

Minutes

Operational Committee Meeting

Date: 12 May 2014 **Venue:** Sension House, Denton Drive
Time: 10.30am to 12.30pm Northwich, Cheshire, CW9 7LU

Item	Topic	Action
1	<p>Present: Brendan Doyle, Gus Cairns, Margaret Yorke, Elizabeth Bott, Pat Clare, Anthony Groom, Allan Batcock, Anita Borbely Robinson, Shantele Janes - CHAWREC (Director), Jonathan Taylor - HWCW, Emma McKenzie - HWCW, Matthew Hyndman - HWCW.</p> <p>Apologies: Lynda Hesketh, Rhiannon Wilson.</p> <p>Ray Small has moved out of the area and has therefore resigned from the Committee; BD requested thanks for his work be recorded. A replacement for him will be sought in due course.</p> <p>BD welcomed all and explained that this was the first meeting to be held in public.</p>	N/A
2	<p>Declaration of Relevant Interest BD reminded members to declare any interests as they arise.</p>	N/A
3	<p>Minutes from previous meeting (10 March 2014)</p> <p>The minutes of the previous meeting were approved by the Committee as an accurate record and signed off by BD as OC Chair.</p> <p>All minutes that have been signed off to be posted on the website.</p> <p>Matters Arising: CWP Podiatry presentation - questions posed by the committee have been answered and circulated to members. Further questions raised by these responses will be dealt with by a Task & Finish group. Any LINK legacy information available should be fed into this group. Expressions of interest for this group to be fed into EM.</p> <p>Future committee meetings to be promoted on website and by other means. The next meeting will be held in Chester; venue to be confirmed.</p>	<p>Approved</p> <p>EM</p> <p>EM to email OC.</p>

Signed by Chair:

Date:

Minutes

	<p>Forward Actions Reference to AG attending an Enter and View visit to be removed from forward actions.</p> <p>Annual Report meeting will take place this afternoon.</p> <p>JT to liaise with CD at Age UK Cheshire RE Deprivation of Liberty Safeguards (DOLS) training for Authorised Representatives and Committee Members and email dates.</p> <p>OC members to email EM items they wish to use to promote HWCW. It was acknowledged that the committee and staff team need to work together; members were asked to update HWCW staff team with where they have distributed leaflets and any barriers they experience to be fed back to the team.</p>	<p>JT</p>
<p>4</p> <p>4.1</p> <p>4.2</p> <p>4.3</p>	<p>Reports and Updates</p> <p>Memorandum of Understanding The Interim MOU expired end of March. The Committee approved the updated MOU confirming that meetings will be held monthly, on the second Monday of the month between 10.30am and 12.30pm. These meetings are to be held in public at venues across Cheshire West and Chester.</p> <p>Draft Work Plan JT outlined the Work Plan for the period 1st April - 30th September 2014 and requested final comments and feedback from members. The use of the phrase 'Disabled Children's Services' was queried; JT confirmed it is in line with the social model of disability but will re-check. It was acknowledged that many agencies have a signposting role. Conversation took place regarding the need to link with other signposting providers to provide a better service. JT acknowledged this as an area for development.</p> <p>The Work Plan was approved and it was agreed to review it every six months. The plan on a page is to be published on the website</p> <p>Project Briefs JT introduced three draft project briefs devised by members Community Engagement Team in relation to Work Plan priorities, asked OC members provide comment and consider nominations to work on these projects.</p> <p>Disabled Children's Services - to identify gaps in service provision. The project does not aim to solve the problem, but by collecting voice and analysing data, to bring the voice of the people to the fore to challenge service commissioners. A citizen's panel of service users and stakeholders will be assembled to gather opinions.</p>	<p>Approved</p> <p>Approved</p> <p>EM</p> <p>Approved</p> <p>OC members to email JT</p>

Minutes

	<p>Members stated the importance of engaging directly with young people and not allowing parents to dominate. Good use should be made of Facebook and youth friendly links on website. Good practice should be highlighted.</p> <p>MH then outlined his two project briefs.</p> <p>General Practice - majority of issues received by HWCW over last year concerned access to GP services. A co-produced questionnaire to be compiled in partnership with PPGs and other stakeholders to gather feedback on access to GP services within the Cheshire West area. Design of questionnaire will have a more detailed local focus than the IPSOS Mori poll that goes out twice a year.</p> <p>JT commented that CQC is now using HWCW feedback/intelligence in their review of GP services in the NHS Western Cheshire CCG footprint.</p> <p>BD stated this was an excellent project to be tackled from both top and bottom. BD offered to chair T&F group - this was agreed.</p> <p>Mental Health and Wellbeing - Setting up of a Citizen's Panel to co-produce a mental health project. Mental health services are currently severely under-funded. Service users on the Panel are to set direction of work. CG offered his assistance on this project. MH pointed out a possible conflict of interest as he also works for mental health charity, Rethink.</p> <p>The three projects were approved by Committee and will be worked up. Abbreviations are only to be used after being spelt out.</p>	
4.4	<p>Enter & View Update A review of E&V activity was held on 29 April to which commissioners and stakeholders were invited to take part. This was a very worthwhile event and regular dates have been set for further reviews.</p>	
	<p>Discussion ensued regarding who chooses visits and whether visits are to be announced or unannounced. The next tranche of visits, chosen independently by HWCW, has been compiled to the beginning of June.</p>	Noted
	<p>MY raised the issue of domiciliary care complaints received by Older People's Network (OPN). Due to its more diverse nature, she feels HWCW is a better vehicle than OPN for tackling this issue. Agreed as an agenda item for June meeting.</p>	June agenda item
4.5	<p>Update CWaC Market Position Statement PC reported on the response compiled by T&F group. The group questioned the achievability of CWaC Council's proposed aims. JT thanked group for their work and confirmed that Alistair Jeffs and Mark Palethorpe at CWaC are keen to receive this feedback.</p>	Noted

Minutes

<p>4.6</p>	<p>Members questioned the availability of the Statement document which they had found on the Council’s website but not available elsewhere.</p> <p>JT commented that HWCW should be thought of as ‘an independent voice for the people’ rather than ‘the voice of the people’.</p> <p>Amendments to be made to feedback before submission to CWaC</p> <p>JT commented that among the many consultations being held currently, he considers the following two to be important and invited members to join a Task and Finish Group for each:</p> <ul style="list-style-type: none"> • CQC consultation • Integrated Wellness consultation. <p>EM to request expressions of interest for T&F groups.</p> <p>OC members to advise of any other consultations they feel Healthwatch Cheshire West should respond to as a priority.</p> <p>Update HWCW Promotional materials. A full suite of promotional items was now available for committee members to see and request.</p>	<p>JT</p> <p>EM to send email</p> <p>All</p>
<p>5</p> <p>5.1</p>	<p>Any Other Business</p> <p>JT proposed an event to celebrate HWCW’s first year and to co-incide with the Annual Report being published. He proposed Wednesday 23 July and asked OC members to save the date. Venue is likely to be Chester based. Market stall event followed by more formal presentation. To be added to June agenda.</p>	<p>June agenda item.</p>
<p>Next meeting date/time: 9 June 2014 at 10.30am to 12.30pm Venue TBC</p>		