

**Healthwatch North Somerset Directors Meeting**

**Tuesday 8<sup>th</sup> December 2015**

**at**

**Yatton Methodist Church, High Street, Yatton, BS49 4DW  
2-4pm**

**MINUTES**

**Present:**

Georgie Bigg (GB) [Chair]  
Dick Whittington (DW) [Treasurer]  
Celia Henshall (CH)  
Craig Eddy (CE)  
Joanna Pritchett (JP)

**In attendance:**

Eileen Jacques (EJ) (Chief Officer)  
Janice Walsh (Operations Coordinator Healthwatch North Somerset)  
Shaun Fitzpatrick (SF – North Somerset Council)  
John Gowar (JG)  
Mary Adams (North Somerset CCG) (MA)  
David Greenwood (DG)  
Mike Lyall (ML)  
Anne Hawkings (AH)  
Tony Hawkings (TH)

## 01-15 **Apologies for Absence**

Apologies were received from:

Tim Evans  
Lance Allen  
Margaret Blackmore  
Martin Lynch  
Paul Quest  
Rosemary Dowie  
Mandy Averill

## 02-15 **Declarations of Interest**

None stated.

## 03-15 **Public Participation**

JG raised concerns regarding the Healthwatch North Somerset Confidentiality Policy, which he is too restrictive for a volunteer. He considers that the document should be revised. GB suggested that if JG would like to look at coming up with something that he feels more appropriate the Board would give it consideration.

JG enquired how HWNS ensures intelligence is included in the CCG quality report.

DW suggested all Directors should access the report. Suggests provide link via email.

**ACTION 1 - GB to email link to Directors**

## 04-15 **Minutes of Meeting 11<sup>th</sup> August 2015**

The minutes of the meeting of 11<sup>th</sup> August were checked for:-

- 4.1 For accuracy
- 4.2 For matters arising
- 4.3 Outcome of actions

The minutes were agreed as a correct record.

The single action from the previous meeting was as follows:

**Action 2: Confidentiality Policy**

This was discussed further and will be carried forward.

## **05-15 Finance Report**

DW reported that figures of performance against budget were as expected, and underspend in the financial year is expected to be £1000 under budget. Consideration of alternative office accommodation has been made. The Board and team have decided to remain with current premises but will continue to look at the market until March 2016 when a final decision will be made. It was clarified with EJ that Central Ward funding will be spent this financial year.

DW explained that the accounts will be on Charity Commission website and on HWNS website shortly.

## **06-15 Director Resignation and Co-option**

GB explained that Graham Briscoe and Michelle Burnett have stood down as Board Members.

GB welcomed Joanna Pritchett as a proposed member of the Board of Directors. Joanna gave a brief biography.

GB proposed that Joanna be co-opted onto the Board of Directors. CH seconded proposal. All were in agreement.

GB formally welcomed Joanna to the Board.

## **07-15 Healthwatch England Report**

EJ provided a summary of the Healthwatch England Annual Report 2014-2015. DW commented that it was a very good report. EJ gave overview of link between local Healthwatch and Healthwatch England.

Healthwatch North Somerset (HWNS) is looking to hold a public meeting on social care on the 9<sup>th</sup> February 2016 ahead of next Public Board Meeting on the same day.

## **08-15 Healthwatch North Somerset Hospitals Report January – August 2015**

EJ provided a summary of the report Parking came out as significant issue. Currently there are really positive responses to HWNS recommendations from the Bristol Royal Infirmary and Weston General Hospital. None from Southmead Hospital as yet but will keep trying. CH suggested that HW England may need to get involved. GB mentioned that CQC inspection of Southmead is imminent. CH asked if positive responses are made public EJ advised that there are plans to add this information to the website.

DW asked if other local HW have success in obtaining responses from Southmead.

GB suggested a formal request from Healthwatch for commissioner support.  
SF asked if North Somerset patients that attend Taunton know to report to HWNS.  
EJ clarified that intelligence is obtained from any North Somerset resident regardless of where the service was received.

**09-15 Healthwatch North Somerset Young Peoples Mental Health Day Report October 2015**

EJ summarised the report. HWNS had tried to engage with sixth forms but with little success. We will review when and how to engage in the future. We may need to give more buy in time to tutors. JW will be giving a presentation to the Voluntary Sector Mental Health Forum with call to action for 2016 and asking if there is any interest in developing a steering group?

JP said Gordano School may be very open to engagement opportunity and generally school look for assembly talks.

MA suggested contacting 'enrichment officers' or similar. CCG also found it very difficult to engage during Children and Young People re-procurement process.

SF suggested NSC policy division could possibly help. Could environmental department be route in as sports and fitness linked to health? Also suggested was a joint event between Weston and Bristol colleges.

CH asked if opportunity for commissioned piece of work.

**10-15 Plum Activity Report**

EJ provided an outline of activity. Staff are now action their own social media. Each team member has a designated day which is working well.

DW asked the public present if they are seeing effects of increased publicity.

Audience members gave positive feedback.

**11-15 Chief Officer Report**

EJ presented the Chief Officer report to the Board and invited all in attendance to share comments or questions.

Update on community engagement was provided. There is an increase in the number of volunteers. We are now providing a monthly newsletter.

Social media presence has increased. An overview was given of website use. Bounce rate quite high so people not staying on site as long as we would like.

Patients in Control course completed. The evaluation is being put together by independent evaluator. Based on this evaluation CCG will decide if suitable to roll out for management of other long term conditions

MA said participants seemed to value volunteer buddies and opportunity to meet with others with similar difficulties and challenges.

EJ updated on the Central Ward project. A Building Communities Conference engagement event was held on the 25<sup>th</sup> November 2015 for local residents, workers and businesses as an introduction. The Asset Based Community Development (ABCD) approach is very positive. We are now looking for a short-term (3 months) Community Engagement Officer on a freelance basis for the first part of 2016. We would like the forum to continue and HWNS has applied to Quartet for funding to support this for one year.

GB noted that some local people were really keen to engage and apportion time for this work. Weston development plan in progress at the moment as well.

ML noted concern about level of deprivation in area and closure of GP surgery.

CH asked if two surgeries in Locking filling gap.

MA noted there are issues with travelling further.

SF added the ABCD approach is a really positive way of looking at the area and involves mapping what they do already have in place.

Two new HWNS partner organisation recruited - Key Steps and Addaction. HWNS is currently compiling the maternity report. It should be available to the public in February 2016. It looks generally very positive.

Enter & View of care homes will begin in January with three 'butterfly' homes.

HWNS will support PPG Chairs with an event next year to publicise the groups and recruit more members. Date set for June 7<sup>th</sup> 2016 venue TBA. Weston General Hospital agreed to display a HWNS poster in their reception area. HWNS have paid to have advertisement on all maps around the hospital.

GB expressed thanks to EJ and all HWNS team.

MA passed on thanks from Jackie Chidgey-Clark for HWNS involvement in Community Services re-procurement.

**12-15 Any Other Business**

None raised.

**13-15 Date of Next Meeting**

Tuesday 9<sup>th</sup> February 2016

## Action Log

Action Number	Start Date	Details of Action	Person	Date Completed
No 1	8/12/15	NSCCG Quality Report – email link	GB	8/12/15
No 2	11/08/15	HWNS Confidentiality Policy	GB	
No 3	08/12/15	Intelligence Report re Southmead Hospital – enlist support from NSCCG to encourage response to report	GB	

<b>Approved</b>	
<b>Date</b>	

DRAFT