

Healthwatch South Tees Partnership Board Meeting

**Minutes of the meeting held on Thursday 4 April 2019
The Palace Hub, Esplanade, Redcar, TS10 3AE**

<p>Present: Partnership Board Members:</p> <p>In attendance:</p>	<p>Prof Paul Crawshaw (Chair) (PC) Andrea Latheron-Cassule (ALC) Dr Ian Holtby (IH) Mike Milen (MM) Lesley Spaven (LS) Wade Tovey (WT)</p> <p>Lisa Bosomworth (LB), Development & Delivery Manager Sarah Corrigan (SC), Strategic Development & Communications Officer Jake Graham (JG), Strategic Development & Communications Officer</p>	
		Action
1.0	<p>Apologies for absence</p> <p>Partnership Board Members: Mel Metcalf (MM) Harsh Argawal (HA)</p>	
2.0	<p>Declaration of interests None</p>	
3.0	<p>Minutes of the last meeting held on 8 February 2019 Agreed as an accurate record</p>	
4.0	<p>Matters arising from previous meeting</p> <p>4.1 LB has included responses received so far in relation to the Accessible Information Standards in her management report - Appendix 3. LB would like to ask questions as part of that feedback on how the partnership want to take this forward.</p> <p>4.2 Social media strategy - Infographic to be produced to increase engagement and gradually incorporate what is taking place within MVDA. HWST to implement the national CRM system/database, currently in talks with Healthwatch England to implement the software, meeting arranged to discuss HWST requirements and to work together to adapt and integrate the software.</p> <p>Contract forms etc have been requested, currently HWST is reliant on mail chimp/survey monkey once approved by CRM it will become an in-house system.</p> <p>Healthwatch Middlesbrough website will be in place early May 2019, discussions are taking place with HW England to discuss integration.</p>	<p>JG</p>

	<p>The Healthwatch Redcar website will follow soon after. Test link and passwords to be circulated to partnership.</p> <p>4.3 Healthwatch South Tees priority planning workshop 19 February 2019 - a great success, really pleased with the turnout and the range of organisations that attended, shows there is a passion for HWST across the sector.</p> <p>A reason for the good turnout could have been because the areas focused on are a high priority for the local area. It was great to see new organisations engaging with our work.</p> <p>3 April 2019 LB & LS met with representative from the Independent Complaints Advocacy (ICA) who are keen to have a regular piece in HWST bulletin promoting their service. Could this be a conflict of interest?</p> <p>LB spoke to Natasha Judge (NJ) who had been a bit reticent, that promoting ICA may have an impact on HWST signposting service.</p> <p>LS - doesn't think there is anything wrong with promoting the ICA service. In terms of monitoring HWST reports back to Local Authority through KPI's the number of people who are signposted to HWST so this can only support this.</p> <p>Regular calls are received each week for both information and signposting. HWST could make links with information provided by ICA to enhance evidence or explore community intelligence further.</p> <p>Outcomes from the workshop have been summarised and circulated to those who attended, Partnership Board members and other stakeholders.</p>	
<p>5.0</p>	<p>Feedback from the Live Well South Tees Health & Wellbeing Board and Executive</p> <p>IH provided feedback from the executive meetings on 26 February 2019 and 26 March 2019 and the board on 21 March 2019 summarising the main points raised.</p> <p>Future plans for Social Prescribing (SP) - information was shared by the Director of Public Health South Tees to try to get people away from using clinical methods of treatment, referring them to agencies that might be able to help with their health/social wellbeing.</p> <p>IH circulated an article published in the BMJ about social prescribing. LB to include with the minutes.</p> <p>There are some short videos and guides on MVDA's website on this subject. MVDA became involved 4/5 years ago LS wrote a business case in 2014/15. MVDA are currently operating the Community Connect service, which is based on a SP model, referrals are made by Adult Social Care instead of GP practices.</p>	

	<p>Mark and LS have attended meetings, GP's are wanting to understand SP but are waiting for additional guidance from NHS England.</p> <p>The next step for VDA's is to try to shape the conversation around SP at the same time as offering a dispassionate view. VDA's have a responsibility to make sure that whatever model is introduced is right and works for the South Tees area as well as the sector. HWST have an obligation to make sure that the sector is able to manage the potential demands on services.</p> <p>We need to ensure that we do not simply shift the pressure on GPs to the VCS.</p> <p>Single point of access - discussion took place on trying to reduce the time spent in hospital by having better and more coordinated care in the community.</p> <p>Single point of access partnership boards have been formed locally which reports to the Health and Wellbeing executive more information to follow.</p> <p>Primary Health Care networks - discussion took place around the fact that this is just a small part of the new development of the NHS structure.</p> <p>A nationally Integrated Care System has been set up across the country and is made up of geographically based Integrated Care Partnerships. Teesside includes Darlington and parts of North Yorkshire, these Partnerships are made up of Primary Care Networks which have to be set up by 15 May 2019.</p> <p>Copy of the presentation to be forwarded to this Partnership.</p> <p>C&YP partnership board - infographic to be circulated to the Partnership Board. Reporting will take place at future Health and Wellbeing Executive boards.</p> <p>Hearing loss -received some feedback from services regarding Accessibility Information Standards.</p> <p>NJ and MD working on a protocol regarding how HWST reports will feed into Executive and Wellbeing Board this needs to be completed by next executive board meeting.</p> <p>Dual diagnose - Executive board still waiting for a report regarding the inability people with mental health and addiction issues have accessing services, which continues to have an impact across the health system crisis.</p>	<p>MD</p>
<p>6.</p>	<p>Programme Management Report LB highlight a few key areas in terms of work plan:</p> <p>STP Engagement - HWST have adapted 2 HW England surveys, 1 focused on general health and the other on long term conditions. Links</p>	

<p>to these surveys have been promoted via several different channels and HWST team are attending various events.</p> <p>The survey has been live for a week, 108 have been completed so far and there's an equal split across the two areas.</p> <p>STAR Awards - presented last month to Kathryn Luczakiewicz and Sophie Colella. A piece to appear in the Evening Gazette waiting approval from JCP.</p> <p>LB, WT, ALC will meet to discuss awards process going forward.</p> <p>Community intelligence - HWST is aware of negative feedback regarding the length of time it takes to obtain appointments at Coatham Surgery, Redcar. (see appendix 2: Zetland FM facebook)</p> <p>How might HWST respond to this? Do we go straight in and carry out an Enter and View or engagement activities to explore this further? Is it communication issues? Do reception staff not understanding/not promoting other options/alternatives?</p> <p>The first step may be to speak to the surgery through an established relationship between the representative from Step Forward Tees Valley and the practice. This would raise awareness of HWST and highlight issues being faced by patients and explore how alternative provision is being presented</p> <p>Zetland FM facebook/station could be an avenue to explore as a promotion outlet for HWST work.</p> <p>Is this something CCG would be interested to know and take a wider view may be the community in South Tees are not aware of the 111? LB to share once community intelligence is gathered.</p> <p>Enter and view - JCUH Audiology Department 18 March 2019 - IH alongside HWST staff interviewed staff and patients.</p> <p>The draft report, including proposed recommendations to be circulated to Partnership Board for sign off.</p> <p>One of the problems has been lack of leadership, however, there has been a recent change in staffing arrangements which may lead to further improvements.</p> <p>Responses to HWST Hearing Loss Report - Accessible Information Standards - separate to audiology a letter was sent and responses received (appendix 3).</p> <p>Partnership Board would like to see responses especially from Social Services/Housing departments before bringing this piece of work to a conclusion.</p> <p>Youthwatch - initial session Wednesday 1 May 2019. A draft infographic has been produced to demonstrate the purpose of HWST</p>	<p>LB, WT, ALC</p> <p>LB</p> <p>JC</p>
---	--

	<p>Youthwatch South Tees. Comments were made by the partnership Board - infographic to be simplified.</p> <p>LB has met with Christine Walker Middlesbrough Council and Michelle Graham from Redcar Council to look at the framework governing the information HWST report to the LA's. It demonstrates how HWST collects information which in turn feeds back and influences commissioning routes in the future.</p>	
7.	<p>Healthwatch South tees priorities 2019/20</p> <p>Partnership Board agreed that long term health conditions, including mental health, would become the overarching theme, for HWST priorities 2019 - 2020.</p>	
8.	<p>Enter and View Framework/model going forward</p> <p>The draft infographic was circulated highlighting the different stages of this activity. It is aimed at organisations to simplify the process and reduce negative assumptions. This will be updated based on feedback and discussed further at the next Partnership Board meeting.</p>	LB
9.	<p>STAR (South Tees Award of Recognition) Awards</p> <p>Discussed in agenda item 6.</p>	
10.	<p>Representation of Healthwatch South Tees on strategic partnership forums - a mapping exercise will take place to decide which boards/forums the HWST team and Partnership Board members should attend. This will ensure that HWST is represented at relevant meetings. A table will be circulated to all members to collate this information.</p> <p>HWST representative to attend Safeguarding Adult Board meeting.</p> <p>LB to discuss with PC regarding attending the Council of Governors South Tees James Cook.</p>	<p>LB/All</p> <p>LB/PC</p>
11.	<p>Any Other Business</p> <p>None</p>	
12.	<p>Date and time of next meeting</p> <p>To be arranged (mid/end June)</p>	