

**Healthwatch Halton Advisory Board (HAB) Meeting
held on Thursday 20 September 2018 1.00 – 3.00 p.m.
St Marie's Church, Lugsdale Road, Halton**

Present:

Kathryn Parker (KP)	HW Halton Chair
Dave Wilson (DW)	HW Halton Manager
Paul Cooke (PC)	HAB Member
Sue Ellison (SE)	HAB Member
Roy Page (RP)	HAB Member
Jane Pritchard (JP)	HAB Member
Aileen Farrer (AF)	ECS Corporate Services Manager (Minutes)

Apologies: Diane McCormick HAB Member

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1.	<u>Introductions</u>	
	Welcome and introductions made. Two members of the public present at the meeting.	
2.	<u>Minutes of the Meeting held on 9 July 2018</u>	
	The Minutes of the Meeting held on 9 July 2018 were agreed as an accurate record.	
	<u>Matters Arising</u> <u>Quoracy</u> – It was previously agreed the target would be to have 10 Advisory Board members, therefore 4 people attending including the Chair would make the meeting quorate. <u>Referrals to ENT</u> – To be dealt with under the Local Issues agenda item.	
3.	<u>Actions from the Meeting held on 9 July 2018</u>	
	The action sheet is updated and attached to the minutes.	
4.	<u>Finance & Staffing</u>	
	The current situation was outlined by Dave Wilson as follows: Dave Wilson Irene Bramwell, Jane Catt Jude Burrows Healthwatch Manager Community Outreach Leads Engagement and Information Lead	

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	<p>The above staffing complement does not include the advocacy staff.</p> <p>The financial situation was outlined, and a query was raised regarding the income/sales targets which was confirmed to members as being income generation. Healthwatch Managers have been targeted with bringing in additional income from commissioned pieces of work. These will be scoped by Healthwatch Halton and will be outside of the agreed work priorities.</p> <p>Board members noted the situation with regard to finance and staffing.</p>	
5.	<u>Healthwatch Halton Work Programme</u>	
	<p>DW tabled a paper outlining work carried out by Healthwatch Halton over the last few months.</p> <p>The three Healthwatch priorities are noted as:</p> <ul style="list-style-type: none"> • <u>Domiciliary Care</u> – There has been a delay to this as the Local Authority are to advise of any questions they would like to be included. This is a follow up piece of work and the Local Authority are sending out a questionnaire to 600+ service users. A meeting is to be arranged to finalise the arrangements. • <u>CAMHS (Thrive)</u> • <u>Care Navigation</u> – This has commenced as a pilot and SE, RP, PC will be invited to meetings. Work is to be scoped and this will tie in with visits to local GPs. The Thrive model was outlined and Healthwatch will be looking to see if it makes sense and the ECS senior researcher has pulled together the background information for the project. <p>Discussion followed on the Woodview Child Development Centre project which continues to evolve, and issues have now been picked up by the media following which there has been a lot of contact to Healthwatch. A meeting has been held with the Deputy Director of Operations of Bridgewater about change plans put in place for Woodview. A full outline of the current situation was given at that meeting and there is a plan in place which will include staffing changes. The service is currently being investigated by the CQC who are looking at the potential to hold a public event for the parents to attend to give service user experience. DW is looking to run a service user group to feed back into the Board. An enhanced surveillance plan is in place from NHS England.</p> <p>Healthwatch continues to update parents involved via social media, e-bulletins and there has been 41 people interested in attending a focus group.</p>	
6.	<u>Performance Updates</u>	
	<p>Performance reports prepared by staff were tabled and outlined. Areas of particular note were recorded as:</p> <ul style="list-style-type: none"> • Jane Catt undertook a visit to Vision Support at which there was a lot of signposting and information given. Healthwatch will now look at themes coming up from the outreach work and will be compiled into a report once the issues with 	

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7.3	<p><u>Feedback from Meetings</u></p> <ul style="list-style-type: none"> GP Federation Meeting – PC advised that there are to be substantial changes to Runcorn practices that HW need to be aware of. This is part of One Halton and it was agreed that KP would pass on any information to the CCG meetings. 	KP
8.	<u>Commissions/Consultancy Projects</u>	
	<p>This item is linked to previous discussion on income generation and covers a range of activities commissioned for anything outside the Healthwatch remit.</p> <p>DW has been in discussion with Bridgewater about the Woodview project and they are interested in holding service user group meetings for parents. Healthwatch would facilitate the bi-monthly meetings and provide information in between meetings to ensure parents remain engaged.</p> <p>If Bridgewater confirm they would like to proceed with this, DW will discuss the proposal with Elizabeth Learoyd Executive Director.</p>	DW
	<p>DW has met with the GP Federation lead about HW undertaking a qualitative patient satisfaction survey of the patients using the extended hours scheme in Halton. Whilst the CCG do carry out the Friends and Family test, they are potentially looking for something that gives them more in-depth information. The timing of the project is to be agreed.</p> <p>Following a query raised it was confirmed that the ECS Cost Model does include expenses for volunteers.</p> <p>Healthwatch would be mindful to comply with GDPR legislation and obtain all the required permissions in advance of any survey being conducted.</p>	
9.	<u>Local Issues</u>	
9.1	<p>Highfields ENT Feedback was given by SE as follows:</p> <ul style="list-style-type: none"> Referral is by GP only, patients cannot self-refer. Service is specifically about ear dressing. Patients are triaged by Highfields for urgency. Contact patient by telephone with appointment date and time. Time for appointment depends on if the patient needs to see a Consultant (2-3 week wait), other wise waiting time is 1-2 weeks. There is a separate area dealing with hearing aids and hearing aid tests to get the level of deafness and pitch level. Very confusing service provision around audiology generally. DW to include information on the website. 	DW
9.2	Dentistry – discussed previously and will be raised at HWBB.	
9.3	Changes to Cancer Care – KP attended a stakeholder meeting at which changes to cancer care were outlined. These are likely to take place over the next 5 years and	

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	<p>leaflets about the changes are available. A cancer hub is to be introduced for the Halton district. The case for change is about having care delivered closer to home. Looking to introduce a process of attending the hub for an initial appointment only if a patient is not having major surgery. This is because at the point of surgery the full extent of the cancer may not be known.</p> <p>KP raised questions of location which will be either Warrington or Whiston. Two Trusts are interested in this and it will be a new build with the siting not centrally located.</p> <p>The centre will cover issues such as financial, emotional and psychological needs. Clatterbridge will still run the service and the hub will be have an ambulatory care unit.</p> <p>Two more stakeholder events are to be held and public engagement will follow in due course. Healthwatch will be involved in the panel looking around the potential sites and more feedback will be given to HAB as further meetings are held.</p> <p>NHS Specialised Commissioning would need to fund the radiotherapy service at the HUB which represents a big investment for them.</p> <p>It was noted that Halton has a high prevalence of cancer and the Healthwatch role will therefore be to ensure there is effective communication with the public by distribution of leaflets and also providing an electronic version which will be included on the website.</p>	
10.	<u>Any Other Business</u>	
10.1	<p><u>Healthwatch Halton Accommodation</u></p> <p>DW advised members that notice has been given on the St Marie's accommodation and Healthwatch will be moving out at the end of November 2018. The decision has been made from a financial perspective as there are savings to be made.</p> <p>Unfortunately, DW found out about the office move from the VCA and Board members expressed disappointment with the way the Healthwatch Manager found out about the move and the lack of respect and communication shown to both the Manager and staff.</p> <p>If prior discussions had been held with the Board then their experience could have enlightened and informed the decision to move out of St Marie's.</p> <p>Board members requested it be minuted that they would like to have knowledge of what properties are being considered and be given an opportunity to put forward their views. There needs to be a balance between costs and services.</p>	
10.2	Jane Pritchard advised of a press release about Woodview which links in to previous discussions.	

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11.	<u>Date and Time of Next Meeting</u>	
	<p>The next meeting is to be held on 15 November 2018.</p> <p>A request was made about moving the timings of future meetings to 10.30 a.m. – 12.30 p.m. as the current time clashes with a stakeholder quality committee that DW has to attend. In order to fully facilitate this request, it was agreed that spotlight meetings would be held on the months where no quality committee is being held.</p> <p>Members agreed to the timing change and revised calendar invitations will be sent out to all HAB Members.</p>	DW
	The Chairman closed the meeting and thanked the Board and members of the public for their attendance.	