

# Minutes

## Operational Committee Meeting

**Date:** 13 October 2014  
**Time:** 10.30am to 12.30pm

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

Item	Topic	Action
1	<p><b>Present:</b></p> <p>Committee: Brendan Doyle (BD) - Chair, Gus Cairns (GC) - Deputy Chair, Margaret Yorke (MY), Anthony Groom (AG), Pat Clare (PC), Staff: Jonathan Taylor (JT) - Service Manager, Emma McKenzie (EM), Matthew Hyndman (MH), Neil Garbett (NG). Visitor: Michael Hemmerdinger (MHe).</p> <p><b>Apologies:</b> Elizabeth Bott (EB), Rhiannon Wilson (RW), Lynda Hesketh (LH), Jackie Lewis (JL).</p>	
2	<p><b>Declaration of Relevant Interest</b></p> <p>PC stated that she had been re-elected as a Governor of COCH for a 3 year term.</p>	None
3	<p><b>Minutes of last meeting/matters arising</b></p> <p>Under 'Members present' AG's initials to be corrected, Minutes then agreed as accurate.</p> <p>All matters arising to be addressed under item 5.</p>	Agreed
4	<p><b>Public Questions</b></p> <p>MHe stated people can be tempted to take on more than they can cope with which then makes their effectiveness hard to judge. He asked what time commitment is needed to be a committee member? Several members shared their personal experience. JT clarified that the minimum expectation is 2 days per month composed of 1 day for the committee meeting and the remainder for engagement, attending meetings and task and finish groups. The small staff team relies on the committee to drive the work plan forward.</p>	

Signed by Chair: .....

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	<p>To email out HWE pre notes to committee members.</p> <p>MY keen to see report and press release for OPN newsletter.</p> <p>JT, BD and Lynne Turnbull presented the Annual Report to CWaC Council's Health and Wellbeing Scrutiny committee on 9 September 2014. This was very successful as key decision makers present were made aware of the amount of effective work HWCW are doing. It raised the profile of HWCW. JT said this was testament to the work of the committee</p> <p>Accident and Emergency surveys are continuing.</p> <p>Funding from DoH to LA for LHW will not be ring-fenced from April 2015. JT confident that HWCW will be re-commissioned for another year, but funding may be reduced.</p> <p>An internal review of the signposting service is being carried out as this is proving to be a challenging part of the contract. Very complex issues are being received by the team, responses to which could be categorised more as complaints advice rather than signposting. Staff training, peer to peer support and lots of research are being implemented to cope with these issues. Fewer signposting queries than expected are being received. HWE's complaints system report to be sent to Parliament tomorrow. Over 100 complaints systems in operation. Blackburn and Darwen's signposting system was discussed.</p>	<p>EM</p> <p>EM</p>
<p>6.2</p>	<p><b>Enter &amp; View Update</b></p> <p>NG gave a verbal report of continuing work; 39 reports now published on website. NG asked for thanks to be recorded to the volunteers involved. Planned unannounced visits span health and social care facilities including visits to Bowmere. 50% of visits are to nursing and care homes, the remainder on health and specialist centres or based on work plan issues.</p> <p>Good feedback has been received from Local Authorities and several nursing home managers who value the inspection process and the reports.</p> <p>Going forward the period covered by the E&amp;V planner will be brought into line with the quarterly report.</p> <p>NG explained that HWCW has been requested by CWaC Council to visit homes that have recently been under scrutiny by them from a contractual or adult safeguarding perspective; a very positive step. It was queried as to whether these homes would be known to the general public; it was confirmed that they would not.</p> <p>A&amp;E watch will be undertaken at COCH and MCHfT at busier times than</p>	

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	<p>previously.</p> <p>NG stated that there is a need for a few more representatives and he is looking to train another six.</p>	
<p><b>6.3</b></p>	<p><b>Mental Health Project</b></p> <p>MH gave a verbal report on the two successful mental health launch meetings. Three questions were asked of attendees: What is working well?, what isn't working well? and what would you change?</p> <p>A report which outlines the initial findings and the proposed co-production approach to the project has now been published on HWCW's website and issued to attendees and local commissioners.</p> <p>Response to this report has been positive, although some commissioners/providers disagreed with some of the public's views. Dr Jean Jenkins of Vale Royal CCG is keen for the CCG to engage with the Panel to ensure that the project is co-produced.</p> <p>The first formal meeting of the Citizens' Panel will be held next Monday at 2pm at Sension House where Terms of Reference will be set. The idea is that the panel directs and owns the work. MH suggested a review early next year to assess how effective this approach has been.</p>	
<p><b>6.4</b></p>	<p><b>GP Project</b></p> <p>MH gave a verbal report. The GP questionnaire for patients has been circulated over the last 6 weeks with over 400 responses having been returned. 3,000 copies have been printed and an online version is accessible from the website at <a href="https://www.surveymonkey.com/s/YZCZGH5">https://www.surveymonkey.com/s/YZCZGH5</a>.</p> <p>Dissemination of the questionnaire is not yet complete by the staff and members are asked to assist by taking 100 or as many as possible of copies to circulate with return envelopes.</p> <p>The Practice Managers' questionnaire has been delayed as feedback had been received that it was too long. Meeting to follow committee meeting to look at this.</p> <p>Workshop venues and priorities have been considered. Although general circulation is intended, there are some groups we will be focussing on such as: older people, deaf people, homeless and people with learning disabilities.</p> <p>Data inputting of responses is to be looked at as it will be helpful to be able to map responses as they arrive and not in bulk.</p>	

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6.5	<p><b>Children and Young People</b></p> <p>Jackie Lewis, who is the project lead, is currently on leave. JT explained that during a time of significant change for specialist children's services, this project looks to bring the voice of these young people (aged 0 to 25) and their carers to service commissioners and providers. A co-production model is to be used again. This project, which will run to end of March 2015, will involve lots of engagement, workshops and interviews and will feed into the Local Offer.</p>	
7	<p><b>Draft Work plan to March 2015</b></p> <p>JT presented the refreshed work plan to March 2015. Two new priorities are domiciliary care and loneliness and isolation. Removed from the plan are Public health priorities such as obesity, unhealthy weight and substance misuse.</p> <p>The committee will monitor progress against the work plan to ensure that objectives are delivered. EMB had offered challenge to the OC to ensure that meetings are focussed on the work plan. Should an issue be raised that is not on the work plan, this should be initially raised with the staff team through existing mechanisms of HWCW.</p> <p>Members agreed work plan.</p>	Approved
7.1	<p><b>Any Other Business</b></p> <p>GC had visited the mental health/learning difficulties day centre at The Locks, Canal Street, Chester for their new room launch. He reported very positively about the staff, facilities and training there.</p> <p>JT reported that recruitment of new operational committee members had commenced - six positions have been advertised in local press and through networks. Closing date 31<sup>st</sup> October. This is an excellent opportunity to rejuvenate and strengthen the committee.</p> <p>BD asked MHe if he had any further questions or comments. MHe queried the issues that the new Care Act is likely to bring about early next year. He was impressed by HWCW's work plan focussed approach, but with regard to signposting he did not know how many people knew of HW's existence. MHe talked of the significance of Primary Care and how it was important to 'bring them with us'.</p> <p>MH spoke of an opportunity, introduced by Sarah Murray of CW CCG, to work on a project regarding out of hours telephone lines. It was agreed in principle that HWCW would like to be involved.</p> <p>The meeting closed at 12.20pm.</p>	

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Next meeting at 10.30am - 12.30pm on 10 November 2014  
Venue - Sension House, Denton Drive, Northwich, CW9 7LU.

Signed by Chair: .....

Date: .....