

# Minutes

## Operational Committee Meeting

**Date:** 10 March 2014      **Venue:** Senson House, Denton Drive  
**Time:** 10.30am to 12.30pm      Northwich, Cheshire, CW9 7LU

Item	Topic	Action
	<p><b>Present:</b>            Brendan Doyle, Chair - BD            Gus Cairns, Deputy Chair - GC            Ray Small - RS            Allan Batcock - AB            Anthony Groom - AG            Lynda Hesketh - LH            Rhiannon Wilson - RW            Patricia Clare - PC            Jonathan Taylor, Service Manager - JT            Emma McKenzie, Senior Administrator - EM            Keith Roper, DIAL House/EMB - KR            Clare Dodds, Age UK/EMB - CD.  <b>Guests:</b> Stephen Price (SP) and Jean Pace (JP) of CWP</p> <p><b>Apologies:</b>            Anita Borbély Robinson - ABR            Elizabeth Bott - EB            Margaret Yorke - MY.</p>	N/A
1	<p><b>Presentation by CWP - Podiatry Service Re-design</b></p> <p>Stephen Price (SP) gave an overview of forthcoming changes to podiatry service provision in Cheshire West and Wirral; presentation attached. A short Q&amp;A session followed.</p> <p>A copy of the podiatry scoring system is to be obtained and circulated before further questions from members are collated and forwarded to SP/JP for response.</p>	All
2	<p><b>Declaration of Relevant Interest - None</b></p> <p>BD requested that any declarations be made as the meeting progressed.</p> <p>Brief introductions were made. KR clarified that he and CD were there, not to inspect but to view proceedings and thanked committee members for their hard work.</p>	N/A

Signed by Chair: .....

Date: .....

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<p><b>3</b></p>	<p><b>Minutes of last meeting/Forward Actions</b></p> <p>The minutes were approved as accurate. There were no matters arising.</p> <p>Several Committee members have not yet returned signed policies; EM to progress.</p> <p>AG has not yet attended an Enter &amp; View visit but this will be arranged.</p> <p>HWCW Representation - Members have provided details of meetings they would like to attend on behalf of HWCW, however there are still some meetings for which we do not have coverage; an update is to be emailed to members.</p> <p>Annual Report - JT will send an invitation to a one-off meeting to consider the report content.</p> <p>Attendance at external meetings - BD asked members to confer with JT/EM if they wish to attend meetings in order that expenses can be monitored.</p> <p>BD informed members that he had discussed the use of Healthwatch branding by ICAS with HWE Chair who said she would investigate the situation. BD will report back when further information is available.</p>	<p>Approved</p> <p>EM</p> <p>AG</p> <p>JT/EM</p> <p>JT</p> <p>All</p> <p>BD</p>
<p><b>4</b></p> <p><b>4.1</b></p>	<p><b>Reports &amp; Updates</b></p> <p><b>Service Manager Report</b></p> <p>JT outlined some early feedback received from CWaC Council regarding the pilot Enter &amp; View visit reports produced by the Authorised Representatives. This feedback is valued and gives the E&amp;V team an opportunity to evaluate progress and refine their approach to visits and undertake further training.</p> <p>Enter &amp; View visits and volunteers' training were discussed in some detail. CD asked if the Authorised Representatives would recognise Deprivation of Liberty cases and offered training on this subject. JT welcomed this offer and agreed to follow up in line with planned training in April.</p> <p>RW produced a copy of a Dignity Code used by OPN to be circulated to the E&amp;V team.</p>	<p>Noted</p> <p>JT</p> <p>EM</p>

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<p><b>4.2</b></p>	<p><b>Priorities for 2014/15</b></p> <p>JT gave an overview of evidence to be considered in formulating HWCW’s workplan for 2014/15, namely: the priorities that have been identified by local people, HWE’s priorities and wider public health issues with local resonance. The merits of these sources were discussed and also the need to look ahead, scan the horizon and challenge the system.</p> <p>It was agreed that three to six work areas should be chosen from research already undertaken, but that other projects should be taken on according to evidence gathered. JT to produce draft copy of work plan.</p> <p>It was felt that we should continue to ask local people to identify their priorities, ensuring that minority groups’ opinions are captured. A system and process to monitor identify and deal with issues is to be defined.</p>	<p>Noted</p> <p>JT</p>
<p><b>4.3</b></p>	<p><b>HWCW Literature</b></p> <p><b>The leaflet</b> - this has now gone to print. JT clarified that both office telephone numbers (0845 and 01606) had been used on the final proof.</p> <p><b>The Comment Card</b> - JT explained that the cost of foldable, sealable cards had been prohibitive. Therefore it is proposed to use a double-sided card and accompanying freepost envelope. Members commented on the draft card suggesting that further room could be made available for feedback, questioning the need for the Healthwatch logo on both sides, querying the use of the words ‘concern’ or ‘complaint’ and adding that a note regarding confidentiality and third party disclosure should be included. It was agreed that EM should amend the card before printing.</p> <p>As there will be no April meeting, EM to email members to request their requirements for marketing materials. Business cards will also be available to members.</p>	<p>Approved</p> <p>EM</p> <p>EM</p>
<p><b>4.4</b></p>	<p><b>Calendar of Meetings 2014/15</b></p> <p>The frequency, time and location of meetings were discussed by members.</p> <p>It was agreed that, for efficiency, monthly meetings should be retained. For continuity, these will be held at 10.30am to 12.30pm on the second Monday of each month.</p> <p>It was also agreed that, to be more accessible to members and in future the general public, the venues for these meetings should alternate around West Cheshire. The HW team is to identify available venues in Chester and Ellesmere Port accessible by public transport and with adequate parking.</p> <p>These arrangements are to be reviewed at the end of the year.</p>	<p>Agreed</p> <p>EM/JT</p>

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5	Any Other Business	
5.1	JT requested that anyone interested in attending PLACE training at Leighton Hospital on 20 and 21 March should contact the Team as soon as possible.	
<p style="text-align: center;"><b>There is no meeting in April</b> <b>Next meeting date/time: 12 May 2014, 10.30am to 12.30pm,</b> <b>Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU</b></p>		

Signed by Chair: .....

Date: .....