

Minutes of the Board of Healthwatch Leicestershire

Public Session

Thursday 23rd April 2015

Present:

Chair: Rick Moore (RM), Vice Chair - Gillian Adams (GA), Sue Staples (SS), Fiona Barber (FB), Anne Collier (AC), Alastair Wood (AW), Chris Faircliffe (CF), Mina Rodgers (MR). Vandna Gohil (VG).

Apologies:

Narendra Waghela

Attendees

Pat Fraser MBE, HWL member (PF)

Liz Cullinan , HWL Member (LC)

Joanna Fawcus, Head of Operations, UHL.

Item	Discussion	Action/Outcomes
2015.04.01	<p>Welcome & Introductions</p> <p>The Chair welcomed the Board and asked members of the public to introduce themselves</p> <p>The meeting welcomed Pat Fraser as a new Board member and noted that her insights on carer issues and background in social care would strengthen the Board.</p>	<p>1. VG to follow up meeting with Joanna Fawcus.</p> <p>2. VG to arrange induction session with PF.</p>
2015.04.02	<p>Declarations of Interest in respect of the Agenda</p> <p>The Board was asked to declare any conflicts of interest.</p>	<p>3. There were no declarations of interest.</p>
2015.04.03	<p>Minutes of the meeting held on 22 January 2015 - Paper 1</p> <p>The minutes were agreed as a true and accurate record.</p>	<p>4. The minutes were agreed as a true record.</p>

2015.04.05	<p>Chair's Report -</p> <ol style="list-style-type: none"> 1. RM presented a verbal report, outlining the activities that he had been involved in. 2. He reported on his 12 hours spent with EMAS in a Fast Response Vehicle. 3. The following is a list of Chair's activities since the last meeting: <ul style="list-style-type: none"> Representation & Influence <ul style="list-style-type: none"> - NHS England Central team Quality Surveillance group meeting in February and April - Briefing on Lightbulb Project at Blaby District - Loughborough University Annual Dinner - Better Care Together Programme Board - Introductory meeting with LIIPs project Evidence and Insights <ul style="list-style-type: none"> - Healthwatch LRI visit - Observe operations at EMAS central HQ in Nottingham - 12 hours with EMAS fast response vehicle Reach <ul style="list-style-type: none"> - Talk on HWL at Leicester Rotary - Chaired Leicester Patient Group Q&A <p>The Chair has also attended formal meetings with Commissioners on Q3 Performance and Monitoring report, HWL Board meetings shaping the agenda for these and has regular contact and meetings with HWL Director.</p>	<p>5. The Chair's Report to the Board was noted.</p>
2015.04.06	<p>TASK GROUP UPDATE</p> <p>4. Carers Task Group - paper 2</p> <p>A joint presentation was given by Pat Fraser and Liz Cullinan outlining end of year report on the priorities and activities of the HWL Carers Reference Group (CRG) for 2014/15.</p> <p>Pat reminded the meeting that the name of the group had changed (Task replaced by <i>Reference</i> Group) to better reflect the scope of its</p>	<p>6. The Chair thanked Pat and Liz for their report noting the work of Jenny Darlow as the lead staff member on this workstream.</p>

	<ul style="list-style-type: none"> • thematic approach, • membership - statutory officers, VCS groups and • carers and • relationship to the Board's strategic plan. <p>The CRG has met on 7 occasions at Blaby Social Centre, which has proved to be a convenient and accessible venue for the majority of members.</p> <p>Anthony Kidger the CRG Chair has stood down after many years service with Pat and Liz acting as co-Chairs. There are now 17 members of the CRG.</p> <p>Members of the CRG have continued to represent HWL at many Boards and Groups. These include</p> <ul style="list-style-type: none"> • The Carers Project Board (LCC) • The Carers Champion Network (LCC) • Family & Carers Subgroup of the Learning Disabilities Project Board (LCC) • Young Carers Multi Agency Network (LCC) • Patient & Carers Reference Group (LPT) • Meeting with Director of Adults & Communities at LCC <p>In highlighting the work Liz spoke about the work done with the Specialist Discharge Team at Leicester Royal Infirmary. She commented in particular on the disjointed teams across the hospital staff at UHL and how staff felt uncomfortable in passing information to carers and therefore were missing out on identifying and involving carers at an early stage in decision processes to ensure that they are informed and supported.</p> <p>UHL were commended for signing up to the Carers Charter that the CRG had initiated in 2013 and adding to it to</p>	<p>7. The report was noted and referred back to the Director to note key issues to be reflected in the future work plan and align activities with the Social Care Reference Group.</p> <p>8. VG to follow up with Fiona Barber and Pat Fraser.</p>
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	<p>create a Carers Charter for Acute Hospital Settings.</p> <p>The meeting noted that going forward into 2015-2016 the Healthwatch Leicestershire Carers Reference group is keen to continue with the work in helping to achieve HWL's goals.</p> <p>The CRG has already been in discussion with LCC about working together to identify how the introduction of the Care Act 2014 and the Children & Families Act 2014 impact on carers.</p> <p>The meeting noted that the CRG would be</p> <ul style="list-style-type: none"> • expanding the pool of carers it consults with • continuing to develop and build relationships with stakeholders • maintaining and increasing its influence on Boards, projects and groups aligned to the strategic direction of HWL • gathering evidence from carers • monitoring statutory service providers to ensure they maintain their promises to carers as signed up to in the Carers Charter. 	
2015.04.7	<p>Evidence, Insights and research Enter and View & Safeguarding update</p> <p>SS reported that HWL has continued with Authorised Representative recruitment campaign and six applicants were invited to attend the preparation session and successfully become Authorised Representatives.</p> <p>Additional, through HWL's recruitment campaign we attracted 30 expressions of interest. Some of which were unsuccessful in meeting the criteria and they have been signposted to other opportunities within Healthwatch.</p>	<p>9. The Board noted the report and praised the group for the structured way of working.</p> <p>10. The Board welcomed the strategic and district based approach to the Enter & View</p>

	with the Chair but progress of further involvement however was noted as being slow.	Safeguarding Board at the next meeting
2015.04.8	<p>One week at LRI</p> <p>GA informed that in January 2015, Healthwatch Leicestershire spent 'Four Days at LRI' listening to 262 patients and talking to staff in:</p> <ul style="list-style-type: none"> • Ears, Nose and Throat Department (ENT) 27 January 2015 • Ophthalmology Eye Clinic and Eye Casualty 28 January 2015 • Discharge Lounge 29 January 2015 • A&E 30 January 2015 <p>The findings were initially shared with John Adler, Chief Executive at UHL, the UHL patient experience manager and will be discussed with the Chair of UHL as well as the various departments. The emerging findings from the visit have also presented at key stakeholder boards including:</p> <ul style="list-style-type: none"> • Leicestershire County Council Health and Wellbeing Board • East Leicestershire & Rutland Clinical Commissioning Groups Boards • West Leicestershire Clinical Commissioning Groups Boards • Leicester, Leicestershire & Rutland Urgent Care Board <p>10 recommendations have been developed that can be found in the final report, 'A Week at Leicester Royal Infirmary: The Patient Perspective' has been press released today.</p> <p>HWL have also met with project managers in charge of the logistics of the new ED at LRI, who have also invited us to be directly, involved in the various projects boards coordinating the million pound</p>	<p>13. The meeting noted the update and also that GA will be pre- recording an interview with BBC East Midlands. The report was also trailed on BBC Radio Leicester.</p> <p>14. The HWL staff team with Chair and Vice Chair will be featuring the report at the County Council Health and Care All Members Briefing following the Board meeting.</p>

	<p>development soon to built at the hospital.</p> <p>GA has shared the emerging findings with the Chair of UHL who is keen to involve HWL in presenting the report to UHL Quality Committee.</p>	
2015.04.9	<p>CQC Inspection of LPT in March 2015</p> <p>The meeting was informed that the Trust wide inspection was conducted by the CQC between 9-13 March 2015. In order to ensure the voices of people who use LPT provision were heard and taken into account prior to the inspection, HW had submitted a briefing paper to the Lead inspector from CQC on people's experience of care and treatment provided by the Trust.</p> <p>The submission captured information collated via HW database and Helpline, and feedback received from previous outreach and engagement reports. In addition, intelligence was gathering from people who use the service by putting out targeted callouts to local residents and networks.</p> <p>The joint response with HW Leicester City was submitted to the Care Quality Commission inspection of Leicestershire Partnership NHS Trust on Friday, 27 February 2015.</p>	<p>15. The meeting noted that CQC did not meet with Healthwatch prior to the inspection and the date for the Quality Summit is awaited.</p>
	Meeting closed at 12.30	

Date of Next meeting is Thursday 16th July 2015.