hart's absence, Keith gave a brief report on the highlights of the last meeting. Approximately 20 people attended and the group are identifying missing stakeholders to be involved in future sessions. Work is still ongoing in defining what the Stakeholder Panel's role is and who it consists of. Caro Hart, Watford & 3R is the interim Chair. There were some good presentations:

- Prof. Helen Payne talked about illnesses that cannot be explained medically but have real pain symptoms
- Roma Mills on Carers In Herts - challenges and solutions
- Feema Francis, NHS Dental Lead is working with HwH and other Healthwatch to find out what the key issues are around access to Dentistry.

8. AOB

Formal recording of change to the Standing Instructions - Geoff drew Board's attention to changes denoted by yellow highlight and to a chart on pg13 explaining how the Healthwatch Board relates to the various groups and sub-committees. The Standing Instructions have now been revisited to take account of the role of the Stakeholder Panel and Service Watch Groups. Also tweaks to the Expenses section. [Board approved the revisions to the Standing Instructions.](#)

[Next meeting: Monday 17th August, 10am at Douglas Tilbe House](#)