

Healthwatch Bristol Advisory Group Meeting

Wednesday 20 January 2016

The Vassall Centre

Present

Suaad Walker	Equality Lead Volunteer
Tara Mistry	Clinical Commissioning Group Lay Member for PPI
Pete Tiley	Support, Empower, Advocate, Promote (SEAP)
Daphne Branchflower	
Pat Foster	The Care Forum, General Manager
Ellen Devine	The Care Forum, Healthwatch Bristol Project Co-ordinator
June Aland	The Care Forum, Note taker

Apologies

Tom Renhard	
Debbie Charman,	The Carers Support Centre (representing Keith Sinclair)
Tom Cassidy	
Justin Charnock	Home Instead Senior Care

Pat announced that Healthwatch (Hw) Bristol is funded for April 2016 to March 2017. The Interim Chief Executive Officer (CEO) for The Care Forum (TCF) is Morgan Daly. TCF's Board of Trustees are currently evaluating the job description for re-advertisement.

Tara said that recently she had been to a national event where she had heard that the Hw England CEO has moved on and that their Chair, Anna Bradley, has stepped down. She had also heard that Hw has become part of the Care Quality Commission (CQC). Pat replied Hw has always been part of the CQC. They use Hw Enter and View (E&V) visit reports to inform their inspection visits to settings. She added that under the new people, Hw England will re-look at how it is developing.

Minutes of the last meeting

Amendment: Page 4: Work plan update: The second paragraph should begin *Mental* not Metal. Otherwise the minutes of the meeting held on Wednesday 25 November 2015 were agreed as a true record.

Matters arising

Choose and book system: Pat has raised the difficulties experienced using this system and the wording of the values with Kat Tucker of the Clinical Commissioning Group (CCG) who is looking at it.

Wheelchair Charter: Amanda was to have resent the details of the client. Pete will chase this up.

Action: Pete

Ellen meeting with Sue Brazendale from VOSCUR: Sue had cancelled the meeting and it has been re-scheduled.

Carers parking chargers: This has been discussed at the Health and Wellbeing Board.

Independent Living Fund: Laura Welty from Disability Rights UK will write a paper about this. Suaad commented that the Personal Independence Payment (PIP) has caused major problems for those with disabilities.

Working with Patient Participation Groups (PPG): Claire Littlejohn is planning to hold a conference in late summer or early autumn when community navigators are embedded in GP surgeries.

Enter and View: Suaad has been asked to take part in PLACE visits to NHS Trusts.

Equality Delivery System: The next volunteer meeting for this is due to take place in February.

Neighbourhood Partnerships Conference: Pat said that health will be a thread for Hw to pick up on. The plan resulting from the conference has not yet been received. Pat will contact Gemma Dando about it.

Action: Pat

Commissioning intentions: Key programme areas for 2016/17: The responses to the questions Hw had raised were:

- Planned Care: The, possible, parents/patient typing error: it should read patient.
- Individual Living Fund Requests: Do the lower cost procurement options mean a reduction in requests being funded? Lower cost procurement options refers to testing whether the same quality care can be provided in a different setting but for a lower cost e.g. provided in a community setting.
- Compliance Aids: Compliance aids are devices that help patients to take their medicines, commonly known as a 'dosette box'. These separate tablets out into days of the week and times of the day to make it simpler for the patient.

Open Meeting

Suaad asked if a reply had been received to the following questions asked at the meeting.

Q: How does the Care Act relate to ill children in hospital?

How does the Care Act relate to looked after children?

How does the Care Act impact on those who use personal assistants?

A: We do not have the answers to this and will take them back to our colleagues.

Pat replied that she will ask Claire Littlejohn about this.

Action: Pat

Public Submission

There was none.

Project Proposals

There was a verbal one from Pat: The Bristol Men and Boy's Forum had received £2,000 for men's training which did not take place. The Forum has asked the Advisory Group to agree to it being used to fund a conference which take place on Tuesday 19 April. Pete asked that the Forum be requested to write to Hw to say how the money will be spent and listing the outcome(s) to be achieved as well as reporting back. The group agreed to the proposal. Pat will rewrite the appropriate paperwork and ask the Forum for a document as per Pete's suggestions.

Action: Pat

The following had been circulated

Healthwatch Community Pot:

Hw Partnership with Bristol Community Radio (BCfm): This expenditure (£1.75K) was agreed. Pete asked that there should be a report back and Ellen will arrange this.

Action Ellen

Project proposals

1: Did you know? Which service to use and when: Ellen talked through the paper and explained that the project is about making it clearer where people can get services. Pete added that the Bristol Health Partners are working on a similar theme of access to services.

2: Advisory Group co-opted members: Suaad asked about homelessness and Pat replied that Kervon has just completed a report on this. Suaad then asked about Gypsies and Travellers and Pat replied there is no longer a worker in post but Hw attends the West of England meetings which discusses Traveller Health. She added that The Hw Bristol Contract Manager would like to see the Advisory Group widened out. Ellen said that this could lead to closer working.

Tom Renhard had sent an email agreeing that co-opting is a good idea but warning of the danger of conflicts of interest (he is a member of one of the groups listed). Ellen said that the next step would be to send out letters to invite co-optees to join. She will do this if the proposal is agreed.

Action: Ellen

Suaad will send Bristol Partnership information to Ellen.

Action Suaad

3: Joining up Patient and Public Involvement (PPI): Ellen said that the Mayoral elections in May are delaying the Health and Wellbeing Strategy and the Joint Strategic Needs Assessment (JSNA) team is bedding in so this proposal is on hold for now.

4: Hw Bristol Advisory Group – shaping our future event: Tara asked if there is the possibility of asking new people. Tom Renhard's email said that this is a great idea

and asked when it might happen. Ellen will speak to Claire L and Nikki about these points.

Action: Ellen

The group agreed to go ahead with proposals 1 and 2 this quarter and proposals 3 and 4 should be looked at for the next quarter.

Access to Services and Equality

Ellen talked through the circulated paper. Pat added that there is a Royal National Institute for the Blind report on people's experiences. She will send a copy of it to Tara.

Action: Pat

Work plan update / Quarter 4 theme Access to services and equality

Cancer: Ellen is going to a CCG steering group meeting in February and will feed back.

Action: Ellen

Mental health: There will be an AWP and 6 area Hw meeting on 28 January and Pat will feed back on this.

Action: Pat

IAPT: Suaad will send the IAPT feedback to Pat.

Action: Suaad

Carers: What to do on this for 2016/17 needs to be planned.

Enter and View: The E&V visit to the BRI discharge lounge will now probably take place in January/February 2016. The Callington Road Hospital E&V report will be ready in January/February 2016.

Personal Health budgets: There is a Bristol CCG briefing paper. Pat will look at the CCG website re: the local offer as well as talk to the CCG about putting something simple on the Hw website about that and e.g. the consultation.

Action: Pat

Suaad added that this item has links with two of the project proposals and Tara suggested working with VOSCUR as well.

Equality Delivery System: Only AWP and NBT have submitted these. There has been none from e.g. SWAFT and UHB. No one person in UHB has responsibility for the EDS. Is it something the CQC asks for on an E&V visit? Ellen will raise these points in her meeting with the CQC.

Action: Ellen

Safeguarding: Pat has a place on the Adults Safeguarding Board.

Community Engagement update

Amendment: General Public: Measure of success 2015: Qtr 1 should read 2.

Health and Wellbeing Board meeting 16 December

Amendment: The document heading should say *December* not October, meeting.

Ellen led the group through the circulated paper.

Any other business

NHS Five Year Forward View: Pat talked through the simplified version of the action plan.

Other papers had been circulated for information.

Suaad has been invited to stand as a Governor for UHB and has been accepted to be on the Physical and Sensory Impairment Board as well as being invited to take part in PLACE visits to NHS Trusts. She will tell Nikki about these so that her records can be updated.

Action Suaad

Daphne is on the Learning Difficulties and Mental Health Advisory Board.

Tara suggested that Dental Health might be put on the work plan and/or added to Ellen's proposal as people often struggle to get an appointment.

Dates of the next meetings

Tuesday 8 March from 10 am to 12pm at The Park Opportunity Centre, Knowle
(Open meeting) – Apologies: Pat

Thursday 14 April from 2 to 4 pm at the Vassall Centre – Apologies: Daphne and Tara.