

Minutes

Operational Committee Meeting

Date: 10 November 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, Anthony Groom (AG), Pat Clare (PC), Elizabeth Bott (EB), Rhiannon Wilson (RW), Lynda Hesketh (LH), Margaret Yorke (MY).</p> <p>Staff: Jonathan Taylor (JT) - Service Manager, Emma McKenzie (EM), Neil Garbett (NG).</p> <p>Visitor: Jade Dawe of Youth Federation.</p> <p>Apologies: Jackie Lewis (JL) and Matthew Hyndman (MH)</p> | |
| 2 | <p>Declaration of Relevant Interest</p> <p>GC has been appointed by West Cheshire CCG as Patient Leader; this is a voluntary role. He will declare any conflict of interest as it arises.</p> | |
| 3 | <p>Minutes of last meeting/matters arising</p> <p>The minutes were agreed as an accurate record of the meeting.</p> <p>6.1 - JT commented on his disappointment that HWE have postponed the publication of their report into Unsafe Discharge; HWCW were hoping to take it to the Health and Wellbeing Board early in the new year. There is no revised publication date. Dissatisfaction to be expressed to HWE.</p> <p>7.1 - West Cheshire CCG have commenced the Out of Hours service project internally as it was urgent; however it is seen as very positive that HWCW was considered and asked to be involved.</p> | <p>Agreed</p> <p>JT</p> |
| 4 | <p>Forward Actions</p> <p>CWP Podiatry redesign consultation - it had not been possible to arrange a meeting with Katherine Wright to assess the consultation documentation, however the Health and Wellbeing Scrutiny committee meeting being held tomorrow evening will include a presentation on the podiatry consultation.</p> | <p>Podiatry T&F group</p> |

Signed by Chair:

Date:

Minutes

| | | |
|-----|--|----------|
| | <p>JT suggested that members of the committee interested in this issue should view the webcast of the meeting online. HWCW will still be able to submit an organisational response to the consultation. It is important to focus on our key role of scrutinising the quality of local consultation. Views on how the consultation has been carried out will be forwarded to commissioners.</p> <p>Engagement with NWS has been carried through to new work plan. NWS employ a Healthwatch Engagement Officer who will come to next meeting to discuss how we can engage regularly and how concerns regarding NWS service can be raised effectively.</p> <p>MY and EB arrived at this point.</p> <p>Loneliness and Isolation - BD gave an update. E&V rep Alan Murphy (AM) will attend a national meeting in London on 17 November on behalf of Vintage Blacon but will present his findings to the OC at next month's meeting on 8 December. EM to invite AM to next meeting and to circulate a date for a T&F group meeting.</p> | EM |
| 5 | <p>Progress against work plan</p> <p>JT had circulated the quarterly report to members. GC queried that some of the mental health forum meetings that he had attended did not appear on the report. Where staff and volunteers attend the same meeting they should liaise as to who should file report for database. The importance of letting the office know which activities are being carried out on which day was discussed and it was agreed that if members do not submit activity reports for each meeting they attend their activity should be summarised in a bullet point email to the office each month.</p> <p>EB - noted from the report that there was an under spend reported against the annual budget forecast for 'participant expenses'. JT explained that the budget had been estimated in the first year and, although it was clear that there was an under spend, he felt this would change with more members being recruited for the committee and more work being carried out. He encouraged members to submit expense claims for what they were owed.</p> | All |
| 5.1 | <p>Service Manager Update</p> <p>Work plan presented in final draft.</p> | Approved |
| 5.2 | <p>Enter & View Update</p> <p>NG gave a verbal update on the number and types of visits to be carried out up to and including December. A training session had led to changes to the way the feedback form would be used. The Enter & View team has been nominated for an Adult Safeguarding Award.</p> | |

Minutes

| | | |
|-----|---|-------|
| | <p>Two training sessions for new representatives have taken place which should lead to six new reps. Planning for new visits will be in line with quarterly reports. 52 reports will have been completed by the end of year. It was commented that this is a significant body of work. Youth Federation may be able to put forward young people as volunteers for this role.</p> <p>Discussion took place regarding the relationship with key contacts at Countess of Chester and Leighton hospitals. It was agreed that our relationship with staff at both hospitals is strong; HWCW acts as a critical friend.</p> <p>RW would like to thank NG and EM for their support in this activity. She stated that NG is extremely supportive.</p> <p>MY queried the relationship between HWCW and CQC. This was discussed and it was felt that the flow of information and intelligence is largely from HWCW to CQC, with HWCW only receiving feedback via reports that are in the public domain. More work is to be done to improve this situation.</p> <p>BD suggested a Christmas get together with E&V representatives and it was agreed they should be invited to the OC meeting on the 8th December for a social gathering.</p> | EM/NG |
| 5.3 | <p>Mental Health Project</p> <p>The next meeting is on Monday 15 December at The Quaker Meeting House in Chester from 10am to 12 noon. JT reported that the Panel is already setting the agenda and have asked for local CCGs to attend to report on their commissioning priorities, provide lists of Mental Health GP leads and whether or not there is any mapping of local services. Draft Terms of Reference for the Panel were noted.</p> <p>GC raised several issues regarding the minutes of the Citizens' Panel meeting. It was agreed to raise these points at the next Mental Health Citizens' Panel meeting.</p> | |
| 5.4 | <p>GP Project</p> <p>JT gave a verbal report on behalf MH. 642 patient questionnaires have been returned to date. The closing date has been extended to 31 December 2014.</p> <p>A paper was discussed which detailed focussed engagement which it is proposed consortium members are to arrange to support project delivery. BD asked if MY for OPN could arrange a meeting with Age UK Cheshire to ensure OPN are included in this work. JT asked for approval on this approach and members agreed it was a sound approach. JT will send the</p> | JT |

Minutes

| | | |
|-------------------|---|---|
| | <p>paper to partners for quotations for their work.</p> <p>Discussion took place regarding how the questionnaire had been circulated. MY suggested a letter to local newspapers to advertise revised deadline and to include link to patient questionnaire.</p> <p>Practice Manager's questionnaire has been circulated via the CCG leads. JT reported that some discussion had already taken place regarding work load pressures of practice managers and duplication of information requested. JT to work with Practice Managers and CCG leads to resolve.</p> <p>MY queried the means of circulating this questionnaire and felt that if a Practice Manager declines to fill in a questionnaire this might reflect badly on a Practice. JT to write to GP Chairs of both CCGs to encourage engagement with GP members regarding this work.</p> <p>BD thanked all involved and urged members to continue to promote this work.</p> | <p>JT</p> |
| <p>5.5</p> | <p>Children and Young People</p> <p>JT had no update on this project as yet as JL had just returned from sick leave, but there will be an update shortly. Possible input to this project by Youth Federation was discussed. Jade Dawe to receive a project summary.</p> | <p>JT</p> |
| <p>6</p> | <p>Signposting Directory</p> <p>JT outlined that the signposting service provided by HWCW needs to be strengthened and he circulated to members samples of a printed directory used by 80 local HW organisations which he suggested would assist greatly in this process. The directory which is a free of charge publication, funded by advertising space, lists all health and social care services locally such as hospital trusts, GP, pharmacies, dentists. Information in the directory is gathered from statutory sources such as CQC and NHS England. Two print runs a year of 12000 copies are circulated to GP surgeries, trusts, dental surgeries and care homes. There would also be an electronic version which we could use on the website. JT explained that the use of disclaimers to advertising and vetting of adverts would be used if approved by EMB.</p> <p>Members approved the idea and JT will take idea to EMB. Ideal to get first publication out before end of financial year.</p> | <p>Approved</p> <p>JT</p> |

Minutes

| | | |
|---|--|---|
| 7 | <p>Care at Home</p> <p>NG - Introduced proposed approach to seek feedback from Direct Payment recipient and self-funders who receive care at home. Reference made to work carried out by other LHW. Task and Finish group to be set up to plan and monitor this activity and set timescales. CCIL and Age UK Cheshire to be involved in this work as consortia partners.</p> <p>NG to liaise with MY, EB and RW regarding a meeting early in December. Thought to be given to who should Chair the group. Project brief and update to be submitted at next OC meeting. MY thanked members for this update; she was exhilarated by the news.</p> | <p>Discussed and Approved</p> <p>NG</p> |
| 8 | <p>Any Other Business</p> <p>OC member recruitment - five people to be interviewed on Monday 17 November. It was noted that a greater response had been expected as vacancies had been widely publicised.</p> <p>The meeting closed at 12.20pm.</p> | |

**Next meeting at 10.30am - 12.30pm on 8 December 2014
Venue - Sension House, Denton Drive, Northwich, CW9 7LU.**