

Board Meeting in Public

Date:	Tuesday 30 th October 2018	Location:	Riverside 3, Guildford Baptist Church, Millmead, GU2 4AZ	Time:	2pm – 4pm
Present: Peter Gordon (PG as Chair), Jason Davies (JD), Richard Davy (RD), Deborah Mechaneck (DM), Laurence Oates (LO), Lynne Omar (LOmar), Tacye Connolly (TC), Don McIntosh (DMc), Andrea Lecky (AL), Maria Millwood (MM), John Bateson (JB).					
Apologies: Mark Sharman (MS)					
Other HWSY Attendees: Kate Scribbins (KS), Matthew Parris (MP), Lisa Sian (LS), Samantha Botsford (SB)					

Agenda Item	Discussed/Action	Who	By When
1. Welcome and apologies	PG opened the meeting, welcomed those present and noted the apologies.		
2. Declarations of interest	The new directors were asked to supply their completed declarations of interest to LS to update the document accordingly. Action: LS to update the declarations of interest with the new director details	LS	22.01.19
3. Questions from the Public (previously tabled)	No previously tabled questions had been received from the public this quarter.		
4. Approval of the previous minutes and matters arising	The minutes of the 24 th July 2018 Board meeting in public were approved by the Board.		
5. Q2 CEO Report & Q2 Activity and Outcomes report	KS highlighted some of the key points from the Q2 CEO report: During the quarter we had a number of staff changes and time was spent establishing the new team members in their new roles. We had also moved office in Q1 and therefore had a period of settling the new team into the new office environment. The new engagement team have been busy carrying out listening events and outreach work and consequently we have seen a significant increase in the number of experiences collected during this quarter. In relation to new business we had an extension on a Citizen Ambassador contract to cover extra work within the Women and Children workstream. We were also commissioned to carry out engagement work on behalf of Epsom ‘Improving Healthcare Together’.		

	<p>We won 2 awards at the Healthwatch England national awards in October. One on behalf of Surrey Heartlands for the partnership work on the Citizen Ambassador program and we were also awarded ‘runner up’ for the Information and Advice category for our work on hospital discharge.</p> <p>The first Guildford & Waverley volunteer group met for their kick off meeting and the second meeting is happening this week.</p> <p>The successful recruitment and appointment of 5 new directors took place during this quarter.</p> <p>Our communications activity has maintained steady growth, tracking below target on some KPIs such as social media due to the fact we haven’t had a Communications Officer in post since July. We have now recruited a new Communications Officer who will join the team on 3rd January 2019.</p> <p>We had one Citizen Ambassador for mental health resign and we have carried out a recruitment campaign to find a replacement.</p> <p>A key challenge for us is the churn in relationships, as we have 80 top level relationships and changes in staff, especially within Surrey County Council, means we have to start building the relationships again.</p> <p>The Board were then asked for any questions or comment relating to the Q2 Activity and Outcomes report.</p> <p>RD asked if we could show previous sentiment on the sentiment charts to allow us to track changes over time.</p> <p>Action: LS to add sentiment comparison to chart in Qtlly report.</p> <p>PG raised a question in relation to Stroke services and whether we should revisit the previous report and look at where we are now. The experiences shared this quarter relating to stroke services were requested by the Health, Integration & Commissioning Select Committee and it was suggested that MP/KS follow up there to see what prompted their request for evidence.</p> <p>Action: MP/KS to check the situation in relation to stroke services with the Health, Integration & Commissioning Select Committee</p> <p>Action: Qtlly report pg.14 SILC web address and email format to be corrected</p>	<p>LS</p> <p>MP/KS</p> <p>LS</p>	<p>22.01.19</p> <p>22.01.19</p> <p>22.01.19</p>
--	---	----------------------------------	---

<p>6. Thematic Priority update</p>	<p>MP gave an update on our thematic priorities:</p> <p>Mental Health We are currently meeting with commissioners/providers of services following our report ‘How to help...’ which, amongst other key findings, found that people who were involved in their care planning were more satisfied with mental health services. Once feedback relating to the findings and recommendations in the report has been obtained from the commissioners then an impact report will be produced in Q3.</p> <p>Care at Home We are looking at whether people receiving care in their own homes are being heard and whether the services are responsive to their feedback. The first phase of the project is looking at the feedback processes in place for those receiving care in their homes. The second phase will involve speaking to people in their homes about whether they know how to feedback and their experiences of giving feedback if they have done so. There will be an interim report relating to phase 1 and the processes in place to feedback by the end of the year.</p> <p>Care Homes We have recently published the impact report which details how providers responded to our report ‘What I want... within reason’, an exploration of mealtimes in care homes. The next steps for our care homes priority will be agreed shortly.</p> <p>Hospital Discharge The latest output for this priority is the hospital discharge checklist V2. The need for a checklist was identified in our previous work speaking to those in hospital about discharge and the finding that patients did not know what to ask when leaving hospital. The initial checklist was trialled with patients and staff at Royal Surrey County Hospital, we also had discussions with commissioners for carers, and the feedback was incorporated in to the latest version of the checklist. The first 500 copies of the new checklist will be distributed with a feedback form. The feedback from this will then be used to produce an impact report before next steps are decided.</p> <p>JD queried on how the checklist might be funded so it could continue beyond this first 500. It was agreed trhat we need to look at a way to make this sustainable.</p> <p>It was agreed that good progress had been made with the hospital discharge work but there was still a lot to be done. PG suggested that it will be important to include the Board in the next steps of scoping the discharge project given the new key skills around the table.</p> <p>Action: HWSy team to involve the Board in the next steps and scoping for the discharge project.</p>	<p>MP</p>	<p>Ongoing</p>
---	---	-----------	----------------

<p>7. Escalations Panel Update</p>	<p>SB presented the escalations panel update for the Board to note and to approve the recommendations.</p> <p>Four reactive engagement events have been initiated by the escalations panel in the last year. There has also been an Enter & View conducted at Abraham Cowley Unit and a report produced.</p> <p>SB explained that there needed to be some flexibility in the reporting to the panel following the previous paper to the Board (a year ago). This was to ensure the most relevant experiences are brought to the meetings and not missed due to the negative sentiment threshold.</p> <p>The proposal SB made was that 2 directors and 2 volunteers attend the meetings. The meetings take place every 6 weeks on a Wednesday morning.</p> <p>The meetings are also open to observers and SB invited as many people as possible to attend the 5th December meeting to gain understanding of what the panel meetings involve.</p> <p>PG suggested a revised proposal of 2 volunteers and 3 directors to make up the panel to allow for absences etc. This proposal was endorsed by the Board.</p> <p>Action: Board members that are interested in joining the panel are to contact SB or KS and the new panel will be decided in the next few weeks</p>	<p>ALL</p>	<p>ASAP</p>
<p>8. Influencer Strategy Update</p>	<p>MP gave an update on the influencer strategy and mapping that the team had been working on for the last year.</p> <p>The aim of the strategy is to ensure that we are building collaborative/credible and respected relationships with key stakeholders.</p> <p>MP explained that the influencer mapping is working well and that we propose to continue with the same strategy in 2019. It was suggested that the team look at how the Board can also feed into the mapping based on the relationships /meetings they attend.</p> <p>Action: MP to look at how the Board can feed their input into the Influencer mapping going forward.</p> <p>There was discussion around how we decide which meetings to attend and how we review this. MP explained that we have a decision-making tool that we use to decide which meetings to prioritise. It was also suggested that if volunteers are to attend meetings and forums for us as part of the influencer mapping, then we need to ensure they are supported and trained to be able to appropriately represent Healthwatch Surrey.</p> <p>The continuation of the current approach to deciding which meetings to attend was endorsed by the Board.</p>	<p>MP</p>	<p>22.01.18</p>

Board Meeting in Public

9. Action Log	The green actions were approved to be removed from the action log.		
10. Public questions not already dealt with	There were no further questions.		
11. Any other business	<p>Lorna Payne, Jo Lynch and Justin Wilson from Surrey & Borders Partnership (SABP) joined the meeting to discuss our recent Enter & View report regarding the Abraham Cowley Unit at St Peters Hospital.</p> <p>Key points they made regarding the report included;</p> <ul style="list-style-type: none"> - The SABP team welcomed the Enter & View visit we had recently conducted. It was 'very helpful' and sheds a different light. - Since the visit, SABP have established an improvement Board, there have been shifts in leadership and they have appointed a permanent ward manager. - In May an independent senior nurse inspected the ACU and Farnham road site and her findings mirror what we found. This helped validate our findings and was therefore a useful exercise. - The challenges around environment are to be addressed in a refurbishment (which is an 18mth process) and there has been an onsite handy man appointed for the short term fixing of issues. - The security/airlock management is to be addressed sooner, the challenge is to balance security, safety and dignity. - Another major challenge is around. and difficulty attracting people to the staff roles. - Also, high occupancy rates mean there is little 'wriggle room'. with currently 18 patients placed outside of area. - SABP are interviewing for a new post 'Quality and Safety Nurse'. - The relationship between members of SABP and the HWSy staff team means it is easier to work in a collaborative way. 		
13. Date of next meeting	The next meeting in PUBLIC will take place 2-4pm Tuesday 22nd January 2019, Cranleigh Village Hall, Cranleigh.		

These minutes will be approved by the Healthwatch Board at the next Board meeting to ensure any Actions are progressed. Any questions or queries raised by members of the public at the next Board meeting in public will be welcomed and considered.

Minutes approved by: (please print)	
Signature:	
Date:	