

Minutes

Operational Committee

Date: 8 September 2014
Time: 10.30am to 12.30pm

Venue: Winsford Lifestyle Centre,
 Function Room.

Item	Topic	Action
1	<p>Present: Brendan Doyle (BD), Gus Gairns (GC), Rhiannon Wilson (RW), Margaret Yorke (MY), Anthony Groom (AG), Elizabeth Bott (EB), Jonathan Taylor (JT), Emma McKenzie (EM), Matthew Hyndman (MH).</p> <p>Apologies: Pat Clare (PC), Anita Borbély Robinson (ABR), Lynda Hesketh (LH), Allan Batcock (AB).</p>	
2	<p>Declarations of Interest - none declared</p>	
3	<p>Minutes of last meeting/matters arising No formal business meeting held in August. Action notes recorded for Task and Finish group meetings that replaced meeting. Minutes of July meeting were approved by the committee with one correction (Cedar Court rather than Cyprus Court).</p> <p>EM to record that MY will make presentation regarding Healthwatch tomorrow at Cedar Court.</p> <p>Podiatry Service Re-design JT has received contact from Katherine Wright of CWP suggesting a meeting with OC members during first week of October to run through a draft consultation document. It was agreed this should be carried out as a T&F project. The week commencing 13/10/14 was more favourable with interested members; JT to find out from KW if this would be convenient. Suggestion that the draft consultation document could be emailed in advance to interested members.</p> <p>Domiciliary Care - MY questioned how HWCW is addressing domiciliary care. It was confirmed that this is included in the work plan and HWCW has received other concerns about the quality of domiciliary care provision. As monitoring the quality of domiciliary care sits within HWCW's scrutiny function, JT suggested that members liaise with E&V lead (NG). MY, EB, RW to meet with NG in first instance.</p> <p>EB gave a positive report on shadowing a doctor on a 'Hospital at Home' visit, a scheme which operates in the Chester area.</p>	<p>Approved</p> <p>EM</p> <p>JT</p> <p>MY/EB/RW/NG</p>

Signed by Chair:

Date:

4	<p>Review of the Healthwatch Cheshire West Work Plan</p> <p>JT explained that a refresh of the work plan was required to inform work from 1st October 2014 - 31st March 2014. JT updated group RE progress against current work plan;</p> <p>Consumer Champion GP access project - ongoing, likely to conclude at end of financial year.</p> <p>A&E watch has commenced and will be carried out on a quarterly basis to at both local trusts and at different times/days of the week.</p> <p>Engagement with NWAS - outstanding. Discussion took place regarding NWAS' performance and response times. JT to explore ways for HWCW to engage with NWAS and GC volunteered to attend any meetings as required.</p> <p>Information and Advice Signposting service - target of 100 enquiries reached. JT explained that more issues of a complex nature are being received by the Team. HWCW staff team need support and training to handle complex enquiries effectively. Public have high expectations of Healthwatch in its role as 'consumer champion' and expectations need to be managed in relation to the parameters of the signposting service (it is not an advocacy service). Discussion took place regarding engagement with other commissioned providers and partners who could help. RW suggested a presentation from Alex Noble - head of CWaC Contact Centre as part of internal signposting training.</p> <p>Community Engagement Two excellent Family Health events have been delivered over the summer, one in Northwich and one in Chester. These events have taken up a great deal of the Team's time but have raised the profile of HWCW. Smaller engagement events across the localities of Cheshire West are to be focussed on from 1 October. The priority setting tool is to be used and commissioning intelligence gathered.</p> <p>Bookmarks for primary schools and libraries have been ordered - EM to follow up.</p> <p>Celebration event - the type, content and timing of this event were discussed at length and it was agreed that an event at the end of the financial year/early spring next year would provide the opportunity to present impact of project work.</p>	<p>JT/GC</p> <p>JT</p> <p>EM</p>
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Minutes

	<p>Every Councillor in CWaC has been written to with a copy of the Annual Report. MY said that Councillors on OPN committee are keen to know what HWCW has been doing; BD informed the committee he had made a presentation to the Conservative group during previous week.</p> <p>AG queried whether all OC engagement was being recorded; it was confirmed that all activity known to the Team had been logged. JT reminded members to complete and submit an activity report following any engagement carried out.</p> <p>RW raised the issue of publicity following the fun day at Grosvenor Park; she had been disappointed not to see coverage in the local newspapers. It was agreed that written reports, fit for publication, should be prepared to capitalise on activity.</p> <p>Group discussed the need for future events to be designed, planned and delivered by committee. RW proposed that OC members need to be more proactive in supporting the Staff Team and therefore reduce workload.</p> <p>Gather Views Children and Young People’s project to start in October led by JL from the Community Engagement team.</p> <p>HWCW has fallen slightly short of goal of a further 300 user experiences during reporting period. JT emphasised the importance of recording all comments received from local people via Community Engagement. Committee members should send details of concerns that have been raised with them to the staff team in order that they can be captured and shared with commissioners.</p> <p>Committee queried how issues were collated; JT explained that quarterly reports were sent to the commissioners and that intelligence gathered is analysed and used to shape the 6 month work plan. These quarterly reports could be shared with OC members. It was agreed to bring the next report to the OC and then discuss how often the committee would like to see the reports moving forward. JT to share Quarterly report at end of October.</p> <p>MY asked how the Team were engaging with seldom heard groups - JT explained that there was no one specific project, but that seldom heard groups are continually targeted via community engagement, outreach work and through the delivery of project work relating to priorities of work plan.</p>	<p>All</p> <p>JT/EM to follow up publicity</p> <p>All</p> <p>JT</p>
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Minutes

	<p>Scrutinising services</p> <p>Focus of Enter and View activity has been on;</p> <ul style="list-style-type: none"> • Residential and Nursing Care • Hospital wards • Specialist Centres and • Adult day care. <p>Further opportunities to be explored to highlight issues around domiciliary care.</p> <p>Reporting issues and concerns</p> <p>First major report to be published - a local response to HWE Special Inquiry into unsafe discharge.</p> <p>Next quarterly monitoring report due to be submitted to CWaC Council by 31st October 2014.</p> <p>BD presenting paper to Health and Wellbeing Board on 17th September, detailing feedback from the 2014 Integration Summit and offering challenge in relation to the development of a more 'proactive' board.</p>	
5	<p>Developing Work Plan 1st October 2014 to 31 March 2015</p> <p>JT proposed that the draft work plan for the next 6 months will be prepared using the comments made under Item 4 and presented to the OC at its meeting of 13th October.</p>	JT
6	<p>Task and Finish Group Updates</p> <p>MH gave an update on the current T&F group work.</p> <p>Mental Health citizen's panel launch - tomorrow in Chester and next Monday at Winsford</p> <p>These events will take the format of a Healthwatch presentation followed by table top discussions regarding what works well and what doesn't work so well within local mental health services. Feedback will be reviewed and then attendees invited to become panel members. Monday 20 October has been earmarked as the date for a planning meeting involving citizen's panel members.</p> <p>GP Project - 31 responses so far from patient questionnaire. Digital version on website once survey software received.</p> <p>Young People's Project will start in October. - More members are needed for this project; please contact Jackie Lewis who will lead on this.</p>	

Minutes

7	<p>Loneliness and Isolation</p> <p>BD spoke of this national issue which affects all walks of life and all ages. Not just older people but single parents, trans community, care home residents, young carers and people with substance misuse issues for example. A T&F Group is to be set up to assess where gaps lie and consider what value HWCW can add. It provides an opportunity to be innovative and the possibility of linking with other national projects. BD to initiate.</p>	BD
8	<p>Any Other Business</p> <p>JT reported that Allan Batcock has, with regret, submitted his resignation. He has also resigned as a Trustee of Body Positive. His valued input and connections will be greatly missed. Anita Borbély Robinson has also said that she wishes to focus on her new business and has too, submitted her resignation. She too will be missed for her considerable knowledge and enthusiasm. The committee are keen to keep in touch with them.</p> <p>JT, although disappointed by this news, felt that this is a time for reflection and the opportunity reinvigorate the Operational Committee through the recruitment of new members and review of how meetings are organised. Recruitment process to be planned with the objective of recruiting up to a further 6 members.</p> <p>Skills audit suggested - MH to provide a copy of an audit that he has used before.</p> <p>EB asked if the consultation Seamless Care Closer to Home had been responded to and requested a copy of the response sent. JT to circulate response.</p> <p>Meeting closed at 12.40pm</p>	<p>JT</p> <p>MH</p> <p>JT</p>

**Next meeting date/time: 13 October at 10.30am
Sension House**