

**BOARD MEETING IN PUBLIC**  
 Tuesday 15<sup>th</sup> March 2016 - 6pm-7pm:  
 Conference room, 3<sup>rd</sup> floor, Reading Central Library,  
 Abbey Square, Reading, RG1 3BQ

## AGENDA

Time	Agenda Item	Page	Lead
18:00	Welcome and Introductions	-	Chair
	Declaration of Interest	-	Chair
	<b>Pre-submitted questions from the Public</b>		
	<b>ACTIVITIES</b>		
18:05	Minutes of previous meeting	Page 3	Chair
	<b>ACTION/DISCUSSION</b>		
18:10	1. Voluntary Sector Cuts - Impact and how can Healthwatch help? Rachel Spencer - Reading Voluntary Action	Additional paper (separate PDF)	Chair
18:30	2. Contacts and Complaints Report	Page 5	MKS
18:35	3. Communications and Engagement Report	Page 9	RN
18:40	4. Board Member Updates	Verbal	All
18:50	<b>Questions from the Public</b>		
19:00	Meeting close Date of next meeting:	-	-

## 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
MotP	-	Member of the Public
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 19<sup>th</sup> October 2015

### Present:

**John Rogers (JR) - Chairman**

**Board:** Sue Pigott (SP), Douglas Findlay (DF), David Shepherd (DS), Helena Turner (HT), Carol Munt (CM)

**Staff:** Mandeep Kaur Sira (MKS), Rebecca Norris (RN), Catherine Williams (CW), Pat Bunch (PB)

**Apologies:** Tony Hall and Sheila Booth.

**To Note:** CM informed the Board that a hearing loop should be made available at all public meetings. No request made at the meeting, HWR staff team to ensure availability of loop for the next meeting.

No declarations of interest.

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

No pre-submitted questions and members of the public were invited to take part fully in the meeting and were invited to ask questions at any point on agenda items being discussed.

### Minutes of last meeting

The minutes were approved as an accurate record.

### Actions

No actions to follow up.

#### 1. Care Act Update - Melissa Wise, Reading Borough Council

A presentation was given by Melissa Wise on the new duties on the Council under the Care Act and how these are being implemented. This included an increase in the number of people having a carer's assessment.

#### 2. Extra Care Scheme: Albert Road Consultation - Jacquie Foster Brown, Reading Borough Council

A presentation was given by Jacquie and this was followed by the board completing a questionnaire on the impact of this development. Members of the public attending the meeting gave input about the need for such housing to take a mix of people from all social and ethnic groups.

#### 3. Contacts and Complaints report.

As reported - follow up questions:

Member of the Public: Do we provide advocacy support up to a judicial review?

RN: no we do not provide support for judicial reviews but provide a range of advocacy services.

MotP: Is advocacy support free?

RN: Yes NHS complaints advocacy is free as long as you are a resident in Reading.

MotP: Do we have freedom of access to complaints data from trusts?

RN: RBFT and BHFT both publish complaints data on their websites on a quarterly basis, in the form of a patient experience report and that is the same report that would be shared with us.  
MotP: Comment that complaints should be themed when they are reported to get a better idea of the issues.

MotP: People are still afraid of complaining.

RN: yes we still this when we are out talking to people, but people can also copy in the Healthwatch team into a complaint they are making if they feel we are able to support them.

MotP: In terms of our contact reporting where do we record contacts about acute mental health services?

RN: They are recorded under mental health service generally.

MotP: request to have these contact recorded separately.

All agreed to add a category recording contacts regarding the acute mental health services.

#### 4. Communications and Engagement reports

As reported

#### 5. Board Member Updates

No new updates

#### Questions from the public

MoTP: Will Healthwatch Reading support a campaign to increase number of defibrillators in the community?

RN: South Central Ambulance Service has a map of the number of defibrillators within Reading in a variety of locations. It also has an app that can be downloaded to mobile phones tell a person where the nearest defibrillator is. Defibrillators cost £1850 and are funded by local fundraising or businesses. Local Healthwatch Reading has not received any reports from public about any potential gaps in defibrillator provision but would direct people to make queries with SCAS - it holds open board meetings and also holds patient experience meetings.

# 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	6	20	
BHFT Community	7	2	2		0	1	5	
Care Home	1	2	1	1	0	0	4	
Carers	3	3	0		0	2	2	
CCG	7		2		3	1		
Continuing Healthcare	1		1		1	0	1	
Dental Services	4		2	1	3	0	5	
Patient Voice	1		0		0	0		
GP Services	68	15	16	5	9	12	28	
Healthcare	-		-		-	0	-	
Healthwatch	0	3	1		0	5		
Health Inequalities	1		0		0	0		
Homecare	1		1		0	0	2	
Learning Disabilities	0		0		0	0		
Maternity	3		1	1	1	0		
Mental Health	3	5	6	5	10	6	18	
NHS England	1		0		0	0		
Ophthalmology	1		1	1	0	0		
Other/Misc	10		3	2	9	1	10	
Outpatients	0		0		0	0		
Pharmacy Services	2	1	0		0	1		
Private Providers	0	1	0		0	0	1	
Public Health	0		3		2	0	1	
SCAS	0		3		0	1		
SEAP	-		-		-	0	-	
Signposts	1		1	1	0	2	1	
Social Care	5	18	5	10	4	19	4	
Transport	3	3	1		0	1	1	
Walk in Centre	0		0		0	0		
Westcall	1		0		0	0		
111	1	2	0		0	0		

<b>TOTAL</b>	<b>148</b>	<b>65</b>	<b>69</b>	<b>47</b>	<b>57</b>	<b>58</b>	<b>103</b>	
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### 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		13		
DoH		1						
Drop in	0	1	0	1	0	1		
GP Surgery	1	3	0		0	2	1	
Healthwatch Voices	0		0		0			
HW Comms	0	6	5	5	6	2	7	
Healthwatch England	1		1	1	1	2		
Internet search	0	1	4	4	5	3	8	
Local Councillor	0		0		2			
Meeting/Event	24	13	14	2	13	5	31	
Not Stated	80	5	8	13	0	11	8	
Other	7	2	8	2	8	7	14	
Other local HW				1			1	
PALS	0		0	2	4		5	
Press	0		5		0			
Project	26	2	3		0	1	2	
Referral	0		1		0	1		
RBC	0	9	0		0	1	4	
RVA	0		0		1	3	3	
SEAP	5	3	7		3		6	
Staff/Board	2	2	6		7	3	7	
Voluntary Sector	2	2	7	6	7	3	6	
<b>Total</b>	<b>148</b>	<b>65</b>	<b>69</b>	<b>47</b>	<b>57</b>	<b>58</b>	<b>103</b>	

### 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	9	17	
Telephone	27	36	26	28	21	32	60	
Drop in	4	12	0	2	2	4	3	
Meeting	2	4	9	2	14	2	4	
At an Event	76	2	16	1	3	8	19	
Project	28		1					
Staff	1	1	1	1	3	2		
Post/Letter	1		1					
Not stated				2				

Social Media						1		
<b>Total</b>	<b>148</b>	<b>65</b>	<b>69</b>	<b>47</b>	<b>57</b>	<b>58</b>	<b>103</b>	

## 2. Complaints Advocacy

Total number of open cases and people being supported = 13

Total number of cases closed in this quarter = 2

During this quarter Healthwatch Reading was supporting 6 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	0	
GP Services	1	2	5	0	1	5	2	
Dentist	0	0	0	0	2	0	0	
Mental Health	1	1	4	1	3	0	1	
NHS England	1	0	0	0	0	0	0	
RBH	7	4	5	9	4	1	8	
SCAS	0	0	1	0	0	0	0	
Westcall	1	0	0	0	0	0	0	
Other	1	0	0	1	0	0	1	
<b>Total</b>	<b>13</b>	<b>8</b>	<b>15</b>	<b>12</b>	<b>10</b>	<b>6</b>	<b>12</b>	

Advice and lower level advocacy support was delivered to 8 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	0	1	
Care Home	0	1	0	1	0	0	1	
Carers	0	1				0		
CCG	0	0	0		2	0	0	
CHC	1	0	0		1	0	1	
CSU	1	0	0		0	0	0	
Dentist	2	0	1		1	0	1	
GP Services	7	7	4	3	6	1	8	
Homecare	0	0	0		0	0	1	
Adult Mental Health	0	1	3	1	2	0	0	
Public Health	0	0	0		0	0	1	
RBH	1	2	4	9	2	3	2	
SCAS	0	0	1		0	1	0	
Social Care	1	1	0		1	2	3	
Transport	0	1	0		0	1	1	

Miscellaneous	0	1	0		4	0	3	
<b>Total</b>	<b>14</b>	<b>16</b>	<b>14</b>	<b>14</b>	<b>19</b>	<b>8</b>	<b>24</b>	

### Advocacy service trends

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

- Refusal/ineligible of treatment
- Access to medical notes
- Delayed transfer of care
- Missed diagnosis
- Delayed treatment
- Delayed repeat prescription
- Carer support for partner whilst primary carer is in hospital
- Transport from hospital



# Communications and Engagement Report

## Communications Report

For 15 March 2016

### Media coverage 11 October 2015-8 March 2016



DATE (most recent first)	MEDIA	HEADLINE	HWR analysis
23/2/16	<a href="https://www.patientlibrary.net/cgi-bin/documents.cgi">https://www.patientlibrary.net/cgi-bin/documents.cgi</a>	<i>Twenty reports to make you think</i> (includes the Healthwatch Reading report on maternity diversions)	The Patient Experience library selected Healthwatch Reading's report on experiences of women diverted from their preferred place of birth, to appear in their 'best of 2015' report selection from the 16,951 reports uploaded to their site during the year. The website was looking for 'clarity, not clutter', 'plain English', 'and most importantly - we wanted insights and learning points that would really make us sit up and take notice'.
7/1/16	Reading Chronicle	NHS help for Gurkha families	Pg 8, cites Healthwatch Reading report in paragraph 4
5/1/16	<a href="http://getreading.co.uk">getreading.co.uk</a>	<b>Ex-Gurkha community given help to talk to GPs</b>	Story describes in paragraph 3 that the card has been produced in response to a Healthwatch Reading report
25/12/15	Twitter (a@SReadingCCG)		South Reading CCG tweeted a photo of CG giving a Healthwatch talk to the GP 'TIPS' meeting on meeting needs of unpaid carers
20/11/15	Twitter (@SReadingCC)		South Reading CCG tweeted a photo of RN giving a Healthwatch talk to public information event in Reading

## Engagements:

Since last full board meeting in October 15, Healthwatch Reading has undertaken:

**More than 20 Enter and Views to GP practices:** Shinfield, University, Whitley Wood Lane, Chancellor House, Abbey Medical, Kennet, Eldon Rd, Pembroke, Emmer Green, Balmore Park, Peppard Rd, Long Barn Lane, London Rd, Milman Rd, Coley Park, Russell Street, Tilehurst Medical, Chatham Street, Western Elms, Walk-in Centre, Tilehurst Village, Overdown Rd/Westwood Rd.

(Individual reports being published on our website in turn, plus an overall report covering the visit themes, case studies and recommendations, due to be published April/May 16.

### Presentations to local forums and events, including:

3/11/15: Talk to Gp Council of Practices meeting about carers

4/11/15: Talk to a carer's group at Pangbourne Boathouse Surgery

20/11/15: National Carer's Day info & advice event at Greyfriar's church - Healthwatch talk on why you should register with your GP

26/11/15: Talk to Youth Cabinet seeking further views on access to school nurses

9/12/15: Talk to Learning Disability forum about Healthwatch's advocacy work

18/12/15: Talk to Older People's Working Group run by RBC on the current state of primary care in Reading and how to give your views

Talks through December/Jan/February about the Care Act advocacy service to adult social care teams (long term support team, personal budget support team, single point of entry team, safeguarding team), plus a 'learning lunch' for social services staff about advocacy.

### General public engagement stalls:

9/11/15: Broad Street Mall

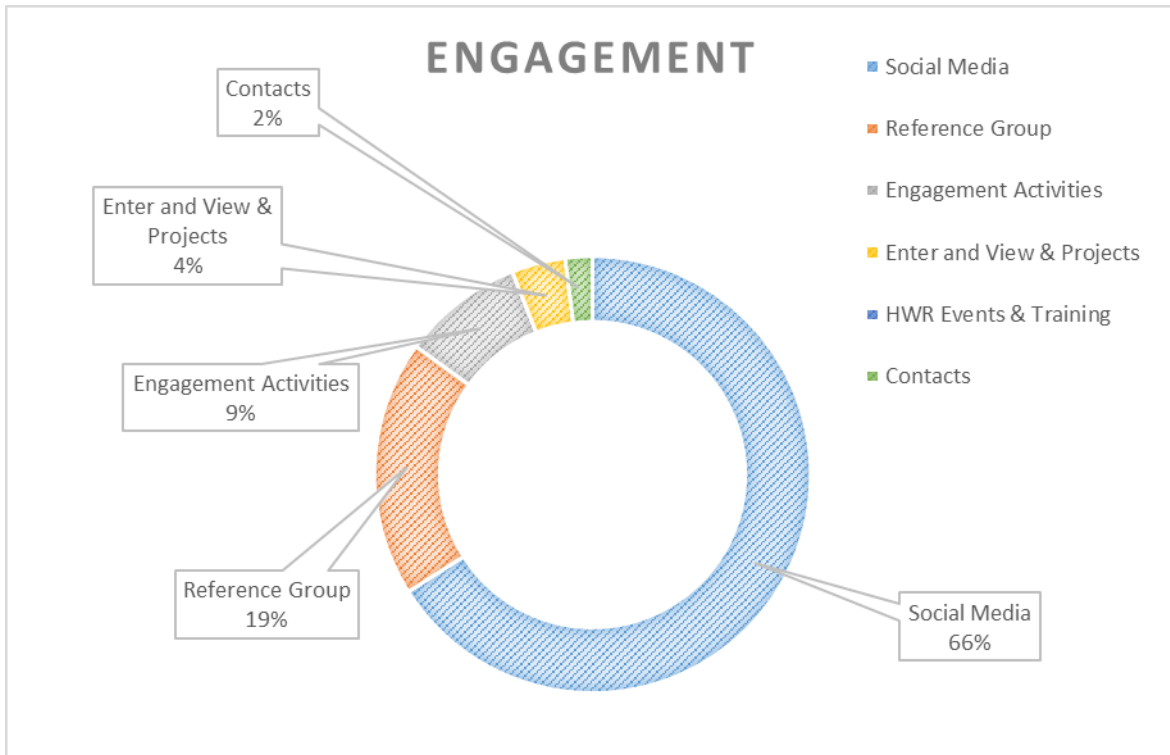
14/1/16: Morrison's supermarket

### Patient representation/input:

- Healthwatch Reading has been attending new steering groups looking at local end-of-life care and care homes
- Healthwatch Reading was invited to help score bids from providers seeking to take over the running of Circuit Lane Surgery, Priory Avenue Surgery and Shinfield Surgery and also meet and put questions to shortlisted providers. (Tendering process not yet complete - all details still confidential)
- Healthwatch Reading was invited to meet with council staff and other service user reps to discuss the transfer of day service users from the Maples to Rivermead Leisure Centre later this year
- Healthwatch Reading and other west Berkshire local Healthwatch reps met chief executive Jean O'Callaghan in February to discuss patient concerns about hospital issues and hear the trust's plans for the future

## Engagement Report

Healthwatch Reading engagement with members of the public covers a range of different methodologies, which are broken down below. The total number of people that we engaged with over the quarter through social media, our newsletter, events, email, telephone, drops-in and through project work was 3,748.



## 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	703	627	
Followers on Twitter	1862	2263	1886	2333	2042	2433	2171	
Likes on Facebook Page	33	46	34	50	38	58	40	
<b>Total</b>	<b>2537</b>	<b>2934</b>	<b>2569</b>	<b>3027</b>	<b>2716</b>	<b>3194</b>	<b>2838</b>	

### Engagement Activities and Events Undertaken

Healthwatch Reading took part in 8 engagement activities that were used as a platform to promote the work of Healthwatch Reading. This involved engaging with approximately 354 people and included the following events:

- Older Peoples Day
- Survey Delivery at Shinfield Medical Practise x 4
- Berkshire Carers Event
- Carers Rights Day
- Reading Disability Partnership Board

### Healthwatch Reading Events and Training

None this quarter.

### Enter and View Activity

Healthwatch Reading completed 8 Enter and View activities this quarter, these were:

- Whitley Wood Surgery x 2
- Chancellor House
- Abbey Medical Practice
- Whitley Villa
- Longbarn Lane
- University Medical Practice
- Kennet 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 16 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
- 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

- Ombudsman conference
- Reading Disability Partnership Board