

Minutes

Operational Committee Meeting

Date: 8 December 2014
Time: 10.30am to 12.30pm

Venue: Sension House, Denton Drive,
 Northwich, CW9 7LU

Item	Topic	Action
1	<p>Present: Committee: Brendan Doyle (BD) - Chair, Gus Cairns (GC) - Deputy Chair, Pat Clare (PC), Elizabeth Bott (EB), Rhiannon Wilson (RW), Margaret Yorke (MY),</p> <p>Staff: Jonathan Taylor (JT) - Service Manager, Emma McKenzie (EM), Neil Garbett (NG), Matthew Hyndman (MH).</p> <p>Visitors: Andrew Firman (AF), George Loughlin (GL), Lynne Ewin (LE) and Sarah Morley (SM) NWAS.</p> <p>Apologies: Anthony Groom (AG), Lynda Hesketh (LH).</p> <p>New members were welcomed and introductions made around the table. BD commented that although the new members were there as observers they should feel free to join in the discussions.</p>	
2	<p>Declaration of Relevant Interest None.</p>	
3	<p>Presentation from North West Ambulance Service Sarah Morley gave an overview of NWAS' challenges and how best HWCW can liaise with the service. Any enquiries from HWCW can be directed to Sarah directly rather than FOI route. A Q&A session followed.</p>	Update/ discussion
4	<p>Minutes of last meeting/matters arising The minutes were agreed as an accurate record of the November meeting.</p> <p>Item 4 - An invitation had been received from Jennie Atkins of CWP for a HWCW representative to sit on the podiatry consultation panel. Following discussions regarding possible conflict of interest it was agreed that a member of the OPN would be better placed to be part of this. JT to respond to CWP</p>	Agreed JT

Signed by Chair:

Date:

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	<p>It was also agreed that CWP should be invited back to Committee in February when the consultation is open to critique/feedback. HWCW needs to assess how their comments have influenced the consultation.</p> <p>Item 7 - Alan Murphy was not available to attend the meeting today, but will be attending the Loneliness and Isolation T&F group meeting this Wednesday and will give feedback on the dementia conference then.</p>	JT
5	<p>Forward Actions</p> <p>3/6.1 JT had formally lodged dissatisfaction with HWE regarding the delayed publication of their report on unsafe discharge. HWE will release their discharge reports regarding mental health and older people during weeks commencing 15 December and 19 January respectively. The delay in the release of these reports, which is due to HWE double checking findings, will mean that HWCW will report their findings to HWBB at the March meeting and not in January as previously announced.</p> <p>Signposting directory - lots of positive feedback has been received from OC and EMB.</p> <p>JT proposed that Jackie Miller of West Cheshire Care Record attend the January meeting to present about the West Cheshire Care Record. This is seen as a very significant development. It was agreed that JT should invite Jackie Miller to attend the next meeting.</p> <p>Item 7 - a date is still to be set for a meeting of the T&F group for domiciliary care. This is to be arranged after the meeting.</p>	<p>Updated</p> <p>JT</p> <p>NG</p>
6	Progress against workplan	
6.1	<p>Service Manager Update</p> <p>Signposting challenges - JT outlined how HWCW has been receiving very complex issues from public rather than the general signposting queries that had been anticipated. Publication of the signposting directory is going ahead which will assist greatly. Specialist training is also being arranged for staff to help develop this important function. JT will continue to update OC on progress.</p> <p>Skillshare - HWCW has registered on the Skillshare programme operated by CVA. A potential pairing with the glass manufacturer, Encirc has been made to explore how they might assist with ongoing marketing and communications strategy. There is also the opportunity for HWCW to advertise on Brio radio at local council-run leisure centres.</p> <p>360° stakeholder audit. JT outlined a tender process that would be used</p>	Noted

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	to enable an independent stakeholder audit of HWCW using feedback from key strategic partners. The draft document would be approved by Committee and EMB.	
6.2	<p>Enter & View Update NG wished a big vote of thanks to be recorded for the E&V volunteers. 52 reports are on line to date. Six new reps have completed training and are being reference and DBS checked. 17 visits, including a secure mental health facility, are planned to March next year. The current programme has been shared with the local authority to ensure no clashes. The next volunteer workshop will take place on 20 January 2015. The Team was very pleased to have been nominated for and to have received the Adult Safeguarding award for best statutory team. BD gave a vote of thanks from the Committee for the considerable work of the Team led by NG.</p>	
6.3	<p>Citizens Panel - Mental Health MH reported the next meeting will take place on Monday 15 December at 10.30am at Quaker Meeting House, Chester. Lesley Singleton of WC CCG will give a presentation regarding commissioning strategies. VR CCG is also interested in being involved. JT has met with Dr Jean Jenkins, lead doctor for mental health and also a member of HWBB. Rob Robertson who Chairs the Mental Health Alliance has also requested a regular agenda item on MH citizens' panel. BD commented that this is an excellent example of good practice.</p>	
6.4	<p>GP Project MH reported that we are on target to reach 1000 responses by the end date of 31 December. 784 copies have been received by post and 183 direct on line. Targeted engagement via 4 of the 6 consortium partners is now taking place.</p> <p>Only 12 responses out of a possible 48 have been received to date from GP practice managers. JT has written to GP partners and he has also attended a Practice Manager meeting to explain the reasons for the project. It gives Practices the opportunity to put their views forward. JT had offered other means of engaging with the project and will keep liaising with practice managers.</p> <p>JT to send a reminder that he wishes to attend WC CCG practice managers' meeting.</p> <p>West Cheshire CCG's Development Programme Board has asked if HWCW will assist in looking at 'in hours' telephone messages at GP practices. An audit of how these messages sound aims to improve patient experience. It was agreed to feed in to this work.</p>	<p>JT</p> <p>Agreed.</p>

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6.5	Children and Young People JT showed members the easy read presentation and accompanying questionnaire on HWCW's website. The project aims to identify gaps in service provision for disabled children and young people, aged 0 to 25, regardless of impairment. JL will present the project to school children, parents and carers, but it was acknowledged that support would be needed from committee members.	
7	Feedback from Loneliness & Isolation Conference To be given at T&F Group.	
8	Questions from public/new members - 10 minutes GL had found the meeting interesting; 2015 posed many challenges. He queried induction processes - a date will be set for the three new committee members. BD explained that these new members had been selected for their knowledge and expertise which complement the committee's existing skill set. LE had also found it useful to meet the committee and observe the meeting.	
9	Any Other Business NG passed around a newspaper article from the Chester Chronicle regarding care at home services. General discussion ensued about the forthcoming project which will involve considerable work. GC raised the issue of GP practices having a target for number of carers registered; discussion ensued. The meeting closed at 12.20 pm.	

**Next meeting at 10.30am - 12.30pm on 12 January 2014
Venue - Sension House, Denton Drive, Northwich, CW9 7LU.**