

BOARD MEETING IN PUBLIC

Monday 6th October 2014 - 3.30pm-5.00pm: Highbridge House, 16-18 Duke Street,
RG1 4RU

Chairperson: Tony Hall

AGENDA

Time	Agenda Item	Page	Lead
15:30	Welcome and Introductions	-	
	Declaration of Interest	-	
15:35	Pre-submitted questions from the Public		
	ACTION/DISCUSSION		
15:50	2. GP Capacity in Reading - Discussion	Verbal	RN
	ACTIVITIES		
16:15	8. Workplan Updates and Project Proposals	Page 2	MB
16:20	9. Contacts and Complaints Report	Page 7	MB
16:25	10. Communications and Engagement Report	Page 9	RN
16:30	11. Board Member Updates	Verbal	All
16:40	12. AOB	-	-
16:45	Questions from the Public		
17:00	Meeting close Date of next meeting: Monday 19 th January 2015	-	-

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

2. Workplan Updates

Project	Update
<p>1. The physical care needs of people with mental health issues, are they recognised and treated appropriately?</p> <p>Aim: Gain a better understanding of how mental health services in the new health landscape and explore avenues for greater user involvement in shaping these services.</p> <p>Project Lead: Merlyn Barrett</p>	<p>Final amends before going out for a response.</p>
<p>2. The transition from children's services to adult.</p> <p>Aim: Gain an understanding of the scope of this issue in Reading and make recommendations for service improvement.</p> <p>Project Lead: Merlyn Barrett</p>	<p>Final amends before going out for a response.</p>
<p>3. The role school nurses play in mental health for young people</p> <p>Aim: Engage with young people and understand the level of support for young people available in schools.</p> <p>Project Lead: Catherine Greaves Board Member Involvement/Lead: Douglas</p>	<p>Report has been distributed. Letter sent to Avril Wilson (Reading Borough Council) highlighting the lack of response from secondary schools to the report, as requested by the Healthwatch Reading Board. No response received yet from Avril Wilson.</p> <p>CG proposes that Healthwatch work in partnership with the Youth Parliament to repeat the survey with 50 young people, in February/March 2015. The aim of this engagement would be to measure whether there the project's recommendations have been implemented and there have been improvements in the awareness and accessibility of the specialist school nursing.</p>
<p>4. Promoting and distributing the Support after Suicide Booklet.</p>	<p>ongoing</p>

<p>5. Health and Social Care integration. The emerging relationship between Health and Social Care e.g. Delayed transfers of care</p> <p>Aim: Gain an understanding of the scope of the issue on Reading and make recommendations based on feedback. Project Lead: Rebecca Norris Board Member Involvement/Lead: John Rogers</p>	<p>Reading Borough Council’s managing director Ian Wardle is providing a formal response to Healthwatch Reading’s report on the experiences of people whose discharge from hospital was delayed, on behalf of leaders across health and social care. This response is expected to be supported by a detailed action plan. HWR’s board will be asked to consider that response, before Healthwatch Reading presents the report’s findings at the Health and Wellbeing Board, held in public, on October 10.</p> <p>Healthwatch Reading was invited to present the findings to the West of Berkshire Adults Safeguarding Partnership Board on 2 September. The presentation sparked questions and a discussion, and the board’s chair has invited Healthwatch to return to the next meeting, with a view to taking on a permanent seat on the board. The meetings are not held in public.</p>
<p>6. Home Care Service User project</p> <p>Aim: To involve users in shaping Home Care Services. Project Lead: Rebecca Norris</p>	<p>RBC have confirmed that they are appointing two temporary staff to their reablement team to provide home care visits to people, to cope with extra needs that may arise during the coming winter. This will particularly focus on people needing help when leaving hospital. This is because the council’s approved group of private providers of home care (known as DASL), are not always bidding for home care work the council puts out to them. Healthwatch Reading is also involved in ongoing talks with RBC about directly involving service users in helping to select home care providers for 2015-2016.</p>
<p>7. A&E co-design project with RBH</p> <p>Aim: Improve Emergency Services at the RBFT through user involvement and engagement. Project Lead: Catherine Greaves</p>	<p>Update received from the Research & Development Manager at the Trust. Project is still ‘live’ but is delayed. The funding for the Research Nurse post has now been approved and the recruitment process started at the end of September. The Trust are not in a position to give any timelines for Healthwatch Reading’s involvement, other than “it should be before the end of March ’15.”</p>
<p>8. Outpatient Appointments</p> <p>Aim: Improve the Outpatient Experience of users. Project Lead: Catherine Greaves</p>	<p>CG continues to attend the meetings of the RBH Outpatients patient experience group. CG would like to direct the Board to the draft report of the ex-Gurkha community patient engagement project regarding the findings and recommendations related to outpatients clinics at the RBH.</p>
<p>9. The Experience of Young Carers Aim: To understand the experiences of health and social care services by young carers Project Lead: Rebecca Norris</p>	<p>The report on the focus group of young carers was published in mid-July 2014, and includes Reading Borough Council’s response that it has agreed to fund a ‘young carer aware’ e-learning tool for professionals across health and social care. The report was formally launched at a Reading Youth Cabinet meeting, as it had been young people at a previous Youth Cabinet meeting who had previously raised issues with young carers. The report has</p>

	<p>also been shared with voluntary sector providers.</p> <p>Healthwatch Reading now awaits details of a ‘refreshed’ joint carers strategy, which health and social care managers are working on for Reading. This could give details on how services for young carers will be funded in the future.</p> <p>Berkshire Carers Service has secured a pot of funding to provide free activities for young carers aged 11-13 years, the next being on October 18 - at the Reading Climbing Centre. BCS has also launched a website specifically for young carers, at http://www.chillberkshire.org/ where details of the activities can be found.</p> <p>National Carer’s Rights Day is Friday 28 November, which offers opportunity for Healthwatch Reading to engage with local carers and potentially check their understanding of what the Care Act, coming into force from April 1 2015, will mean to them.</p>
<p>10. A&E Services and the Eastern European Community</p> <p>Aim: To understand the level of use of A&E by these communities and promote education on appropriate use of services. Project Lead: Catherine Greaves Board Member Involvement/Lead: Helen</p>	<p>This report got local media coverage relating to the Your NHS mobile phone app in Polish that was launched by the CCGs in response to the report. http://www.getreading.co.uk/news/new-nhs-phone-app-launched-7563335</p> <p>Both CCG’s also featured the app and the Healthwatch Reading report on their websites: <i>The Berkshire West Clinical Commissioning Groups (CCGs) have developed a free smartphone app, allowing local people to find out how to access NHS services. Based on the user's current location, the app uses a map to show the nearest pharmacy, dentist or GP, plus Minor Injury Units, Walk-In Centre and the A&E Department across West Berkshire, Reading, and Wokingham. Where possible, other details will include the range of treatments available and opening hours. It also offers advice on when to call NHS 111 and 999, as well as notes and reminder sections to record doctor/dentist appointments or symptoms to mention to the GP.</i></p> <p><i>A Polish language version has also been developed following a Healthwatch Reading report: "How the recent migrant Polish Community are accessing healthcare services, with a focus on primary and urgent care services", which highlighted the need for the local NHS to provide more written information in Polish about NHS services. Both apps include links to websites offering health advice, such as NHS Choices, while the Polish version has information on the NHS and the benefits of registering with a GP."</i></p> <p>http://www.nwreadingccg.nhs.uk/news/entry/ccgs-launch-free-my-local-nhs-smartphone-app-in-english-and-polish</p>

	<p>http://www.southreadingccg.nhs.uk/news/entry/ccgs-launch-free-my-local-nhs-smartphone-app-in-english-and-polish</p> <p>CG proposes that Healthwatch Reading contact the Polish Our Integration group in February/March to ask for an update on the uptake of the app. Report back to the Board in Apr'15.</p>
<p>11. Patient Participation Project</p> <p>Aim: This project aims to support the development of local patient participation groups in GP surgeries across Reading. To engage members of the community in having an active voice in shaping local health and social services and explore ways to network the groups and work more closely with Healthwatch Reading.</p>	<p>No updates for this meeting.</p>
<p>12. Healthwatch Voices Forum</p> <p>Aim: To gather views from users who use and are supported by services in the voluntary sector.</p> <p>Project Lead: Merlyn Barrett</p>	<p>We are looking at a new model of engagement with the voluntary sector as the forum type event uses resources, capacity and funds, but does not necessarily always provide full and useful feedback. We are looking at a different approach where we might go to groups of voluntary sector service users in their own settings, to get feedback.</p>
<p>13. Learning Disabilities</p> <p>Project Lead: Merlyn Barrett</p>	<p>Our three Enter and View volunteers are now trained and we will be doing a couple of informal tours of RBH to get to know the building. Visits to patients should start in October. Networks and contacts have been made with the cancer screening services.</p>
<p>14. Female Genital Mutilation</p> <p>Project Lead: Merlyn Barrett</p>	<p>Complete - Report due to be published within next month.</p>
<p>15. Healthwatch Engagement with Young People</p> <p>Staff: MKS, CG</p> <p>Board member: DF</p>	<p>No updates</p>

<p>16. Transport Staff: CG</p>	<p>Hospital patient transport is being monitored by the RBH Outpatients patient experience group. A South Central Ambulance Service (SCAS) representative has attended a group meeting earlier this year and will be attending the next meeting, in September.</p> <p>Healthwatch Reading are monitoring transport issues via the issues log and issues reports.</p>
<p>17. Nepalese Ex-Gurkha community Staff: CG Aim To gather an understanding of how the Nepalese ex-Gurkha community access health services and their experiences of these services.</p>	<p>Draft report for review by Healthwatch Reading board at meeting on 6th October</p>
<p>18. Maternity Services Patient Experience : CG Board member involvement: Helen Aim (To be specified further) To better understand the patient experience of women living in Reading and accessing Maternity Services</p>	<p>CG has had two productive meetings with the Chair of the Maternity Services Liaison Committee (MSLC) to discuss project design.</p> <p>MSLC have invited Healthwatch Reading to a meeting in Oct '14.</p>

3. Contacts and Complaints Report

Contacts by Category

Category	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015
Acute Services	23	19		
BHFT Community	7	2		
Care Home	1	1		
Carers	3	0		
CCG	7	1		
Continuing Healthcare	1	1		
Dental Services	4	2		
Patient Voice	1	0		
GP Services	68	15		
Healthcare	-	-	-	-
Health Inequalities	1	0		
Homecare	1	1		
Learning Disabilities	0	0		
Maternity	3	0		
Mental Health	3	6		
NHS England	1	0		
Ophthalmology	1	1		
Other/Misc	10	5		
Outpatients	0	0		
Pharmacy Services	2	0		
Private Providers	0	0		
Public Health	0	3		
SCAS	-	2		
SEAP	-	-	-	-
Signposts	1	1		
Social Care	5	5		
Transport	3	1		
Walk in Centre	0	0		
Westcall	1	0		
111	1	0		
TOTAL	148	66		

Complaints Advocacy

Healthwatch Reading is supporting 25 clients through the formal complaints process, these were directed at the following services:

Category	Apr-Jun	Jul-Sept
BHFT Community Services	1	0
GP Services	1	4
Mental Health	1	4
NHS England	1	0
RBH	7	2
Westcall	1	0
Other	1	2
Total	13	12

5. Communications and Engagement Report



Communications report/October 6 board meeting

By Rebecca Norris (lead staff member for communications)

The board are asked to note this first communications report.

From now onwards, a report will be submitted to each quarterly board meeting, outlining any media coverage achieved for Healthwatch Reading (HWR) and any other communication developments.

Media coverage 1 April-19 September 2014

Summary: 14 separate media mentions, mostly in local press. The most impactful were around speaking up for Circuit Lane surgery patients. Patients at that surgery have rung HWR as a result of number being listed at end of press stories.

DATE (most recent first)	MEDIA	HEADLINE	HWR analysis
19/9/14	getreading.co.uk (Reading Post website)	<i>Public meeting tonight over future of Circuit Lane Surgery</i>	Article invites patients who can't attend to submit questions to HWR. HWR telephone number and website listed.
15/9/14	Pulse (magazine website for all NHS GPs in the UK)	<i>Practice hands contract back after four partners are forced to resign</i>	HWR's chief executive Mandeep Kaur Sira (MKS) quoted over three paragraphs. One of GP readers who left online comment said: 'Sad but not surprised. Patients lose our when general practice is undermined to extinction.'

12/9/14	Reading Post	<i>Concern as GPs all quit practice</i> Subheading: <i>Limbo: patients want to know what will happen</i> (pg11)	HWR's chief executive MKS quoted, calling for safeguards to ensure continuity of care is not compromised. HWR telephone number and website listed at end of story.
12/9/14	BBC Radio Berkshire Andrew Peach show, 8.15am live	GP resignations	HWR communications lead Rebecca Norris (RN) interviewed and raised concern about 'missed opportunity' by NHS England to inform patients and flagged up our 6 October board meeting was to debate issue. Local councillor, MP and a national GP rep also interviewed. Interviews preceded by a clip of patients saying they had been kept in dark, and fears for future.
11/9/14	Reading Chronicle	<i>Future uncertain for GP surgery</i> (pg 1 'splash' - most important story that week)	HWR chief executive MSK reported as 'blasting' (paper's choice of word) NHS England over information gap for patients. Four paragraphs in total outlining our concerns and HWR telephone number and website listed at end.
1/9/1	BBC Radio Berkshire Andrew Peach show 7.05am live	Latest NHS complaints stats	HWR comms lead RN interviewed and made point that complaints system is confusing and lengthy.

22/8/14	Get Reading (free paper from Reading Post)	<i>Dance showstopper at family open day (pg 24)</i>	Article mentions a Healthwatch Reading stall at Alafia Family Open Day. Picture of HWR staff - CG and MB - along with other event pics, also featured.
15/8/14	BBC Radio Berkshire Anne Diamond show, mid morning, live	Changes to GP inspection regime by Care Quality Commission	HWR chief exec MSK interviewed, welcoming change and promoted our online GP survey.
13/8/14	Reading Post	<i>Concern over health service at schools subhead: Report: many pupils unaware a nurse is available (pg16)</i>	Long article on HWR's report on specialist school nurses, especially the fact that more than 50% of pupils do not know how to contact their nurse. Reading Borough Council response briefly mentioned, as 'reviewing the current school nursing contract'.
13/8/14	Reading Post	<i>First year of helping people to get their voices heard (pg16)</i>	Article outlining HWR's first year, outlining numbers of contacts, range of projects, successes such as Polish app. Telephone number and email address listed.
1/8/14	Get Reading (free paper from Reading Post)	<i>App helps access health services (pg10)</i>	Article announcing CCGs' launch of NHS and Polish apps, with the latter due to HWR's report into how Polish people access healthcare.

31/7/14	Reading Chronicle	<i>Improve access to school nurse</i> (pg 11)	Brief article on HWR report into specialist school nursing. HWR chief executive MSK quoted, highlighting the good example of John Madejski Academy.
21/7/14	Jack FM drivetime show (prerecorded)	Call for more specialist nurses in Berkshire secondary schools	HWR comms lead RN interviewed to highlight main report points
7/7/14	Primary Times (quarterly free magazine for 64,000 parents, children and teachers across Berkshire)	<i>Healthwatch harnessing parent power over the NHS and social care</i> (pg 4). Plus full page ad on pg 5.	Article written by HWR comms lead RN, on behalf of local Healthwatch across Berkshire, pitched to busy parents, as well as adult carers of elderly parents, promoting the work Healthwatch has done for these groups, and also listing telephone numbers and email address for each Healthwatch.

Other communications developments

RN is due to attend Healthwatch England communications meeting in London October 3. RN to ask what support HWE can provide on ensuring Healthwatch websites are compliant in being accessible to people, such as those who are blind, deaf, and who can't scroll. RN will update board in next communications report.

RN attended a media seminar in London on 17/9/14 to hear latest trends in how public sector organisations manage their communications. Points to note:

- mobile devices such as smart phones will take over desktop PC or laptops as the first device the public will turn to when web surfing, so more priority should be given to getting mobile versions of websites right.
- NHS trust comms people reported how they are increasingly expected to manage complaints raised via Twitter. HWR to check local trusts' policies.

Engagement Report

Method	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2015
Reference Group Membership	662	642	649		
Followers on Twitter	1655	1862	1886		
Likes on Facebook Page	20	33	34		
Other	-	-	-		
Total	2337	2537	2569		

Engagement Activities and Events Undertaken

- Numbers attending
- Outcomes

Healthwatch Reading held 17 Engagement Events and took part in 11 Engagement Activities.

The Engagement Events that Healthwatch Reading organised are the following and involved approximately 490 people:

- Focus Group with local Nepalese Ex-Gurkha community x 2
- Healthwatch Voices Event
- Focus Group with Reading Families Forum
- Stand at Reading Central Library x 3
- Stand at Battle Library x 2
- Stand at Palmer Park Library
- Stand at Milman Road Surgery
- Stand at Morrisons Supermarket
- Stand at Tilehurst Library
- Stand at Caversham Library
- South Reading Library
- Being Healthy as we can be Open Day
- Reading Families Forum focus group

Healthwatch Reading also took part in 18 local events and engagement activities that were used as a platform to promote the work of Healthwatch Reading. This involved engaging with approximately 710 people and included the following events:

- Older peoples working group
- Berkshire Carers Information event
- Preventative services drop-in event
- Tilehurst Community Festival
- Caversham Children's Festival
- Berkshire Mental Health Service Users Group x 3
- Nasza Integracja Polish Community Event

- Berkshire Carers Dementia Event
- Reading Waterfest
- Learning Disability Partnership Board
- Big Voice Event
- Alafia Family Open Day
- Youth Cabinet
- Healthy Matters
- Park United Reformed Church
- Working carers forum

Networks and Meetings engaged with

- Networks
- Partnership Meetings

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 over 20 different networks and meetings including engagement with the following groups:

- 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
- BHFT 6 Healthwatches Meeting
- PPG Meetings
- Community group Meetings
- Adult Social Care Meeting
- Carers Steering Group
- Physical Disability and Sensory Needs Network
- Domiciliary care Forum
- Mental Health Partnership Board
- Learning Disabilities Partnership Board
- Reading Older Peoples Partnership Board
- Reading Families Forum
- Being Healthy as you can be group
- Ex-Gurkha Association
- Reading Community Learning Centre
- Thames Valley Quality Surveillance Group
- Urgent Care Board

We have also built links with new networks and these have included setting up the Thames Valley Healthwatches meeting and the Berkshire Healthwatches meeting, involvement in the Suicide Intervention Prevention Network across the Thames Valley and the CMMV (Children's, Maternity, Mental Health and Voluntary Sector) Commissioning Board.

