

Healthwatch Leicestershire Interim Leadership Group Meeting
Wednesday 31 July 2013
ACTION NOTES

Present:	Vijay Sharma (VS) - Chair Lucy Smith (LS) Fiona Barber (FB) Bernard Greaves (BG) Micheal Smith (MS) - HW Outreach Leader Jenny Darlow (JD) - Outreach Officer Deborah Govender (DG) - HW	John Baker (JB) Sue Staples (SS) Vince Attwood (VA) Vandna Gohil (VG) - HW Director Ivan Liburd (IL) -HW Policy & Partnerships Officer Stephanie Hollis (SH) - Communications Officer
Public	Kevin Blanks (KB) - HW Member Caroline Salinger (CS) - M.E Positive	Geoffrey Smith (GS) - HW Member Gill Wollerton (GW)
Apologies:	None	

1. **Welcome and introductions**
VS welcomed everyone to the meeting, including members of the public.

Item No	Heading	Details	Action	Outcome/Updates
2.	Declarations of Interest	VS asked members of the meeting if they would like to declare any declarations of interest. VS made available her register of interest form for members of the meeting to view at any time.	ILG members to provide declarations of interest to HW staff by September.	
3.	Notes from the last meeting and Actions	VG updated the group on the actions from the last meeting held on Wednesday 26 June 2013 and were noted by the group.	ID badges for ILG members and a few Reference group members will be ready by w/e 10th August.	
4.	Healthwatch Representatives' Reports Issues to consider after the Reference and LLR meetings			
4.1	District Councils Chief Executives Network meeting (6 June 2013)	Each borough council would like Healthwatch representation for the council meetings. Kevin Blanks (KB) already has representation at Hinckley & Bosworth district council meeting. FB and KB are currently drafting a role profile this	MS & SH - Advert to be put in the newsletter requesting representation.	

		volunteer role.		
4.2	Social Care Task Group update	FB and JD have met to discuss the set of the social care task group, also for the task group to have an input at the quarterly meetings with Mick Connell.	JD to contact Mick Connell's PA to arrange dates for quarterly meetings.	
4.3	Cares Task Group meeting (19 June 2013)	JD informed the group the she has been invited to sit on the County Carers Board due to the work of the HW Carers Task Group.	Next meeting of the task group 14 th August.	
4.4	Enter & View Task Group meeting (10 July 2013)	<p>The task group asked for delegation of authority for the Enter & View programme. Guidelines from the LINKs will be used once agreed.</p> <p>Invitation has been extended to Rutland HW. The group asked if this invitation could be extended to Leicester HW.</p>	<p>(a)- Group to become working group/hub to provide oversight on E&V job role and volunteer recruitment</p> <p>(b)- ILG to receive TOR and guidelines for working group</p> <p>(c) MS Contact CQC asking if HW members can shadow CQC on inspections</p>	
4.5	Francis & Winterbourne View Task Group meeting (9 July 2013)	GS spoke of Healthwatch being the conscience of Francis and Winterbourne. The task group has promoted additional	Group to liaise with UHL complaints team to avoid duplication	

		involvement through the website. Members of the task group will be attending an event Responding to the Francis Report on 7 th August in Birmingham.		
4.6	CQC Central team meeting (12 July 2013)	<p>HW staff and Chairs held an introductory meeting with CQC officers.</p> <p>Discussion around the open event being held at the Bradgate unit, Glenfield Hospital, on Saturday 3rd August.</p>	<p>(a) VG MS - Letter to CQC (David Behan) on how HWL is not involved in meeting with commissioning and safeguarding leads (refer to previous LINKs work)</p> <p>(b)- Include in the letter lack of advance notice on actions they take and ask if HW rep can attend review visits as part of building relationships and learning</p> <p>(c) MS - Letter to LPT on how they are going to respond to the CQC warning for the Bradgate Unit notice their action plan.</p> <p>(d) SH - Send details of the Friends and Family</p>	

			open day at the Bradgate Unit on 3 rd August to Andy Murtha (e)- SS to re-send Safeguarding flowchart	
4.7	Kettering General Hospital CQC report - update	HWL staff approached CQC to enquire what there next steps are with Kettering hospital. - There has been no response as yet.	ILG to ensure a letter is sent to the CQC regarding Kettering hospital and to make every effort to ensure they respond within reasonable timescales. The letter to also include the request that HWL attend a review with the CQC for learning.	
4.8	Keogh Mortality Review (published 16 July 2013)	HWE responded to the Keogh review, which was released on the 16 th July.	SH to put a call out in the newsletter for members of the public to feedback their experiences with the trusts named in the Keogh report.	
4.9	Urgent Care Board	PP & MP reported that the Urgent Care Board has a current focus on the Emergency Department. The single front door policy at the A&E department is in its infancy however the early signs show a	(a)- SH to put a call out in the newsletter for members of the public to feedback their experiences of the new single front door system at the Royal Infirmary.	

		<p>positive impact on the effectiveness of A&E and the urgent care centers.</p> <p>UHL will be submitting a paper to NHS England the new measures of the front door policy and the early figures.</p>	(b)- IL weekly reports to be circulated to ILG members	
4.10	HW Representation at Stakeholder meetings	<p>Principle of 3 separate HW (Reflecting different communities, outlooks and needs).</p> <p>Agreed as an interim measure that dual representation (City and County) at various boards is appropriate noting that the decision is by HW and not the stakeholder.</p> <p>This is a measure that the HWL Board can review when established.</p>	Add as a standard item on the ILG agenda.	
5.	Draft Protocol on the interface between HWBB, Healthwatch and Overview and Scrutiny Committee	<p>After reviewing the document with IL and making only cosmetic amendments, GS told the group that the protocol was a sensible way forward.</p> <p>The protocol is due to be presented at the HWBB on 5 September for agreement.</p>	Protocol agreed by ILG	

6.	<p>Review and update on Healthwatch Protocols</p> <p>6.1 County Council Adults & Communities</p> <p>6.2 County Council Adult Social Care and Health Services Overview Committee</p> <p>6.3 University Hospitals of Leicester NHS Trust</p> <p>6.4 Leicestershire Partnership NHS Trust</p> <p>6.5 East Midlands Ambulance Service</p> <p>6.6 West Leicestershire CCG</p> <p>6.7 East Leicestershire & Rutland CCG</p>	<p>As part of the transition it was agreed to re-brand all the protocols listed as Healthwatch Leicestershire and re-issue to the stakeholders as interim arrangements until either side wanted to review.</p> <p>NHS Leicestershire Partnership Trust would like to revisit the protocol currently in place.</p> <p>Defer consideration of protocol with NHS Commissioning Board/LAT office for a latter date.</p>	IL to report back to ILG the outcome of the meeting with LPT.	
7.	Draft Healthwatch Leicestershire Code of Conduct	<p>VG asked the ILG to agree the code of conduct that was brought over from the LINKs.</p> <p>Any grievance should be considered by HW Director with HW Board member and if</p>	<p>(a)- Agreed with the addition of grievance procedure.</p> <p>(b) VG - Revised version to be circulated to HWL reps and ILG members</p>	

		conflict not resolved, the HW Chair will act as the final arbiter.'	and posted in the website	
8.	Healthwatch Interim Chair's Report	<p>VS noted that staff team has only been in place since June and also the step change in communications that is in process (phase 2).</p> <p>VS told the group that John Adler had asked for Healthwatch representation to attend discussion on the single door policy and the redesign of the emergency department.</p> <p>Discussion around relocation of patience from LRI to the general and the need to find out implications for patients re: travel time/ parking/ how they got there.</p> <p>(a)- Dr Pepperman as HWL rep for County Health Board and E&D Pathway</p> <p>(b)- Sue Staples nominated to the EM Pharmaceutical Group - awaiting confirmation</p>	SH Relocation of outpatients - call for volunteers via e-news	

		(c)- Discharge Pathways - Eric Charlesworth as HWL rep		
9.	Healthwatch Director's report	<p>Kevan Liles tabled Q1 budget with actual spend to date noting a health warning that coding needs to be reviewed to give a more accurate picture. Overall HWL is in a good place and the spend profile will even out.</p> <p>Meeting noted that any under spend will not clawed back by the Council, part of contract with VAL.</p>	<p>(a)- ILG to receive a revised financial report with allocations for work streams and projects underway including forward projection and commissioned projects</p> <p>(b)- KL to Identity permanent underspend so that this can be re-allocated before the year end</p>	
10.	Signposting Update	<p>Incoming calls have dropped in July, which could be due to a combination of the holiday season and the fact that the marketing of the service has not been at the forefront of activities.</p> <p>There were discussions around how we use the information or issues that are raised via the helpline.</p>	<p>(a)- Angela Riley check Helpline answer phone on messages to correct defaults to VAL message</p> <p>(b)- MS to work with FB on process for issues received and create signposting pathway.</p>	
11.	Engagement Update	Discussion around how HW gets	MS and JD to meet with	

		information about the various events by different stakeholders and community groups.	VA to discuss CYP engagement and marketing	
12.	Communications Update on Phase 1 (April - June 2013) and Phase 2 (July - December 2013)	Discussion around the identified underspends from the LINKs and stepping the intensity of the marketing for HW as well as the recruitment of a permanent Chair.	<p>(a)- ILG Write to commissioners for process to drawdown £19,923 unspent LINKs monies.</p> <p>(b)- SH to redraft the slogans and mock up adverts with dual aims (brand awareness and membership) for ILG by online agreement.</p> <p>(c)- Chair's recruitment costs to be sourced from non comms budget</p>	
13.	Establishing Future Healthwatch 13.1 Chair and Board Members recruitment 13.2. Targeted Outreach and recruitment of Members 13.3 Identifying an initial set of Healthwatch	Discussion about the future set up of the ILG and the process behind how and when the board members and the chair are recruited. Also who should be on the panel when recruiting for positions and to possibly include an informal aspect to the interview process?	(a)- The recommendations from the Task Group to be reported and presented to the VAL Trustees meeting on 7 August that sets out name, size, composition and model for the HWL Board, the proposal for the selection panel for the	

	priorities	<p>VS reported to the meeting that she wanted to expand the reference group to bring in individuals that could benefit the work of HWL in the interim phase. Their role would be as advisors, ambassadors and supporters - not representatives.</p>	<p>appointment of the Chair and timescale for recruitment of the Chair and Board members.</p> <p>(b)- The ILG agreed that the Substantive Task Group goes ahead with the Chair's appointment via external advert and to put plans in place for Board members elections by the membership during the autumn so that new board established in time for Member and stakeholder conference at beginning of December.</p> <p>(c)- The Task Group to consider members involvement for the Chair's selection process.</p> <p>(d) MS - Paper on engagement plan at the next ILG meeting</p> <p>(e) VG - Paper on phase 1 of identifying priorities at the next ILG meeting</p>	
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			<p>(f)- Invites to David Kirkwood, Colin Headley and Paul Ward for the August follow up workshop on scoping strategic priorities.</p> <p>(g)- VS to report on meetings with Margaret Bellamy and Gill Woollerton</p>	
14.	Review and agree actions	VG reviewed the actions from the meeting.		
15.	Questions from members of the public	<p>Papers from the meeting to be published on the website before the meeting.</p> <p>The allocation of 10 minutes for questions from the public does not seem enough time.</p>	<p>(a)- ILG agenda and papers to be posted on the website</p> <p>(b)- Increase question time to 20 minutes</p>	