

Healthwatch Bristol Advisory Group Meeting

Thursday 14 April 2016

The Vassall Centre

Present

Suaad Walker	Equality Lead Volunteer
Francis Hawthorne	Support, Empower, Advocate, Promote (SEAP)
Bridget Dowling	Care and Repair Champion
Gillian Seward	Bristol Older People's Forum
Dave Elson	Bristol Older People's Forum
Pat Foster	The Care Forum, General Manager
Ellen Devine	The Care Forum, Healthwatch Bristol Project Co-ordinator
Simon Bailey	The Care Forum, Research and Evaluation Officer
June Aland	The Care Forum, Note taker

Apologies

Daphne Branchflower	
Tara Mistry	Clinical Commissioning Group Lay Member for PPI
Debbie Charman,	The Carers Support Centre (representing Keith Sinclair)
Justin Charnock	Home Instead Senior Care
Tom Renhard	

Dave Elson asked to be registered for Access to Services for Deaf and Hard of Hearing People event on 27 April and for all information to be sent to him in hard copy and provided his address for this.

Action: Healthwatch (Hw)

Follow up: Ellen contacted TCF events team and asked for these actions to be completed.

Public submission

There was none.

'Better Cared' project update

Simon explained that the website holds research and consultation data in Bristol. The pilot phase of the project is coming to an end and a report will be sent to the 'Better Cared' board.

The project will be rolled out to adult health and social care and he is going to engagement teams to upload links for snapshots of information.

Minutes of the last meeting

Suaad has sent her amendments to Pat. Otherwise the minutes of the meeting held on Wednesday 20 January were agreed as a true record.

Matters arising

Wheelchair Charter: Amanda was to have resent the details of the client. Frances will do this.

Action: Frances

Equality Delivery System: This has been received from Public Health but not the Avon and Wiltshire Partnership (AWP) or University Hospitals Bristol (UHB).

Action: Ellen

Follow up: Ellen shared this information with Joni Lloyd and asked for follow up information.

AWP now want local meetings as a lot of people did not go to the meetings held in Chippenham.

Neighbourhood Partnerships Conference: The plan resulting from the conference has not yet been received. Pat will follow this up.

Action: Pat

Project proposals: Ellen went to the Clinical Commissioning Group's Cancer Steering Group in February.

The topic for the Hw March Bristol Community Radio programme was womens' cancers. NBT do a prostate cancer day every year working with a prostate cancer charity.

The Bristol Men and Boys' Forum are holding an event on 19 April from 10 am to 1pm at the Vassall's Centre.

The Bristol Independent Mental Health Network (BIMHN) have been invited to join the Advisory group and Ellen is awaiting their answer.

Mental health: Pat has a report from the AWP and 6 area Hw meeting on 28 January. AWP have a Trust Wide Involvement Group (TWIG) but they did not engage with service users. It is being reconfigured with a local group.

UHB Governor: Suaad has decided not to take up the invitation to stand for this position but will attend the meetings.

Homelessness Board: Claire Littlejohn is working with them.

New Advisory Group members/role description

Ellen explained the circulated role description of a co-opted member. Suaad proposed its acceptance by the group and Pat seconded this. The group agreed.

Quarter 3 Feedback Feed Forward Report

Pat reported that there had been 601 comments. Of these 147 were giving praise to excellent services from staff; 68 said access to services is difficult; 48 said staff were inattentive; 31 said information on access to services is not readily available; 25 were waiting for appointments for too long and 6 commented on the language translation service. Hw uses these themes to decide on further/future work.

Work plane update/Quarter 1 theme

Transformation plan: Bristol and South Gloucestershire have some money to use for eating disorders. There will be a Young People's 'Freedom of Mind' Event later this year.

The Children and Young People's Voice Network is made up of people who work with young people around emotional health and resilience.

Re commissioning IAPT: The consultation phase has ended and Commissioners are now putting together their plans.

Carers: This will include young carers.

Enter and View (E&V): A programme of visits needs to be planned. Suaad added that she does PLACE work at UHB and is going to do the '15 Step Challenge'. Gillian commented that the service at the Eye Hospital is not good. Ellen said that it is a regional centre for eye services. She will be sending out the E&V reports. Southmead Hospital had improved on the second E&V visit and is open to suggestions for improvement. Pat added that the Hw findings had fed into the Care Quality Commission's inspection there. Ellen went on to say that Gill Brook is the new Public and Patient Involvement (PPI) Lead and she will ask her to contact the Bristol Older People's Forum (BOPF).

Action: Ellen

Follow up: Ellen has contacted Gill Brook and told her about the BOPF.

Follow up: As the group expressed its support for an E&V visit to Bristol Eye Hospital, Ellen shared this information with Joni Lloyd.

Safeguarding: The shadow Safeguarding Board has approached Hw to gather the views of Children and Young People (C&YP).

Recommissioning of Children's Community Health Services: The Riverside paper was circulated and Riverside will be added to the Actions list.

NHS England Sustainable and Transformation Plan: Sustainable should read Sustainability. The first drafts of the Five Year Forward plans need to be submitted in June.

The Hw theme for April to June 2016 is Gender and Health. The group asked for cardiac health and AAA screening to be included in the Hw quarter 1 topic work on Gender and Health.

Follow up: Ellen produced information about AAA screening and arranged for it to be shared via Hw Bristol social media and the May e-bulletin.

Gillian will ask James to send information to Ellen.

Action: Gillian

Suggestions for quarters 2, 3 and 4 included: Culture and Health (2); Age and Health (3); Society, Environment and Health (4).

Dave asked about prisoner's health and Pat said that Hw is already looking at this. He went on to say that many Armed Forces personnel have mental health problems on leaving service and lots have gone to Least Intervention First Time (LIFT) Psychology. Pat replied that this is something the Men and Boys' Forum may be looking at and Frances added that SEAP has done a pilot project.

Community Engagement update

Ellen explained the plans as per the circulated papers. The consultation on access to services with the deafened and deaf community will take place on 27 April from 6 to 8.30 pm at the Vassall Centre.

Feedback from the Health and Wellbeing Board meeting

Ellen's paper was circulated.

Any other business

Retendering of Community Support Services: Debbie Charman has indicated that the Carers Support Centre has concerns about this and Hw engagement would be helpful. Ellen said that Hw is waiting on the service specifications.

The Children's Bowel and Bladder Cancer (ERIC): This has achieved royal recognition with the visit of Her Royal Highness Anne, the Princess Royal.

Letter to Morgan Daly, interim CEO at TCF from the Chair of the Bristol CCG: This was circulated and Pat read it out.

The procurement of Children's Community Health Services within the Bristol, North Somerset and South Gloucestershire areas: The paper was circulated and Ellen added that the Hw C&YP participants had contributed to this process.

The Well Aware signposting conference report: This was tabled and Pat will email it to Gillian.

Action: Pat

Physical and Sensory impairment meeting: Suaad reported that this was a workshop where the attendees had a high proportion of impairment. The priorities are:

1. Making Bristol an accessible city.
2. Cultural shift – to understand what impairment means to people who are suffering.
3. Finding a good personal assistant and managing the funding.
4. Process issues – official organisations take time to adjust to how to help people.

Suaad will write up a report and send it in to Hw.

Action: Suaad

Bristol Older People's Forum: Gillian said that the CQC will be at their next meeting at 2 pm on 21 April at BOPF's premises.

TCF CEO: Pat said that Vicki Morris has been appointed. She is currently serving out her notice as CEO of Knowle Health Park and will be joining TCF at the end of June.

Dates of the next meetings

Open meeting, Monday 13 June 2016 from 6 to 8 pm at the Vassall Centre
Advisory group, Thursday 21 July 2016 from 2 to 4 pm at the Vassall Centre
Open meeting, Thursday 8 September 2016 from 10 am to 12 pm
Advisory group, Friday 21 October 2016 from 10 am to 12 pm
Open meeting, Tuesday 13 December 2016 from 2 to 4 pm

