

# Board Meeting in Public

<b>Date:</b>	Tuesday 23 <sup>rd</sup> July 2019	<b>Location:</b>	High Cross Church, Camberley, GU15 3SY	<b>Time:</b>	2pm – 4pm
<b>Present:</b> Peter Gordon (PG as Chair), Jason Davies (JD), Richard Davy (RD), Tacye Connolly (TC), Deborah Mechaneck (DM), Laurence Oates (LO), Don McIntosh (DMc), Andrea Lecky (AL), Maria Millwood (MM), John Bateson (JB).					
<b>Apologies:</b> Lynne Omar (LOmar),					
<b>Other HWSY Attendees:</b> Kate Scribbins (KS), Lisa Sian (LS),					

Agenda Item	Discussed/Action	Who	By When
<b>1. Welcome and apologies</b>	PG welcomed everyone and noted the apologies.		
<b>2. Declarations of interest</b>	There were changes advised to the declarations of interest for DM and DMc.  <b>Action: LS to update the declarations of interest accordingly.</b>	<b>LS</b>	<b>22.10.19</b>
<b>3. Questions from the Public (previously tabled)</b>	No previously tabled questions had been received from the public this quarter.		
<b>4. Approval of the previous minutes (April 2019)</b>	The minutes of the April 2019 meeting in Public were approved.		
<b>5. Q1 CEO Report &amp; Q1 Activity and Outcomes report</b>	<p><b>CEO report</b></p> <p>There has been more activity across the board in Q1 and with the evidence gathering strategy we have been carrying out more targeted outreach around people with Learning Disabilities and Carers.</p> <p>We have conducted a review of the ‘What we’ve heard’ meetings which will result in changes to the current WWH meetings approach.</p> <p>We have volunteer groups in all but Surrey Downs now and the new group is about to form in Surrey Downs. The volunteer groups have been busy mapping local groups and PPGs and finding ways to raise awareness. We had some targeted work among students by our Royal Holloway volunteer and the first volunteer-led project into GP charges had been carried out. The training for the Community Influencer role has been developed to allow volunteers to carry out the “critical friend” challenge when attending SRGs across the system.</p> <p>We have developed a plan to increase awareness of our Advocacy service, especially to those with learning disabilities (who we hear less from), this activity will take place over the summer.</p> <p>The annual report was completed and submitted on time and we have just received printed copies to distribute.</p>		

	<p>We completed the work for the NHS long Term plan in both Surrey Heartlands and Frimley. We also progressed our work around Sexual Health.</p> <p>We have worked on an emerging issue around Community Mental Health Recovery Services (CMHRS) as we were hearing higher than average negative sentiment in respect of their services. We conducted a call for evidence and circulated a survey to which we got 30 responses. The report is with Surrey and Borders Partnership (SABP) for comment and will be published shortly.</p> <p>Coming up in Q2 we will publish reports for the NHS Long-Term Plan, Learning Disabilities, CMHRS and Care at Home.</p> <p>Following a brief discussion, it was decided that further clarification is needed with regards to how Directors report their hours and expenses as volunteers vs. Director work - to be continued outside of the meeting.</p> <p><b>Action: KS/PG to clarify how director vs. volunteer hours are recorded</b></p> <p>With regards KPIs, JB commented that it would be good to see the progression over time in a line chart to put the figures in context.</p> <p><b>Action: KS to look at including progression over time in the KPIs tracking</b></p> <p><b><u>Q1 Activity &amp; Outcomes Report</u></b></p> <p>LS explained the change to the format of the Q1 report and the rationale for the changes, namely to intersperse the outcomes from the quarter among the other pages of the document and to combine the outreach work with the project work in one section together. The volunteer pages have also increased to 2 pages to allow for the extra content generated as the volunteer activity increases.</p> <p>The new format was very well received by the Board.</p> <p>With regards the Warrengate Enter &amp; View recommendations, RD asked whether the good practice can be shared with others, perhaps through the Surrey Care Association or SCC. KS suggested that this could be combined with the recommendations made across all previous reports and potentially the care home project taking place now.</p> <p><b>Action: KS to follow up with team on whether findings from Warrengate / Care home reports can be shared wider as best practice.</b></p>	<p>PG/KS</p> <p>KS</p> <p>KS</p>	<p>22.10.19</p> <p>22.10.19</p> <p>22.10.19</p>
--	---	----------------------------------	---

<p><b>6. Thematic priority update</b></p>	<p>KS gave an update on the thematic priorities, based on the overview paper which had been circulated with the Board papers.</p> <p><b>Care at Home</b>                  Report now published and the comms planned to circulate the report. A draft executive summary and recommendations have been shared informally with SCC commissioning staff and we will be presenting the findings to the SCC Home Based Care Forum in early August. We will be soliciting formal feedback on the recommendations from Surrey County Council and will send copies of the report with the feedback form/link. These responses will be collated in an impact report in Q2.</p> <p>TC asked whether the report included self-funders as they represent a large proportion of people receiving care at home and may be less well heard. KS explained that within our remit we were only looking at public ‘paid for’ care at home. TC felt that whilst this works for healthcare it is less clear cut for social care and may be an area for future exploration.</p> <p>MM mentioned an interesting Radio 4 programme she had heard that day between 12-1pm on You &amp; Yours called Call You and Yours: How are you meeting the costs of care? The link to the show can be found here;  <a href="https://www.bbc.co.uk/programmes/m0006ztr">https://www.bbc.co.uk/programmes/m0006ztr</a></p> <p>DM recommended the findings of the report also be shared with ‘Live at Home’ charity in Redhill she had met at the East Surrey meeting.</p> <p><b>Care Homes</b></p> <p>Over the next 2 months we will be visiting 15 care homes across Surrey. In each of these we will talk to residents or their families who have advance care plans in place about how those plans came to be, how they felt about making those decisions and how they feel having the plans in place. We expect to have the report completed in September 2019.</p> <p>LO raised the broader issue of care planning and was concerned that if we focus too narrowly from the medical viewpoint of the CCG, we may miss the bigger picture and we should therefore be aware of this when conducting the project.</p> <p>It was also suggested that Tessa Weaver (TW) contact Easy Surrey CCG to understand the causal relationship behind the non-verbatim quote in the paper that ‘hospital admissions have plummeted’.</p> <p><b>Action: TW to bear in mind the bigger picture relating to care planning when conducting the care home project and to speak with East Surrey to better understand the causal relationship around the non-verbatim quote.</b></p> <p><b>Mental Health</b></p>	<p>TW</p>	<p>22.10.19</p>
---	---	-----------	-----------------

## Board Meeting in Public

	<p>Still in the planning stages for Q3.</p> <p><b>Hospital Discharge</b></p> <p>Last project to be planned in Autumn 2019.</p>		
<b>7. Action Log</b>	All green actions were approved to be removed.		
<b>8. Public questions not already dealt with</b>	<p>Barbara Smithin (HWSy Volunteer) raised a point in relation to Advocacy awareness to say she had been in a meeting with Voluntary Services North West Surrey and they were not aware of our Advocacy Service.</p> <p><b>Action: LS to follow up with all CVS to ensure new personnel have up to date information relating to Healthwatch Advocacy Services.</b></p>	LS	<b>22.10.19</b>
<b>9. Any other business</b>	<p>The planned meeting with Simon White SCC ASC (1<sup>st</sup> August 2019) was discussed and it was agreed that KS would look at any recent cases from the escalations panel and recent WWH meetings with ASC to be shared with the Board and Simon White ahead of the meeting along with questions around the challenges he faces, what he is doing and how we can help.</p> <p><b>Action: KS to pull together the information ahead of the Simon White meeting.</b></p> <p>Update: Simon White is now unable to make the meeting on 1<sup>st</sup> August a rescheduled meeting will be arranged.</p>	KS	<b>01.08.19</b>
<b>13. Date of next meeting</b>	The next meeting in PUBLIC will take place <b>2-4pm, Tuesday 22<sup>nd</sup> October, Guildford Baptist Church, Millmead, Guildford, GU2 4BB</b>		

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.

<b>Minutes approved by:</b> <b>(please print)</b>	
<b>Signature:</b>	
<b>Date:</b>	