

BOARD MEETING IN PUBLIC

Monday 19 October 2015 - 3.30pm-5pm:

Note new venue: Conference room, 3rd floor, Reading Central Library,
Abbey Square, Reading, RG1 3BQ

AGENDA

Time	Agenda Item	Page	Lead
15:30	Welcome and Introductions	-	Chair
	Declaration of Interest	-	Chair
	Pre-submitted questions from the Public		
	ACTIVITIES		
15:50	Minutes of previous meeting	Page 3	Chair
	ACTION/DISCUSSION		
15:55	1. Care Act Update - Melissa Wise, Reading Borough Council	Verbal	guest
16:20	2. Extra Care Scheme on Albert Road Site: Consultation - Jacquie Foster-Brown, Reading Borough Council	Verbal	guest
16:35	3. Contacts and Complaints Report	Page 5	MKS/ RN
16:40	4. Communications and Engagement Report	Page 9	MKS/ RN
16:45	5. Board Member Updates	Verbal	All
16:50	Questions from the Public		
17:00	Meeting close Date of next meeting: Monday 25th January 3.30pm.	-	-

Glossary of Terms

ADHD	-	Attention Deficit Hyperactivity Disorder
BHFT	-	Berkshire Healthcare Foundation Trust
BME	-	Black and Ethnic Minorities
BSL	-	British Sign Language
BWCC	-	Berkshire West Federation Commissioning Committee
CAB	-	Citizens Advice Bureau
CAMHS	-	Child and Adolescent Mental Health Services
CCG	-	Clinical Commissioning Group
CIC	-	Community Interest Company
CQC	-	Care Quality Commission
CSU	-	Commissioning Support Unit
CVS	-	Council for Voluntary Services
DASL PI	-	Domiciliary Care Accreditation Select List Performance Indicators
DoH/DH	-	Department of Health
HMG	-	Health Management Group
LA	-	Local Authority
LES	-	Locally Enhanced Service
NAG	-	Neighborhood Action group
NICE	-	National Institute for Health and Clinical Excellence
NHSCB	-	National Health Service Commissioning Board
NHSE	-	National Health Service England
NWRPV	-	North and West Reading Patient Voice
O/P	-	Outpatient
PALS	-	Patient Advice and Liaison Services
PDSN	-	Physical Disability and Sensory Needs
PPE CCG	-	Patient and Public Engagement Clinical Commissioning Group
PPG	-	Patient Participation Group
RAB	-	Reading Association for the Blind
RBC	-	Reading Borough Council
RBH/RBFT	-	Royal Berkshire Hospital/Royal Berkshire Foundation Trust
ROPP	-	Reading Older People's Partnership
RVA	-	Reading Voluntary Action
SEAP	-	Support Empower Advocate Promote
SENCO	-	Special Educational Needs Coordinator
SRPV	-	South Reading Patient Voice
ToR	-	Terms of Reference

Healthwatch Reading Board Meeting in Public

Minutes: Monday 20th July 2015

Present:

David Shepherd (DS) - Chairman

Board: Tony Hall (TH), Shaheen Kausar (SK), John Rogers (JR), Carol Munt (CM), Gurmit Dhendsa (GD), Helena Turner (HT), Sheila Booth (SB)

Staff: Mandeep Kaur Sira (MKS), Rebecca Norris (RN), Catherine Williams (CW)

Apologies: Tilly Corless, Douglas Findlay, Sue Pigott, Merlyn Barrett, Catherine Greaves.

No declarations of interest.

Questions pre-submitted to HWR open board meeting for 20th July 2015

No questions submitted.

Minutes of last meeting

The minutes were approved as an accurate record.

Actions

- Action 1: MKS to go back to her to get further information and clarify which Board they are referring to?- Complete
- Action 2: The OPWG could do with an updated presentation on the work of HWR in light of our new role as the brokerage service for Care Act Advocacy. - Complete
- Action 3: CW to develop project proposal for primary care. - Complete
- Action 4: HWR to look into possible project and gather any feedback they have so far - we continually receive feedback about services from people with mental health issues and there are not the services out there to support them. We will contrite to monitor with view to developing an appropriate piece of work.
- Action 5: CG to set up second enter and view visit of Ophthalmology in July 2015. - CG has left HWR and therefore this project has been delayed while we regain capacity in the staff team.
- Action 6: HWR to look into issue of impact of benefit cuts of those with mental health issues. - We have received no other feedback and are monitoring.

TH - the benefit cuts issue is likely to increase. There are upcoming benefit cuts around with children with autism. We need to keep an eye on what cuts are going to occur and when. GD the Universal Credit will have an impact on people who receive benefits but we need to think about how we can make an impact on these issues as we cannot impact on the cuts.

Action 1: HWR team to monitor any feedback related to benefit cut issues.

1. Care Act Advocacy Update

RN presentation on Care Act Advocacy and an update on the work of Healthwatch Reading in providing the brokerage and co-ordination of the service.

DS the upcoming budget cuts of council services may mean an in increase complaints and appeals.

JR asked where the funding stream for this work comes from? It comes from RBC and is a service they must commission under the new Care Act regulations.

2. Contacts and Complaints

The Board asked for a further breakdown of complaints cases showing any trends in services that are being complained about.

Action 2: MKS to add further details of complaints cases.

3. Communications and Engagement reports

As reported

4. Board Member Updates

No new updates

Questions from the public

Tom Lake - what is your legal structure? - is there a limited company within it?

We are set up as a Charitable Incorporated Organisation.

Francis Brown made a statement about how he felt that we were using our Enter and View powers inappropriately by visiting Priory Avenue. He felt that the visits would not add anything to the data collected by the national GP survey, the PPG also have a monthly report and asked why we felt this activity was necessary?

The Enter and View Activity helps us to capture real-time feedback and we are carrying out this activity across all GP surgeries in Reading. Healthwatch provides an independent voice and after the changes that have taken place at Priory Avenue and the poor result from the CQC inspection it was important to capture patient feedback.

Douglas Dean queried why Healthwatch had decided against having an election for Board Members and this would be independent, rather than having self-appointed individuals?

The Board would be recruited on a rolling basis throughout the year to meet the needs of the organization. All nominees will be put through an interview process and will capture a broad range of skills and knowledge.

Action Log

Action	Update
Action 1: HWR team to monitor any feedback related to benefit cut issues.	No new feedback has been received by the team to date, but monitoring of any issues that arise will continue.
Action 2: MKS to add further details of complaints cases.	Complete

1. Contacts and Complaints Report

Contacts by Category

Category	Apr-Jun 2014	Apr-Jun 2015	Jul-Sep 2014	Jul-Sep 2015	Oct-Dec 2014	Oct-Dec 2015	Jan-Mar 2015	Jan-Mar 2016
Acute Services	23	10	19	20	15		20	
BHFT Community	7	2	2		0		5	
Care Home	1	2	1	1	0		4	
Carers	3	3	0		0		2	
CCG	7		2		3			
Continuing Healthcare	1		1		1		1	
Dental Services	4		2	1	3		5	
Patient Voice	1		0		0			
GP Services	68	15	16	5	9		28	
Healthcare	-		-		-		-	
Healthwatch	0	3	1		0			
Health Inequalities	1		0		0			
Homecare	1		1		0		2	
Learning Disabilities	0		0		0			
Maternity	3		1	1	1			
Mental Health	3	5	6	5	10		18	
NHS England	1		0		0			
Ophthalmology	1		1	1	0			
Other/Misc	10		3	2	9		10	
Outpatients	0		0		0			
Pharmacy Services	2	1	0		0			
Private Providers	0	1	0		0		1	
Public Health	0		3		2		1	
SCAS	0		3		0			
SEAP	-		-		-		-	
Signposts	1		1	1	0		1	
Social Care	5	18	5	10	4		4	
Transport	3	3	1		0		1	
Walk in Centre	0		0		0			
Westcall	1		0		0			
111	1	2	0		0			
TOTAL	148	65	69	47	57		103	

How did you become aware of Healthwatch Reading?

Method	Apr-Jun 2014	Apr-Jun 2015	Jul-Sep 2014	Jul-Sep 2015	Oct-Dec 2014	Oct-Dec 2015	Jan-Mar 2015	Jan-Mar 2016
Care Act Advocacy		15		10				
DoH		1						
Drop in	0	1	0	1	0			
GP Surgery	1	3	0		0		1	
Healthwatch Voices	0		0		0			
HW Comms	0	6	5	5	6		7	
Healthwatch England	1		1	1	1			
Internet search	0	1	4	4	5		8	
Local Councillor	0		0		2			
Meeting/Event	24	13	14	2	13		31	
Not Stated	80	5	8	13	0		8	
Other	7	2	8	2	8		14	
Other local HW				1			1	
PALS	0		0	2	4		5	
Press	0		5		0			
Project	26	2	3		0		2	
Referral	0		1		0			
RBC	0	9	0		0		4	
RVA	0		0		1		3	
SEAP	5	3	7		3		6	
Staff/Board	2	2	6		7		7	
Voluntary Sector	2	2	7	6	7		6	
Total	148	65	69	47	57		103	

Method of contact with Healthwatch Reading

Method	Apr-Jun 2014	Apr-Jun 2015	Jul-Sep 2014	Jul-Sep 2015	Oct-Dec 2014	Oct-Dec 2015	Jan-Mar 2015	Jan-Mar 2016
Website/Email	9	10	15	11	12		17	
Telephone	27	36	26	28	21		60	
Drop in	4	12	0	2	2		3	
Meeting	2	4	9	2	14		4	
At an Event	76	2	16	1	3		19	
Project	28		1					
Staff	1	1	1	1	3			
Post/Letter	1		1					
Not stated				2				
Total	148	65	69	47	57		103	

2. Complaints Advocacy

Total number of open cases and people being supported = 21

Total number of cases closed in this quarter = 3

During this quarter Healthwatch Reading was supporting 12 clients through the formal complaints process, these were directed at the following services:

Category	Apr-Jun 2014	Apr-Jun 2015	Jul-Sep 2014	Jul-Sep 2015	Oct-Dec 2014	Oct-Dec 2015	Jan-Mar 2015	Jan-Mar 2016
BHFT Community Services	1	1	0	1	0		0	
GP Services	1	2	5	0	1		2	
Dentist	0	0	0	0	2		0	
Mental Health	1	1	4	1	3		1	
NHS England	1	0	0	0	0		0	
RBH	7	4	5	9	4		8	
SCAS	0	0	1	0	0		0	
Westcall	1	0	0	0	0		0	
Other	1	0	0	1	0		1	
Total	13	8	15	12	10		12	

Advice and lower level advocacy support was delivered to 14 clients, these were related to the following services:

Category	Apr-Jun 2014	Apr-Jun 2015	Jul-Sep 2014	Jul-Sep 2015	Oct-Dec 2014	Oct-Dec 2015	Jan-Mar 2015	Jan-Mar 2016
CAMHS	1	1	1		0		1	
Care Home	0	1	0	1	0		1	
Carers	0	1						
CCG	0	0	0		2		0	
CHC	1	0	0		1		1	
CSU	1	0	0		0		0	
Dentist	2	0	1		1		1	
GP Services	7	7	4	3	6		8	
Homecare	0	0	0		0		1	
Adult Mental Health	0	1	3	1	2		0	
Public Health	0	0	0		0		1	
RBH	1	2	4	9	2		2	
SCAS	0	0	1		0		0	
Social Care	1	1	0		1		3	
Transport	0	1	0		0		1	
Miscellaneous	0	1	0		4		3	
Total	14	16	14	14	19		24	

Advocacy service trends

The advocacy support provided this quarter covers a range of issues, as outlined below:

- Misdiagnosis
- Carers dissatisfaction with care being given by GP for a family member
- Lack of GP support for mental health issues
- Cancelled operations
- Administration/communication delays
- CAMHS waiting times
- Quality of care
- Delayed social care provision and advice
- Early discharge from hospital
- Ophthalmology
- Delays in treatment
- Understanding medical notes

Communications and Engagement Report

Communications Report

For 19 October, 2015 board meeting

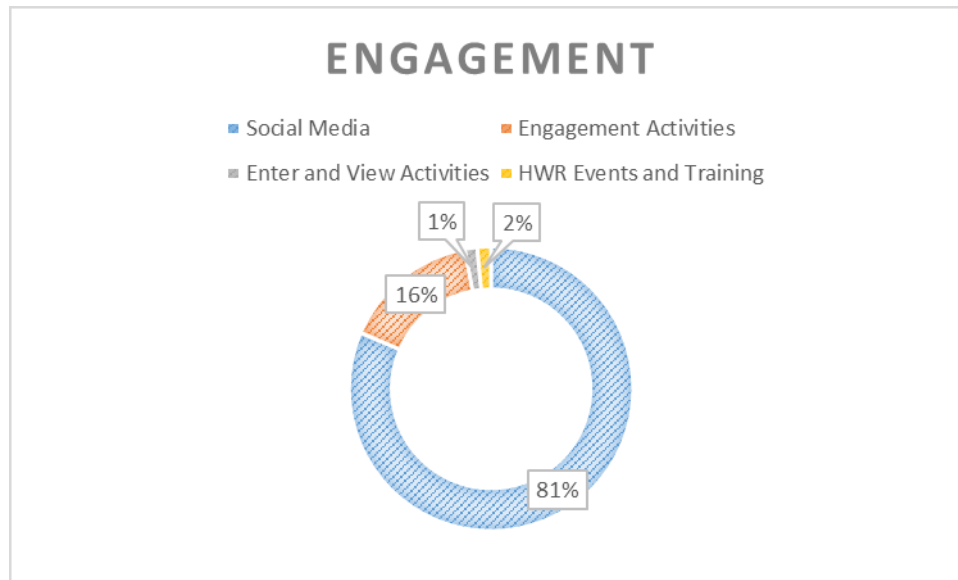
Media coverage 11 July - 11 October 2015



DATE (most recent first)	MEDIA	HEADLINE	HWR analysis
19/09/15	getreading.co.uk	Reading care and support conference for professionals and volunteers	Story previews fact that HWR is going to give a presentation about using service users' experience to improve services, at 30 Sept event at Town Hall
22/7/15	getreading.co.uk	GP services across Reading face changes to meet rising demand	Story covers CCGs' draft primary care strategy and includes Healthwatch Reading's plans to visit GP surgeries over coming months
21/7/15	getreading.co.uk	Healthwatch Reading will be paying surprise visits to GP surgeries	Contrary to headline, all visits will be notified to surgeries in advance, but otherwise, story covers HWR's presentation of its annual report to Health and Wellbeing Board, including comment from chair David Shepherd
17/07/15	getreading.co.uk	Health of Reading's Gurkha community under the microscope	Story previewed HWR report just ahead of presentation at Health and Wellbeing Board, and contained main findings that 85 per cent found it difficult to explain symptoms to doctors, 81 per cent were not routinely offered interpreters

Engagement Report

Healthwatch Reading engagement with members of the public covers a range of different methodologies, which are broken down below.



Social Media and Reference Group Membership

Method	Apr-Jun 2014	Apr-Jun 2015	Jul-Sep 2014	Jul-Sep 2015	Oct-Dec 2014	Oct-Dec 2015	Jan-Mar 2015	Jan-Mar 2016
Reference Group Membership	642	625	649	644	636		627	
Followers on Twitter	1862	2263	1886	2333	2042		2171	
Likes on Facebook Page	33	46	34	50	38		40	
Total	2537	2934	2569	3027	2716		2838	

Engagement Activities and Events Undertaken

Healthwatch Reading took part in 17 engagement activities that were used as a platform to promote the work of Healthwatch Reading. This involved engaging with approximately 446 people and included the following events:

- National Citizenship Service young people Challenge Group
- Being Healthy as you Can working group
- ACRE Youth event
- Reading Borough Council Homecare Provider framework event
- Surgery visits delivering Primary care procurement surveys x 10 visits
- Older Peoples Working group
- Complaints Conference
- Effective discharge from hospital workshop

Healthwatch Reading Events and Training

Healthwatch Reading held their first conference on complaints. The event was attended by various services across Reading coming together for the first time to discuss how they deal with complaints, sharing and learning from one another, with Healthwatch Reading giving an overview of the patient experience of the local complaints processes. The event was attended by representatives from RBH, BHFT, RBC and voluntary organisations. A second conference is planned for early next year.

Healthwatch Reading presentations to stakeholders

We reached approx. 120 people who run home care agencies, care homes and other adult social care provision via:

- Healthwatch Reading presentation on service users' experience of home care, to a council-led workshop for 12 new home care agencies
- Healthwatch Reading presentation to council-led Care and Support Conference on tips for improving service user experience (this was followed by talk given by patient leader Carol Munt about her own experience as a carer)

Enter and View Activity

Healthwatch Reading completed 2 Enter and View activities this quarter, these were:

- Melrose House GP Surgery
- Grovelands GP Surgery

Networks and Meetings engaged with

Healthwatch Reading continue to be involved with a number of key meetings and engage with networks that will further support our work in producing outcomes of our local communities' concerns. The staff team and board members have engaged with 14 different networks and meetings this quarter:

- North and West Reading CCG Patient Voice
- South Reading Patient Voice
- Health and Wellbeing Board
- North and West Reading CCG Patient and Public Engagement Meetings
- Being Healthy as you can be group
- Joint Primary Care Co-commissioning Board
- BHFT Senior Management Team Meeting
- 111 Re-procurement group
- Safeguarding Adults Partnership Board
- Children's, Maternity, Mental Health and Voluntary Sector Partnership Board
- Thames Valley Healthwatches Network
- Berkshire West Quality Committee
- Urgent Care Programme Board
- BHFT Governors meeting
- Reading Integration Board
- Reading Advice Network
- Mental Health Strategy Group
- CQC Quality Summit for Primary Care in Reading
- Independent Complaint Advocacy Network (ICAN)