

Minutes of the Board Meeting

Date / Time: 3rd May 2017 19:00-21:00

Venue: Orchard Park Community Centre, Central Avenue,
CAMBRIDGE, CB4 2EZ

Present: Val Moore - Chair
Directors: Frances Dewhurst (FD), Mike Hewins (MH), Sue Westwood-Bate (SWB), Graham Jagger (GJ), Ruth McCallum (RM), Gordon Smith (GS), Jonathan Wells (JW), Margaret Robinson (MR), Victor Lucas (Guarantor)

Trisha Napier, Minute Taker

Staff in attendance: Sandie Smith, CEO (SS),
Angela Burrows COO Peterborough (AB)
Kate Hales (Co-ordinator, Cambridgeshire), Heather Lord (HL) (Information and Signposting, Peterborough), Julie McNeill (JM) (Information Manager, Cambridgeshire), Janine Newby-Robson (Engagement Worker, Cambridgeshire)

2 Introductions and Apologies

2.1 VM welcomed everyone to the first Board meeting of Healthwatch Cambridgeshire and Peterborough. The Directors from Healthwatch Cambridgeshire and Healthwatch Peterborough have come together to form one Board. Peterborough Directors' appointments will be officially ratified at the AGM in July 2017.

2.2 Apologies noted from Susan Mahmoud, Nik Patten and Nicky Hampshaw.

3 Election guidance

3.1 VM informed the meeting that Healthwatch England had provided guidance relating to the local and general election periods.

SS explained that the IVF Consultations are being put on hold during this period. The Healthwatch report of the Children and Young People work focussing on emotional wellbeing was discussed, concluding the report on this work could be published in a timely manner.

SWB asked for guidance in relation to a meeting regarding the provision of primary care in communities.

4 Declarations of Interest

- 4.1 GJ is Lead Governor of the Council of Governors for Papworth Hospital NHS Foundation Trust.

5 Minutes of Previous Meeting 15th March 2017

- 5.1 Approved following the amendment of section 9.1 - to now read “high quality of care”.

Action: To amend section 9.1 as above.

6 Action Log

- 6.1 VM told the meeting that David Astley, who spoke at the last meeting about the Sustainable Transformation Programme (STP), had left his post. The STP Executive are reviewing the governance structure.

- 10.5 Pause implementation due to merger
- 5.1 Tongue tie: Completed - reported in Annual Work Programme Summary
- 9.4 Safeguarding: all policies review paused due to merger
- 7.6 Patient Participation Groups: This is now reported in the Joint Work Programme. It was agreed to be marked as complete.

There were no further outstanding actions.

7 Chair’s Report

- 7.1 VM informed the Board that she had included in her report an annual review of Care Quality Commission (CQC) ratings for local providers including general practice.

Tables 1 and 2 only show data from Cambridgeshire.

VM thanked everyone who participated in the work towards the bringing together of Cambridgeshire and Peterborough Healthwatch.

- 7.2 Questions:

- JW pointed out that of the ratings of NHS Trusts, the Ambulance Service looked the weakest and got assurance from SS that the various Healthwatch that relate to the Ambulance Trust liaise appropriately.

SS explained that Healthwatch Cambridgeshire and Peterborough work with Healthwatch Suffolk, the lead Healthwatch on this subject, adding that there are eleven CCGs within the area that the East of England Ambulance Service NHS Foundation Trust (EEAST) covers. East Suffolk CCG is the lead commissioner for this provision.

- RM asked that it be noted not to underestimate the amount of work the Chair has completed toward the merger.
- FD commented that the CQC ratings regarding ‘safety’ in the report were a concern, asking why it was difficult to achieve, and ‘what is safety’?

There was a discussion on inspections, and that concern regarding safety could relate to staffing levels.

7.3 It was concluded that:

- SS and AB attend CCG Quality Outcomes and Performance Committee where safety is monitored
- The public should be encouraged by Healthwatch to look at the whole report from the CQC, not just the ratings
- In future, this annual CQC summary will include dates of last CQC report
- Trusts will be publishing their Quality Accounts in the coming months, another opportunity to point the public to quality and safety information.

Action:

SWB to circulate King’s Fund ‘Organising care at the frontline in the NHS.’

7.4 JM commented that the CQC are keen to work with local Healthwatch and that improvements have been made. Advance notice given to Local Healthwatch about inspections could improve, and also the quality of their accessible information. HL added that it was important to look at outstanding ratings and what good practice could be shared.

The Chair’s report was noted.

8 Governance Document

8.1 SS presented the document explaining that this sets out the details of how the Healthwatch Cambridgeshire and Peterborough Articles of Association work in practice.

8.2 VM said that there are guarantor’s and commissioners’ points that need to be amended before it is published on the website.

8.3 VM asked the Board to:

- approve the Governance document pending amendments
- approve amendments by email
- agree the document be published on the website

The Board approved the Governance Document noting the above points.

9. Chief Executive Officer Report (Cambridgeshire)

9.1 Discharge Charter:

Cambridge University Hospitals NHS Foundation Trust (CUH) and the North West Anglia NHS Foundation Trust have indicated their support for the Charter. Healthwatch Cambridgeshire and Peterborough will apply to the CCG for funding to enable the patient and carer information to be rolled out.

9.2 Performance Indicators:

The graphs show that there have been 800 activity experiences reported to Healthwatch, which is twice as many as the previous year. 133 events were attended by Healthwatch Cambridgeshire team and they spoke to almost 4,000 people.

9.3 SS advised that the Tongue-tie report has been submitted to the CCG.

9.4 Questions:

- SWB asked that her thanks be passed to the Healthwatch Cambridgeshire team as this is important not only for babies and breastfeeding, but also for the mental wellbeing of the mother. She added that clarification is still needed as to how families access the tongue-tie services.
- VM referred to the positive impact of Healthwatch Cambridgeshire's work in the health economy including the collapse of the Uniting Care project and the Hinchingsbrooke and Peterborough and Stamford hospitals merger.
- GS asked about contact with children and young people as he is aware that this is a difficult group to engage with. SS explained that Healthwatch Cambridgeshire and Peterborough had been commissioned by the CCG to do this work. It has been challenging to work with some very vulnerable young people - some focus groups have consisted of 8 or 9 people and some 3 or 4. A report will be published in the near future.

The Board noted the CEO report.

Victor Lucas left the meeting.

10. Chief Operating Officer Report (Peterborough)

10.1 AB told the Board that it had been difficult to establish long-term priorities due to the situation in which Healthwatch Peterborough had been.

10.2 The Cardiology Services project surveyed 100 people attending the cardiology department at Peterborough City Hospital. Travelling distances

were a high concern with patients contemplating treatment and follow-up at Papworth hospital, preferring to have treatment at PCH if available.

- 10.3 Prisoner Engagement Project had proved a success with four serving prisoners being trained with the skills and knowledge to act as wellbeing representatives with other prisoners. It had received national publicity.
- 10.4 Wellbeing Centre. Since launch of a new Centre there was an increase in usage from 12 attendees per month to 500.
- 10.5 HealthAware was an important part of Healthwatch Peterborough's work regarding communications. This is produced for the Patient Participant Groups (PPG) and is sent monthly to the PPGs highlighting upcoming health awareness days or weeks, with links to resources.
- 10.6 A new feedback website has been developed. AB added that the CCG and care homes have had an input into the compilation.
- 10.7 Engagement and Signposting has proved difficult with the number of new and emerging communities.
- 10.8 Questions:
 - VM asked about the E-news survey response. AB said that approximately 50% of subscribers replied to the survey with only 30% replying to specific questions and not the full survey. It has now been sent to local Councillors.
 - SS referred to HealthAware and said that it had been difficult in Cambridgeshire to find PPGs to work with.

The Board noted the COO report.

11. Interim Joint Work Programme

- 11.1 SS explained that a pragmatic approach had been taken as both predecessor Healthwatch worked differently.
 - RM congratulated SS and AB.
 - JW asked SS if there is a long-term plan? SS confirmed that there is a three-year plan and Healthwatch Cambridgeshire was already two years into it. There is a need to update the Strategic Plan considering the merger.
 - MH suggested that everyone look at what Healthwatch was previously done and learn from each other, producing a fresh look - especially regarding impact.

- SWB asked if a copy of the Director of Public Health Report could be available for the combined Board and Staff meeting in June.

The Board noted the Joint Work Programme.

12 Finance Report

- 12.1 SS presented the report explaining that this is a joint budget using the headings of the previous Healthwatch Cambridgeshire system.
- 12.2 There is increased income generation following the regional Healthwatch conference and money received from the CCG for the young people's mental health work. Healthwatch Cambridgeshire have received half of this payment with the other half due this financial year. Increased expenditure as previously agreed by the Board.
- 12.3 Healthwatch Cambridgeshire had in March awarded staff a 1% inflationary pay rise.
- 12.4 Questions:
- FD asked what the basis was for the difference between the two organisations as the figures appeared disproportionate and some Peterborough costs proportionally high - e.g. mobile phone costs.

AB explained that as HWP was hosted there was not the financial detail to produce accurate break down by headings. Therefore, most of these had been estimated. The accommodation/rent figure for Peterborough's offices will reduce following the move.

VM stressed that the budget be reviewed when the new categories are decided.

The Board noted the Finance Report and combined budget with the understanding of a review in upcoming months.

The Board approved a 1% pay rise for Healthwatch Peterborough staff.

13 Public Questions

There were no submitted questions.

The Chair closed the meeting at 8.45pm thanking everyone for attending.

Date/venue of next Meeting:

5th July 2017 AGM 7pm, Town Hall, Market Hill, Huntingdon, PE29 3PJ.