

## Minutes of the Annual General Meeting

**Date / Time:** 10th July 2019 14:00-16:00

**Venue:** Old School Hall, Green End Road, Sawtry, Huntingdon PE28 5UY

**Present:** Chair: Val Moore. Directors: Mike Hewins, Nik Patten, Sue Westwood-Bate, Graham Jagger, Saqib Rehman and Susan Mahmood. CEO: Sandie Smith.  
Guarantors: Clive Morton and Victor Lucas.  
Minute taker: Carole Russell,

**Staff in attendance:** Caroline Tyrell-Jones, Graham Lewis, Kate Hales, Heather Lord, Janine Newby-Robson, Rebwar Hussain, Emma Amez, Miranda Knell and Kari Payne.

### Introduction and Apologies

1. The Chair welcomed everyone to the Annual General Meeting and introduced the stalls who were in attendance. **Apologies** were noted from Directors Frances Dewhurst, Margaret Robinson and Jonathan Wells.

### Minutes of the AGM on 18<sup>th</sup> July 2018

2. The Board approved the Minutes as an accurate record.

### Retirement of Director

3. Mike Hewins retired from the Board after his second term of three years. The Chair thanked him for his valued contribution and presented him with leaving gifts. Mike will be staying on as a volunteer with Healthwatch.

### Register of Interests

4. All updates were included in the papers except SWB who gave a verbal update of changes. The copy on the website is accurate.
5. The Chair reviewed declared interests and is satisfied that these are suitable declared and appropriately managed to avoid conflict with decisions and responsibilities undertaken in the course of performing duties for Healthwatch Cambridgeshire and Peterborough.

### Approval of Accounts and Appointment of Auditor

6. The Financial Statements for the period 1 April 2018 to 31 March 2019 were prepared by Prentis & Co LLP.
7. SS reported that the opinion from the auditor is that the accounts are true and fair, properly prepared and in accordance with the Companies Act 2006.
8. The Board approved the Statements and authorised the Chair to sign them as a true record.
9. The Board Prentis & Co LLP as auditor for 2019/20.

### Annual Report

10. SS thanked Angie Ridley and the team for the Annual Report of Healthwatch Cambridgeshire and Peterborough during 2018/19 which we are required to publish by 30<sup>th</sup> June each year.
11. A copy of the Annual report was given to everyone on arrival at the AGM, so SS was able to draw attention to sections for discussion. SS commented that we are pleased to have been able to include a Welcome from Healthwatch England's new Chair Sir Robert Francis who is actively engaging with local Healthwatch and MPs.
12. Our engagement team have been very busy and have spoken to over 5,000 people at events across the county. These include the Rose Fair in Wisbech, Patient Participation Groups, Women's Institute and Mums and toddlers' groups among many others. SS thanked our staff and volunteers who are essential for this work to continue.
13. We are delighted to have set up a new Health and Care Forum in Fenland. A Community forum for Greater Cambridge is planned for later this year.
14. Some of the improvements we have helped bring about include:
  - Access to dentists, particularly in Peterborough and Wisbech
  - Work with Clare Lodge to improve the advocacy time for vulnerable women
  - work to improve information for people who have been barred from their GP practices.
15. A Member of the public commented that the Accessible information as standard is not used widely by GPs. SS responded that we are working with CCG to improve compliance through contract management. Emma Tiffin (CCG) responded that they are aware that the Learning Disabilities services information needs to be in Easy Read format.
16. VL (Guarantor) commented that it is good to see successes in the Annual Report, he asked if there had been any areas of frustration? SS responded that the most frustrating is that the system is not joined up

and often it's difficult to know who to talk to in order to gain change.

17. A Member of the public commented that there is sometimes duplication in the communication around appointments. VM responded that we have noted this general theme and that we have heard that a many people would be happy to receive digital information rather than letters. VM encouraged people to send in specific examples so we can influence change.
18. The Board congratulated the team and noted the achievements of Healthwatch Cambridgeshire and Peterborough during 2018/19.

### **Time to Change Employer Pledge**

19. VM introduced the commitment by Healthwatch Cambridgeshire and Peterborough to help break the silence and end the stigma around mental health by the signing of this employer pledge. Time to Change is England's biggest programme to challenge mental health stigma and discrimination, run by the charities Mind and Rethink Mental Illness.
20. VM advised that in order to sign the pledge we have submitted an action plan detailing what we will do, including:
  - Identifying a member of staff to be an Employee Champion
  - Regularly reviewing our policies to ensure the organisation is meeting best practice standards and utilising all available resources
  - Commissioning a bespoke in-house training course for managers
  - Mental wellbeing items on our team meeting agendas and invite our Director mental health champion to run a workshop
  - Both our Champions will work together to make sure we are doing what we have promised to do.
21. VM then signed the Time to Change Employer pledge.

### **Access to mental health services**

22. VM introduced the theme of mental health for our AGM, explaining that Healthwatch are concerned about this, so have worked with other organisations, SUN and Rethink, to gather stories and present the evidence to people making the decisions about care. VM advised that we have written to CPFT and CCG. We must work hard with others to keep access to mental health services on everyone's agenda.
23. VM introduced the panel:
  - Dr Emma Tiffin, Cambridge GP, Media Medic and Cambridgeshire and Peterborough CCG Adult Clinical Mental Health Lead
  - Lois Sidney from SUN Network Cambridge which works with adults using mental health/drug and alcohol services to get their voice heard and respected
  - Bex Ward-Turner, expert by experience

- Aly Anderson CEO of CPSL Mind, the mental health charity for Cambridgeshire, Peterborough and South Lincolnshire
- Dr Cathy Walsh, deputy medical director at Cambridgeshire and Peterborough NHS Foundation Trust (CPFT).

24. VM invited each panel member to give their perspective on what's going well and what needs improving.

Emma Tiffin highlighted the improvements made to crisis care. Three years ago, we had just a handful of staff. Now we have two sanctuaries in Cambridge and Peterborough for people in crisis to take time out. We also have mental health people in police control rooms. Emma was concerned about capacity and not enough staff in core mental health services. But she said there is light at the end of the tunnel as we are waiting to hear about extra money to help boost capacity.

Lois Sidney highlighted the lack of funds for mental health services although welcomed the extra funding to help boost capacity. At the moment the services have gaps which means some people bounce between levels of service and others end up not accessing any service at all.

Bex Ward-Turner gave an outline of her personal experiences since the age of 11 and the services that she has used through the years. She highlighted the initial crisis line as excellent but then the difficulty of no service available as secondary care with little support after.

Aly Anderson said a louder voice for people accessing services is needed. Aly said there had been a massive shift in the way organisations are working together and in collaboration between statutory organisations and the voluntary sector. However, she said she worried about broader issues such as impact of division, discrimination and disconnectedness, so thinks we need to connect ourselves personally with our communities. She announced that CPSL Mind is introducing new community-based wellbeing support called the Good Life Service starting in September, with peer support at its heart.

Cathy Walsh highlighted the region's First Response Service with 24-hour access to mental health care, advice and support. However, she worries about maintaining service quality in the face of growing demand and the moral distress of staff working in challenging acute hospital sector. Cathy said 75% of adult mental ill health starts before the age of 24 and 50% of that is before the age of 14. Early intervention is vital. She also highlighted the planned £300m East of England children and young people's hospital will combine young patients' mental and physical health care -which she said was a hugely innovative approach.

25. GJ noted that workforce is a big concern and asked how this is being addressed. CW responded and agreed it is a concern with the need for staff to do their job without stress in order to attract new staff - jobs need to look reasonable to work in. CW suggested that there is a need to be creative in combining services and perhaps approaching people with lived experiences to assist with support and 'hand-holding'.
26. A member of the public asked what is being done to support staff experiencing 'burn-out'. CW responded and told of a system of working 'with 2 hats' and a strategy within STP of wellbeing with walking meetings. There is also now a confidential service for GPs to keep them safe and working.
27. SWB asked how to support people who are not well enough for crisis support but are too ill to live life in their community. AA responded that there are now community-wide groups commissioned by local councils and the new Good Life service will be available from September. AA commented that their view is the everybody has value, skills and talents to be connected in the community. They are looking at what is strong rather than what is wrong in going forward. Peer support is really important and is part of the approach. ET commented that a recovery skillset and additional peer support workers at different levels will help to enable a better life.
28. Kate Blackman, Care Network, mentioned a new service called Social Prescribing and asked what this is. SS responded that each of the new Primary Care Networks will have a person who helps people link to the wider support available.
29. A member of the public asked where a young person who is looking after a person with mental health issues can go to? A stallholder responded that CHUMs and Centre 33 can both help the young person. CW then responded that in addition to these organisations she would expect this need to be picked up by the service dealing with the adult with mental issues. ET commented that there is a website called [www.keepyourhead.com](http://www.keepyourhead.com) which the young person would find useful. Another member of the public commented that the young carers services do help with these situations to support them.
30. EA asked if the Good Life Service is available right across the county? AA responded that it is and although it is very new it is growing. At the moment is mainly in Peterborough and Cambridge but is moving into cafes across the county and is for over 18-year olds.
31. A member of the public commented that she had heard no mention of dementia in our discussions even though it is now being diagnosed in younger people. SS responded we would keep this in mind.

32. VM thanked the panel and asked if they had any requests of Healthwatch?

Emma Tiffin commented that they appreciate the patient feedback so please could Healthwatch continue to collect this.

Lois Sidney said that they at SUN network appreciate our close working relationship.

Bex Ward-Taylor asked that we are honest and keep feeding back.

Aly Anderson commented that we need diversity of opinions and making sure that people who find it difficult to be heard are given a voice

Cathy Walsh said that they need the feedback and open dialogue with Healthwatch and also appreciate new ideas.

#### **Close of AGM**

33. Val Moore thanked everyone for attending and closed the Annual General Meeting at 3.45. An invitation was extended for everyone to network and visit each of the stalls and also to stay on for the Board meeting after a short recess.

