

Healthwatch Redbridge Board Meeting

Minutes and Action points

14 April 2016 - 1:30pm - 4:00pm

<p>Present: Cathy Turland - CT Mo Dedat - MD Athena Daniels - AD Lorraine Silver - LS (Meeting Chair) Mike New - MN</p>	<p>Apologies: Vanda Thomas - VT</p> <p>In Attendance: Karolina Dylewska (KD) - Minute Taker Jilly Szymanski (JS) - Redbridge Health Scrutiny Committee (HSC)</p>
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Item	Discussions	Actions	Update
<p>1 Redbridge Health Scrutiny</p>	<p>1.1 The Chair welcomed Jilly Szymanski, Scrutiny Research & Development Co-ordinator who spoke about the request from Health Scrutiny for HWR to review Intermediate Care services at KGH.</p> <p>1.2 An additional performance report from BHRUT was due on 18 April - JS to forward link to CT</p> <p>1.3 After the discussion, the board responded with the following comments:</p> <p>1.4 HSC had asked NELFT and RCCG to involve HWR in the Task and Finish group for Intermediate Care - CT said that she and VT had been invited to two update events but these were not T&FG.</p> <p>1.5 HWR are considering E&V visits - JS informed the Board that HSC members are interested in visiting the wards but recognise HWR has more powers and are keen to hear patients' views via HWR</p> <p>1.6 Information based on postcode breakdown - CT explained HWR was not able to access such levels of data and believed it could be something HSC could request</p> <p>1.7 Poor transport links to King George Hospital - only a small part of the borough is served by transport to KGH</p> <p>1.8 Refurbishment of Foxglove ward (lack of dining facilities, difference in quality and standards compared to Japonica or Jasmine, physiotherapy access) - JS indicated that Foxglove was to undergo refurbishment in May</p> <p>1.9 CT said they were still unsure as to the specific understanding of the term 'Centre of Excellence' in regards to the new rehabilitation service</p> <p>1.10 Issue of rounding up statistics which does not show the spikes of service uses; CT requested HSC ask for updated figures of those who receive services at home; CT would also like to work with NELFT to see if HWR could go and talk to people who used</p>	<p>JS</p>	

	<p>rehab services - looking into 1-2-1 interviews;</p> <p>1.11 looking at safe discharge access of patients service JS to check if NELFT has a patient engagement group specifically involved in this area</p> <p>1.12 CT explained 3 areas HWR would be concentrating on including environment, quality of services, and communication; they would also like to look into delayed discharges</p> <p>1.13 Timescales for the reports; CT to liaise with JS regarding CT providing verbal update on E&V</p> <p>1.14 The Board is happy for JS to feedback these issues to NELFT</p> <p>1.15 1.3 CT asked about nomination for the committee and JS informed it is 3-year appointment; JS to check if other director could replace VT should she need to step down.</p>	<p>JS</p> <p>JS/CT</p> <p>JS</p>		
2	Welcome, Housekeeping	<p>2.1 LS was agreed as Chair for the meeting.</p> <p>2.2 There were no declarations of interest.</p>		
3	Minutes of last meeting - 10 March 2016	<p>3.1 Matters arising and actions not on the Agenda</p> <p>3.1.1 Issues regarding the potential closure of KGH Emergency Department - LS informed that she asked Matthew Hopkins (BHRUT CEO) about the plans and he informed her that there are no changes and KGH ED is still operating 24/7. The board discussed the issue around “black flagging”, planned CQC visit, and recommendations made in 2010 which are not reflecting the population needs of 2016.</p> <p>3.1.2 Director attendance at meetings: VT still to provide briefing from scrutiny meeting she was due to attend on Monday 14 March.</p> <p>3.1.3 Meeting with Bob Edwards: due to a change of the date for the meeting MD & AD could not attend it; CT to send update from the meeting as well as details of future meetings.</p> <p>3.1.4 Development meeting: the SWOT document is still outstanding. VT to be asked to forward any information virtually and board members to add additional information virtually at first before further discussions take place.</p> <p>3.1.5 Recruitment of new Directors: LS and VT have raised the board opportunity with a number of potential candidates. One is at present interested in taking the opportunity forward. The board approved the offer to the individual should be made as a Co-Option at the present time. CT to liaise with VT over offer letter. CT</p>	<p>VT</p> <p>CT</p> <p>VT</p> <p>All</p> <p>VT/CT</p>	

	<p>potential premises move.</p> <p>5.4 The directors discussed and approved a 2% salary increase effective from 1st April, for staff subject to final budget confirmation - all directors in favour.</p> <p>5.5 Healthwatch budget in Cabinet papers: the board discussed the wording of the January Cabinet paper and agreed that the issue needs to be discussed with John Turkson. MD to review company’s house accounts (which include all the projects) with HWR budget and draft the letter - once all directors happy it will be forwarded to John Turkson and discussed during monitoring meeting.</p>	MD	
6 HR	<p>6.1 Staffing update: Projects Coordinator post: the board agreed that the post needs to be advertised externally.</p> <p>6.2 Policy review - H&S Policy: the directors felt that due to importance of the policy it should be put as an agenda item for future risk meeting and reviewed in detail.</p> <p>6.3 Policy adoption - Volunteer Policy: Adding Code of conduct point: “In your volunteering role, you will be a representative of Healthwatch Redbridge and as such, must abide by our Code of Conduct (see attached)”</p> <p>With those changes the policy was approved.</p> <p>6.4 Policy adoption - Confidentiality Policy: In point 2 “There may be circumstance where colleagues <i>may need</i> to discuss difficult situations with each other to gain a wider perspective on how to approach a problem. <i>This would be appropriate.</i>”</p> <p>With those changes the policy was approved.</p>	CT CT CT	
7 Membership Update	<p>7.1 Membership Update: no new memberships have been processed this month.</p>		
8 Projects, items and events updates	<p>8.1 HWE Conference, Nottingham 9-10 June: CT has confirmed her attendance for the two days; MN may attend on 10th and AD may attend on 9th; CT explained that each HW has been allocated 3 places which could be offered to staff if places were still available. Directors were asked to confirm their attendance by Wednesday 27 April</p> <p>8.2 Volunteer Week - proposed event: CT presented paper with 3 proposed events; the board agreed that the decision should be driven by the volunteers themselves; the board also agreed a maximum budget.</p>	ALL	

	<p>8.3 Brief project updates:</p> <p>8.3.1 PPG: the Projects Coordinator is continuing this work; CT has discussed with the CCG that she thinks the PPG figures are confusing.</p> <p>8.3.2 HENCEL: at the present time there is a projected underspend on the project, however this was being addressed with the Steering Group. The end of project event is planned for 24th May. Directors to confirm their attendance at this event.</p> <p>8.3.3 Volunteer Charter: CT informed the board that they were hopeful that the charter should be in place by the end of the month.</p>	ALL	
9 AOB	<p>9.1 Accessible Information Standards: CT is meeting with CCG and LBR after the board meeting to discuss taking forward this work. The GP E&V Report had a number of recommendations which need to be reviewed. CT will write to the CCG to identify further actions that we can suggest.</p> <p>9.2 HASS meeting: CT attended a public meeting in regards to the proposed changes to Health and Social Care Teams in Redbridge. These changes came into effect on 4 April. The presentation was quite ‘jargon led’ and not really easy to understand for participants. CT has met with Bob Edwards from NELFT and has raised the issue of more information being made available for local people.</p>	CT	
10 Future Meeting Dates:	<p>12 May 2016 LS apologies for the May meeting. Note: from May, Board meetings will be bi-monthly 14 July 2016 08 Sept 2016 10 Nov 2016 05 Jan 2017 09 March 2017</p>		

Signed

Date
