

## HEALTHWATCH MILTON KEYNES HEALTH AND SOCIAL CARE COMMITTEE

Minutes of the meeting held on Tuesday, 14<sup>th</sup> March 2017  
at 9.30pm, The Paul Smith Room, SIA House, Oldbrook.

Minute No.	AGENDA ITEM	ACTION
2017		
14	<p><b>Present:</b> <b>Members:-</b> Hilda Kirkwood (HK) - Chair Alan Hancock (AH) - Interim Deputy Chair Mike Newton (MN) Jean Mattinsley(JMY)(Co-opted) Gail Hawks (GH) (Co-opted) Carolyn Peirson (CP)</p> <p><b>Support Team:-</b> Diane Gordon (DG)-Support Team Manager Tracy Fenton (TF) - Healthwatch Officer (Minute taker) Tracy Keech (TK) - Healthwatch Deputy CEO</p> <p><b>Apologies:-</b> Nadia Shaw (NS) Denise Latner-McLaughlin (DLM) Jeff Maslen (JM)</p> <p><b>Observers:-</b> Lesley Bell</p> <p>Lesley has stepped down from her role as Hospital Governor and had been co-opted onto this committee in that capacity. For this month Lesley is attending as an observer.</p> <p><b>Member of the Public:-</b> Richard Hilliyer</p> <p>Tracy Keech was welcomed and introduced to the Committee Members. Tracy has been appointed to the new role of Deputy CEO.</p>	
15	<p><b>Declarations of Interest</b></p> <p>None</p>	

16	<p><b>Approval of the Minutes of the last meeting of the Health and Social Care Committee - 7<sup>th</sup> February 2017.</b></p> <p>A typing error has been noted in MN initials on minute 11 (c).</p> <p>The minutes were agreed and signed.</p>	
17	<p><b>Matters arising from Minutes not elsewhere on the Agenda -</b></p> <p><b>1 - Co-option of new Chair of Young Healthwatch.</b></p> <p>Georgia Gray has been nominated and appointed Chair of Young Healthwatch. It was agreed that Georgia be Co-opted onto the Health and Social Care Committee in the short term until HSCC priority area of HWYP is restructured.</p> <p>An initial overview report the HSCC priority area of HWYP will be produced in two months' time followed by a further report with specific proposals in 3 month's time.</p> <p><b>4 - Update on engagement meeting with GEM</b></p> <p>DG is in contact with Tara Jackson and is awaiting a list of potential meeting dates for DG, AH &amp; MW to meet with Sue Cavil and Andrea Clark to discuss and understand the differences in engagement.</p> <p><b>5 - Production of a document laying out the responsibilities of the committee.</b></p> <p>The running of the charity is governed by two documents, the Constitution and the Standing Procedures. The key document is the Standing Procedures. AH has produced a draft document which extracted parts of the Standing Procedures which are relevant to the HSCC.</p> <p>Decisions are yet to be made on the structure and mechanisms of the HSCC therefore a TAF group will form and meet to discuss these issues and will be attended by GH, CP, DG, AH, JM.</p> <p><b>11 (c) - MKCCG Patient Safety Forum</b></p> <p>It was agreed that all future reps be approved by the HSCC and reported to the Trustees.</p>	<p>TK</p> <p>DG</p> <p>DG</p>
18	<p><b>Organisational Development</b></p> <p><b>(a) Update on recruitment and staff changes</b></p> <p>It was confirmed that the posts held by Jane Bidgood (JB) and Cindy Shilton (CS) have been made redundant and they will both leave the organisation at the end of March 2017. JB and CS will be meeting with TK to handover their areas of work this week.</p>	

	<p>A new CEO has been appointed and will commence in the new post at the beginning of May 2017.</p> <p>DG asked for a list of future Trustee meeting dates. The next meeting will be held on Thursday 16<sup>th</sup> March 2017 and future meetings will be held on the 3<sup>rd</sup> Thursday of each month.</p> <p>In the short term if anyone would like to raise an issue to the Trustee they are to email HK directly.</p> <p><b>(b) Draft Strategy Proposal</b> AH has produced a work plan and draft strategy 2017/18 as requested by Mick Hancock (MKC) for monitoring purposes. A draft strategy is to be created between now and June 2017 and will be reviewed by HSCC and Reps and finalised by July 2017 ready for the AGM.</p> <p><b>(c) Draft Work Plan</b> The work plan details a calendar of HW events. An improved layout of the work Plan is required with the inclusion of ad-hoc consultations under engagement and Signposting.</p> <p><b>(d) Venue for Meetings.</b> Availability of meeting rooms at MKBC is limited. Therefore, some alternative venues will need to be sourced.</p>	<p>Trustees</p> <p>DG/TF</p>
<p>19</p>	<p><b>Chair's Update</b></p> <p><b>(a) CCG Board Meeting</b> The next meeting is scheduled for 28<sup>th</sup> March and HK to attend.</p> <p><b>(b) Hospital Council of Governors</b> No meetings have been held</p> <p><b>(c) Health &amp; WellBeing Board</b> No meetings have been held recently but the Board is now fully formed. It was confirmed that: The Chair to attend HWB Board and Strategy Board The Deputy to attend HWB Integration Board</p> <p>HK provided an update from the Integration Board meeting. HK reported there is a wealth of collected data but not accessible or used. There is a vision of Primary Care and Neighbourhood collaboration. The Partnership Boards will report into the Integration Board and HK will clarify the Admin support for all Boards.</p>	<p>HK</p>

20	<p><b>Team Managers Report</b></p> <p><b>(a) PPG Networking Meeting</b> The next PPG Meeting will be held on Wednesday 22<sup>nd</sup> March at our new venue at the MKCCG. The meeting will be split into 2 halves. The first will focus on Clinical Priority and Best Value and the second half on matters which affect PPG's.</p> <p><b>(b) Annual Event</b> Tuesday 12<sup>th</sup> September has been reserved at The CentreMK. The hire cost is £500 + VAT. It was agreed to confirm the date and to publicise the event. Decisions are yet to be made regarding Stall prices etc.</p> <p><b>(c) Annual Meeting</b> The auditorium at MKCC has been reserved for July 19<sup>th</sup> from 1pm - 5pm. The planning of the event will be made by the Trustees.</p> <p><b>(d) Easter Newsletter Content</b> Ideas for content are: Restructure, A&amp;E Survey, Drug &amp; Alcohol Campaign &amp; Brook, STP Update, Access to GP Surgeries, changes to Mental Health referral system from 3<sup>rd</sup> April, Consultations on Best Value, Update on Charging for Community Care consultation.</p> <p>Ellie to contact Tyrone Blackford-Swarez Re: Changes to Mental Health Referral Changes.</p> <p>Please email Ellie with any further ideas.</p> <p>JMY volunteered to help with newsletter distribution.</p> <p><b>(e) Clinical Priority &amp; Best Value Consultation Update</b> DG Participating in fortnightly telephone conferences. Can confirm 34 people have registered to attend meeting on 14<sup>th</sup> March and 30 people on 20<sup>th</sup> March. There will be a discussion table for each of the five service areas (Podiatry, Adult Hearing, Supply of Medicines, Procedure of Limited Clinical Value and Community Inpatient Services). Delegates will have time to sit at two tables during the meeting. HWMK have been lobbied to support two of the service areas and AH, HK &amp; DG to discuss this with Matt Webb, MKCCG at a meeting tomorrow (15<sup>th</sup> March). The outcomes of the consultation will be reported by AH via Primary Care Board.</p> <p><b>(f) Charging for Community Care Consultation Update</b> The consultation is being organised and run by the Finance Department at MKC which is unusual, AH &amp; HK to ask Mick Hancock (MKC) for clarity. CIL is holding a meeting on Thursday 23<sup>rd</sup> March from 11.30am - 2.30pm. Ellie to publicise.</p> <p>This highlights the need for a Memorandum of Understanding between HW &amp; MKC.</p>	<p>DG</p> <p>ES</p> <p>DG</p> <p>Trustees</p> <p>HK, AH</p> <p>ES</p> <p>ES</p> <p>AH</p> <p>AH &amp; HK</p> <p>ES</p>
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	<p><b>(g) A&amp;E/UCS Survey Project Update</b> Our aim was to obtain 60 surveys across A&amp;E &amp; UCS and we collected a final total of 329. The surveys have now all been collected and passed onto Sam Gale (University of Buckingham) for analysis. However, due to the increased number of surveys the analysis process will take a longer and will now end on 30<sup>th</sup> April and not 31<sup>st</sup> March as previously planned. A debrief for the volunteers who participated in the project will take place on 20<sup>th</sup> March and a report will be written to add to the project. JMY will track the progress and outcomes via the A&amp;E Board. The published results will be jointly branded.</p> <p><b>(h) GP Surgery Access Update</b> TK to take over the lead of the project and a decision to be made on whether to progress or terminate the project.</p> <p><b>(i) Civi CRM Reports Update</b> Civi CRM has had technical difficulties regarding missing issues and data. HWE are resolving the issue slowly.</p> <p><b>(j) Community Action MK Developments</b> The CEO has left Community Action. Gamiel Yafai, Community Action Trustee, wants Community Action to work with HW to tap into hard to reach and local communities.</p> <p><b>(k) HWE Reginal Meeting</b> The HWE Regional Meeting is on 23<sup>rd</sup> March. HK, AH &amp; TTK to attend</p> <p><b>(l) PLACE Assessments</b> Lee Peddle, CNWL has approached HW for volunteers for the PLACE programme. They require: 2 Assessors for 4<sup>th</sup> April - Campbell Centre 4 Assessors for 11<sup>th</sup> May - TOPAS &amp; WICU</p> <p>GH volunteered for 4<sup>th</sup> April. It was suggested to approach E&amp;V volunteers for remaining spaces.</p> <p><b>(m) 15 Steps</b> Michaela Tait, Patient Experience Lead at MKUH, is co-ordinating the 15 Steps programme. HK is in discussion with Michaela about this.</p> <p><b>(n) Cardic Focused Group</b> Peter Gallagher has been in contact with HW for reps regarding a Cardic Focused Group.</p>	<p>JM</p> <p>TK</p> <p>DG</p> <p>DG</p> <p>HK</p> <p>DG</p>
21	<p><b>Updates from Sub-Groups</b></p> <p><b>(a) Communications &amp; Marketing</b> The sub-group has not met recently but Ellie has produced a draft workplan which encompasses preparation and action month by month. A meeting date to be arranged. The template is now available for the Annual Report and AH to receive a copy. Ellie to lead on Annual Report with input from DG/CEO and final sign off from AH &amp; HK. Lesley Bell's reference to Hospital Governor role to be removed from the website.</p>	<p>ES</p> <p>ES</p>

	<p><b>(b) ICT</b> The sub-group has not met recently. We have a 1 month trial for Google Apps and a full evaluation of the system vs Microsoft 365 including consideration of Microsoft SharePoint has begun. A meeting will be held in early April to discuss the outcome of the evaluation. The Annual Report template is not compatible with Google Apps. MN raised if the correct styles are being used for publications and AH and DG confirmed we are using the style guides provided by HWE.</p> <p><b>(c) C&amp;YP</b> AH raised why the report on Brook had been added onto the website before HSCC approval. DG confirmed the YPHW group had read and approved the report before uploaded onto website. JM also raised if the report was rather lengthy for the website and would a summary be better in future.</p> <p><b>(d) Operation Review</b> No meetings had taken place</p> <p><b>(e) Mental Health</b> GH reported there has been a change to Primary Care/Project teams and more details will follow. There is concern over funding for this year especially for extended services (Dementia, Personality Disorder, Autism &amp; Learning Disabilities)</p> <p><b>(f) Enter &amp; View</b> TK to take over the E&amp;V project. A training session on Dementia is scheduled for the E&amp;V team on 20<sup>th</sup> March.</p>	
22	<p><b>Other Updates</b></p> <p>Nadia not present at today's meeting and therefore an update on PM GP Access Fund not available.</p>	
23	<p><b>STP Update</b> AH, HK &amp; DG attended the public consultation meeting last week. The Public Voice meeting scheduled for next week has been cancelled. The 16 BLMK Partners are to share what they have in mind regarding the proposals. Then taking the above into account, full proposals will be ready for the next meeting but date is yet unknown. 1<sup>st</sup> tranche of national funding has been reserved for 1<sup>st</sup> submission in April/May and this will be focused on system re-design and BLMK STP should receive some of it. MN attended a Prevention Champions Meeting and Ruth Wheetman (CNWL) also attended from MK. Identifying areas required for prevention was discussed. Terms of Reference for the meeting is unknown. An STP Newsletter is available and identifies responsibilities, however AH pointed out that some of these are wrong.</p>	

24	<p><b>Authorised Representatives advertised Vacancies Update</b></p> <p><b>(a) Maternity Liaison Committee</b> Three people have submitted a biography and they are to be invited to meet with DG &amp; TK.</p> <p><b>(b) MKCCG - Translation/Language Service Pathway</b> Agreed to re-advertise.</p> <p><b>(c) MKCCG - Patient Safety Forum</b> Bea Nixon has been appointed as Authorised Representative for this forum and a meeting between Bea, the Chair of the Committee and DG to be arranged.</p>	TF
25	<p><b>Any Other Business</b></p> <p>CP reported that the next Older Person Forum will take place on 20<sup>th</sup> April, 2pm - 4pm and will held at Spinal Injuries Association. Ellie to advertise this event. CP to send the information about the Forum into the office.</p>	CP
26	<p><b>Date of Next Meeting</b></p> <p>Tuesday 11<sup>th</sup> April - 9.30am, Spinal Injuries Association, 2 Trueman Place, Oldbrook, Milton Keynes, MK6 2HH</p>	

Signed.....Chairperson

Date.....