

## Operational Committee Meeting

**Date:** 18 May 2015                      **Venue:** Sension House, Denton Drive, Northwich  
**Time:** 10.30am to 12.30pm

Item	Topic	Action
1	<p><b>Apologies and Introductions</b></p> <p><b>Committee:</b> Brendan Doyle (BD) - Chair, Gus Cairns (GC) - Deputy Chair, Margaret Yorke (MY), George Loughlin (GL), Rhiannon Wilson (RW), Anthony Groom (AG).</p> <p><b>Staff:</b> Jonathan Taylor (JT) - Chief Executive, Emma McKenzie (EM), Jackie Lewis (JL), Matthew Hyndman (MH) and Neil Garbett (NG).  <b>Visitors:</b> Louise Barry - Merseyside Disability Federation (MDF), John Poole - Oakham Research.</p> <p><b>Apologies:</b> Elizabeth Bott (EB), Pat Clare (PC), Lynne Ewin (LE), Andrew Firman (AF), Lynda Hesketh (LH).</p> <p>A number of apologies were given due to change in date of meeting.            JP and LB introduced their organisations.</p>	
2	<p><b>Declaration of Relevant Interest</b></p> <p>GC declared his interest as Patient Leader for WC CCG.</p>	Noted
3	<p><b>Review of reflective audit</b></p> <ul style="list-style-type: none"> <li>• <b>Background to Reflective Audit</b>                JT outlined the rationale for commissioning the independent reflective audit in relation to gathering the views of a range of stakeholders in order to improve the offer from Healthwatch Cheshire West (HWCW). Oakham Research and MDF were engaged to carry out the audit by talking to statutory partners, HWCW volunteers, third sector representatives and residents respectively. Their final reports have been circulated by email.</li> <li>• <b>Presentations from John Poole and Louise Barry.</b>                A discussion took place regarding maximising volunteer skills and experience. It was noted that the current volunteer group has many professional and life skills to offer.</li> </ul> <p>GL suggested arranging some presentations around the function of HWCW as some Trusts misunderstood objectives.</p> <p>Effective dissemination of HWCW information within other organisations was discussed - GM quoted instance of CWP. Wider awareness of full remit of HWCW is required.</p>	Noted

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	<p>JL commented that there were distinct information gaps between stakeholder staff groups. NG commented that visibility could be better as improvements made by HWCW are not always promoted. Volunteer investment needed. LB - Volunteer time could be given differently.</p> <p>MH -need for concise description of HWCW role/remit - at times this can be overcomplicated.</p> <ul style="list-style-type: none"> <li>• Next steps/action planning</li> </ul> <p>LB and JP were commended on their excellent research.</p> <p>A task and finish group made up of a range of stakeholders needs to be set up to review the findings of the reflective audit and develop an action plan to take forward.</p> <p>Members of the OC to meet first as a T&amp;F group to discuss next steps. EM to set up meeting to include JT.</p>	EM
4	<p><b>Minutes of last meeting/Matters Arising</b></p> <p>The minutes were approved as an accurate record. There were no matters arising.</p>	Agreed
5	<p><b>Forward Actions</b></p> <p>JT reported that all items except 6.2 were complete.</p>	Updated
6	<p><b>Progress against work plan</b></p>	
6.1	<p><b>CEO update</b></p> <p>A deliberate decision had been made to extend the current work plan to 31<sup>st</sup> June 2015 as much of the work is still ongoing.</p>	Noted
6.2	<p><b>Enter &amp; View Update</b></p> <p>The E&amp;V programme is now synchronised with the Council's quarterly cycle. 19 visits and 2 PLACE visits have been carried out. The current programme runs from April to June. Good feedback has been received from visits undertaken during last quarter.</p> <p>The next Authorised Representative get together is on 19 May.</p>	Noted

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	<p>More reps are to be trained around July; OC to be copied in to dates. Website has been rearranged to show ten most recent reports and other reports categorised into either social care or health.</p>	NG
6.3	<p><b>Care at Home project update</b></p> <p>T&amp;F group meeting had not been held, but questionnaire has been formulated following feedback from partners such as DIAL West Cheshire and PHAB. Meeting held with CCIL whose clients will be invited to take part in survey.</p> <p>Meeting with Age UK Cheshire to be arranged and then T&amp;F group to be bought back together to progress.</p>	<p>Noted</p> <p>NG</p>
6.4	<p><b>Citizens Panel update</b></p> <p>MH explained that the Panel had been split into West Cheshire and Vale Royal. Meetings held today and tomorrow will have guest speakers from Public Health. Lesley Singleton and Cathy Walsh will attend the West Cheshire meeting and would like to work with the Panel to co-produce activity around priority areas.</p> <p>Vale Royal - new commissioner to attend meeting of 21 July. 25+ people expected across both meetings.</p> <p>JT commented how exciting this project is as commissioners are sitting alongside service users to discuss and plan service improvements. BD thanked GC and MH for their work.</p>	Noted
6.5	<p><b>GP Project update</b></p> <p>MH confirmed that the report has been finalised, published and circulated widely.</p> <p>Lines of enquiry have not been progressed; T&amp;F group to be set up. OC members to be emailed with meeting date/s.</p> <p>Focussed engagement with hard to reach groups has been undertaken. MH currently analysing data and will share findings with T&amp;F group</p>	<p>Noted</p> <p>MH</p> <p>MH</p>
6.6	<p><b>Children and Young People Project</b></p> <p>JL reported that over 20 questionnaires had been received and 3 consultation workshops carried out. It had been decided to keep the project open as feedback is being received and shared with commissioners in real time. Commissioners across health, education and</p>	Noted

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	<p>care are listening to the issues raised.</p> <p>More meetings/consultations are planned with further updates to follow.</p> <p>A short film compiled by the Buzz group was shown; giving evidence of issues experienced by 4 to 16 year olds to present to commissioners.</p> <p>BD and GC commended JL for her work on the project to date.</p>	JL
6.7	<p><b>Loneliness and Isolation</b></p> <p>JT has met with Adam Shaw, Head of Brightlife to discuss how HWCW can support the partnership and get involved with work streams.</p> <p>HWCW currently engaged in a number of works streams that are tackling loneliness and isolation such as Citizens' Panels and JT role at the Learning Disabilities Partnership Board.</p> <p>Work to be continued over 5 years during the course of the Brightlife project with potential to bid for funding to develop pilot work.</p>	Noted
7.0	<p><b>Frequency of OC meetings/Task and finish groups</b></p> <p>Discussion took place around frequency of OC meetings and the effectiveness of monthly meetings.</p> <p>JT proposed moving to bi-monthly meetings to enable T&amp;F groups more time to meet in between committee meetings and develop work streams.</p> <p>This would lead to more updates from OC members (rather than staff lead) and enable the committee to be more strategic in monitoring the delivery of the work plan.</p> <p>It was agreed to change to bi monthly meetings. Dates to be sent out through to March 2016.</p>	<p>Agreed</p> <p>JT/EM</p>
8	<p><b>Any Other Business</b></p> <p>There was no urgent any other business.</p> <p>BD thanked members for their attendance and the meeting closed at 1.45pm.</p>	

**Next meeting to be confirmed.**

**Venue - Sension House, Denton Drive, NORTHWICH, CW9 7LU**