

**BOARD MEETING IN PUBLIC**

Monday 20<sup>th</sup> July 2015 - 2pm-3.15pm:

Note new venue: Conference room, 3<sup>rd</sup> 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
15:35	<b>Pre-submitted questions from the Public</b>		
	<b>ACTIVITIES</b>		
15:50	Minutes of previous meeting	Page 3	Chair
	<b>ACTION/DISCUSSION</b>		
16:00	1. Care Act Advocacy Update	Verbal	RN
16:20	2. Contacts and Complaints Report	Page 5	MKS/ RN
16:25	3. Communications and Engagement Report	Page 8	MKS/ RN
16:30	4. Board Member Updates	Verbal	All
16:45	<b>Questions from the Public</b>		
17:00	Meeting close <b>Date of next meeting: Monday 19<sup>th</sup> October 2pm.</b>	-	-

## 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
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 April 2015

### **Present:**

**Tony Hall (TH) - Chairman**

**Board:** Tony Hall (TH), Shaheen Kausar (SK), David Shepherd (DS), Diane Smith (DiS) and Helena Turner (HT)

**Staff:** Mandeep Kaur Sira (MKS), Catherine Greaves (CG), Merlyn Barrett (MB), Catherine Williams (CW)

**Apologies:** Tilly Corless, Douglas Findlay, John Rogers, Sheila Booth, Carol Munt, Sue Pigott

No declarations of interest.

### Questions pre-submitted to HWR open board meeting for 19<sup>th</sup> January 2015

#### Question from member of the public - Patricia Adshead

Please can you tell me what measures have been put in place by the Board in Berkshire for ensuring that patients who voice their opinion and complain are not just left ill experiencing inhumane and degrading treatment?

Please let me know if this question is not in the remit of HWR.

**Action 1: MKS to go back to her to get further information and clarify which Board they are referring to?**

### Minutes of last meeting

The minutes were approved as an accurate record.

### Actions

- Action 1 carried forward to next meeting with CQC
- RN gave feedback regarding consultation to Emily Hodges
- Melissa Wise shall be attending the July meeting and any questions can be put to her then

**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.**

### 1. Workplan

MKS gave an overview of comments revived from members of the public about suggestions for the workplan. This was looked at in line with the number of contacts received by Healthwatch last year and what areas are of most concern to local people. The largest areas of concern is primary care, namely access to appointments for those with communication difficulties, difficulties in making GP appointments. The Board considered in light of the stresses on primary care how could HWR add value to the pieces of work already being undertaken. DiSm and DS suggested to look at good practise aswell in order to share learning.

RN suggested the project must include access to appointments for the Deaf community as we have been approached by members of the local community about this.

It was agreed a wider primary care project needed to be developed.

**Action 3: CW to develop project proposal for primary care.**

Other projects that were considered for the workplan were waiting times for those access mental health services. SK reported that incidents of poor mental health are increasing and some consideration should be given to what is sitting behind this.

**Action 4: HWR to look into possible project and gather any feedback they have so far.**

The Board approved the Enter and View Report and suggested in light of the findings we should revisit Ophthalmology in three months to note if any change have taken place.

**Action 5: CG to set up second enter and view visit of Ophthalmology on July 2015.**

### **3. Communications and Engagement reports**

The Board thanked RN for the excellent communications report and the work that has been undertaken in this area.

**4. Board Member Updates** Reports attached were for noting. DS reminded members to send any reports of meetings ahead of Board Meetings or if not please be prepared to give a verbal update at the Board meeting.

### **Questions from the public**

Comment from Lisa Bamsey: member of the local disabled community are currently experiencing problems with reduction in benefits and this could increase problems around access for people with mental health needs. MB noted there has been some feedback about the pressure to go back to work because of benefit changes.

Is this something worth investigating for a potential project on the workplan.

TH suggested talking to the CAB to look at situation in Reading with regards to benefit cuts.

**Action 6: HWR to look into issue.**

# 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		15		20	
BHFT Community	7	2	2		0		5	
Care Home	1	2	1		0		4	
Carers	3	3	0		0		2	
CCG	7		2		3			
Continuing Healthcare	1		1		1		1	
Dental Services	4		2		3		5	
Patient Voice	1		0		0			
GP Services	68	15	16		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			
Mental Health	3	5	6		10		18	
NHS England	1		0		0			
Ophthalmology	1		1		0			
Other/Misc	10		3		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		0		1	
Social Care	5	18	5		4		4	
Transport	3	3	1		0		1	
Walk in Centre	0		0		0			
Westcall	1		0		0			
111	1	2	0		0			
<b>TOTAL</b>	<b>148</b>	<b>65</b>	<b>69</b>		<b>57</b>		<b>103</b>	

## How did you become aware of Healthwatch Reading?

Method	Apr-Jun 14	Apr-Jun 15	Jul-Sep 14	Jul-Sep 15	Oct-Dec14	Oct-Dec15	Jan-Mar15	Jan-Mar16
Care Act Advocacy		15						
DoH		1						
Drop in	0	1	0		0			
GP Surgery	1	3	0		0		1	
Healthwatch Voices	0		0		0			
HW Comms	0	6	5		6		7	
Healthwatch England	1		1		1			
Internet search	0	1	4		5		8	
Local Councillor	0		0		2			
Meeting/Event	24	13	14		13		31	
Not Stated	80	5	8		0		8	
Other	7	2	8		8		14	
Other local HW							1	
PALS	0		0		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		7		6	
<b>Total</b>	<b>148</b>	<b>65</b>	<b>69</b>		<b>57</b>		<b>103</b>	

## Method of contact with Healthwatch Reading

Method	Apr-Jun 14	Apr-Jun 15	Jul-Sep 14	Jul-Sep 15	Oct-Dec14	Oct-Dec15	Jan-Mar15	Jan-Mar16
Website/Email	9	10	15		12		17	
Telephone	27	36	26		21		60	
Drop in	4	12	0		2		3	
Meeting	2	4	9		14		4	
At an Event	76	2	16		3		19	
Project	28		1					
Staff	1	1	1			5		
Post/Letter	1		1					
Not stated								
<b>Total</b>	<b>148</b>	<b>65</b>	<b>69</b>			<b>57</b>	<b>103</b>	

## Complaints Advocacy

Total number of open cases and people being supported = 8

Total number of cases closed in this quarter = 12

During this quarter Healthwatch Reading was supporting 8 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		0		0	
GP Services	1	2	5		1		2	
Dentist	0	0	0		2		0	
Mental Health	1	1	4		3		1	
NHS England	1	0	0		0		0	
RBH	7	4	5		4		8	
SCAS	0	0	1		0		0	
Westcall	1	0	0		0		0	
Other	1	0	0		0		1	
<b>Total</b>	<b>13</b>	<b>8</b>	<b>15</b>		<b>10</b>		<b>12</b>	

Advice and lower level advocacy support was delivered to 16 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		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		6		8	
Homecare	0	0	0		0		1	
Adult Mental Health	0	1	3		2		0	
Public Health	0	0	0		0		1	
RBH	1	2	4		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	
<b>Total</b>	<b>14</b>	<b>16</b>	<b>14</b>		<b>19</b>		<b>24</b>	

## 2. Communications and Engagement Report



### Communications Report

For July 20, 2015 board meeting

Rebecca Norris (lead staff member for communications)

#### Media coverage 1 April 2015 - 10 July 2015

Summary: Steady media activity on a range of subjects.

DATE (most recent first)	MEDIA	HEADLINE	HWR analysis
1/7/15	BBC South Today TV news	Story covering 111 undercover investigation	Healthwatch England rep interviewed, who called for public to report concerns to HWR about 111
28/6/15	getreading.co.uk	Adult mental health review calls council staff secondment "costly distraction"	HWR mentioned as joint organiser of a meeting with mental health service users that led to a new charter on future of services
18/06/15	<i>Reading Chronicle</i> , pg 23	Improved service for the vulnerable	HWR chief exec quoted talking about the need for high quality home care, as new framework launched
11/06/15	getreading.co.uk	Council aims to raise home care standards with new providers list	HWR chief exec extensively quoted about direct influence local people have had in setting new home care standards
10/6/15	getreading.co.uk	Elevate Reading: a hub for employment services at the library	HWR mentioned as one of community services co-located at the library
28/5/15	getreading.co.uk	Pupils sitting exams given mental health advice for stress	Story mentions that public health dept have launched booklet following HWR's report on school nursing year before, as well as Youth Cabinet's campaign on mental health.



14/5/15	BBC Radio Berkshire drivetime show	<b>Story about high number of poorly rated GP practices in Reading</b>	HWR chief exec interviewed, urging public to debate the shape of future provision
20/4/15	getreading.co.uk	<b>Melrose Surgery: GP steps in to cover 'inadequate' practice</b>	Story describes Health and Wellbeing Board discussion including: Healthwatch Reading chairman David Shepherd raised concerns on behalf of patients about the future of the Melrose Surgery
14/04/15	getreading.co.uk	<b>Central Reading GP surgery placed in 'special measures'</b>	HWR chief exec quote saying HWR urgently seeking info about long-term future of surgery

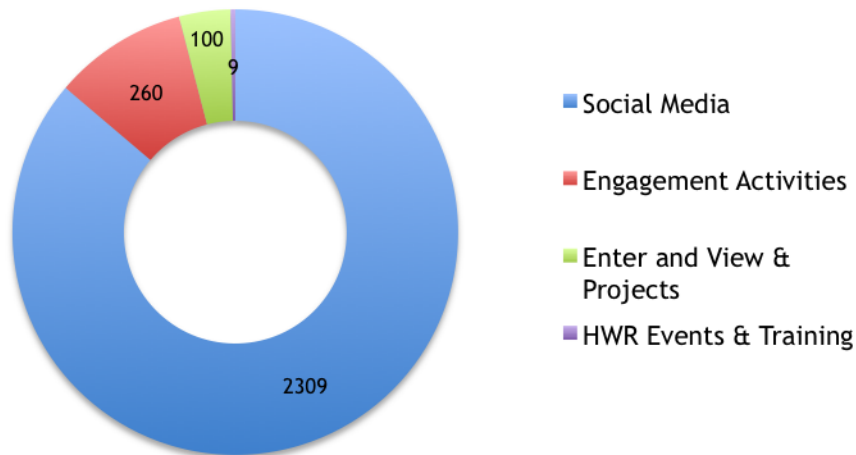
## Other communications developments

### HWR newsletter:

- Around 40 new recipients signed up on the back of Enter and View activity
- New section launched in July newsletter in chatty blog style on what HWR team have been doing out and about for the month - good feedback rec'd on Twitter

## 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		636		627	
Followers on Twitter	1862	2263	1886		2042		2171	
Likes on Facebook Page	33	46	34		38		40	
<b>Total</b>	<b>2537</b>	<b>2934</b>	<b>2569</b>		<b>2716</b>		<b>2838</b>	

## Engagement Activities and Events Undertaken

Healthwatch Reading took part in 4 engagement activities that were used as a platform to promote the work of Healthwatch Reading. This involved engaging with approximately 240 people and included the following events:

- Complex Needs Support Group
- Stall at Carers Week Event
- Stall at RBC Preventative Services Event
- Armed Forces Day

## Healthwatch Reading Events and Training

Healthwatch Reading held their second round of training for PPG members this quarter. Nine local people took part in the training and will go back to their PPGs and surgeries with a copy of the toolkit developed by Healthwatch Reading to support the engagement and development of PPGs locally.

### Enter and View Activity

Healthwatch Reading completed 6 Enter and View activities this quarter, these were:

- Circuit Lane GP Surgery x 2
- Priory Avenue GP Surgery x 3
- Beacher Hall Care Home

### 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
- PPG Meetings
- Southcote Community Network
- Learning Disabilities Partnership Board
- Being Healthy as you can be group
- Joint Primary Care Co-commissioning Board
- BHFT Senior Management Team Meeting
- 111 Re-procurement group
- Primary Care Working Group
- Healthwatch England Policy Network
- Safeguarding Adults Partnership Board

