

City of London Healthwatch Board Meeting

1st November 2013

Present: Sam Mauger (SM) David Simpson (DS) Sarah Wallace (SW) Dave Barnard (DB) Gerald Hine (GH) Carolyn Piper (CP) Prakash Kakoty (PK)

In Attendance: Lynn Strother

1. Welcome

Sam Mauger (Acting Chair welcomed the Members of the new Board who introduced themselves).

2. Apologies

There were no apologies

3. Minutes of the meeting of the 8th August 2013

The minutes of the meeting were agreed.

During the Development Day there will be a discussion regarding publishing the minutes of Board Meetings on the web site.

4. Matters Arising

- * City of London Healthwatch is incorporated as a company limited by guarantee. Age UK London holds the contract for the service.
- * City of London Healthwatch has access HR support, finance support and other support via Age UK London
- * Healthwatch England requires all people undertaking Enter & View to have DBS checks. Action – There was a query as to whether the DBS check shows only UK convictions or are convictions abroad also considered?
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ACTION

- Contact Healthwatch England for definitive answer in respect of CRB checks and convictions

5. Report from the Healthwatch Manager

- * The current temporary Healthwatch co-ordinator is leaving and a new co-ordinator is being recruited. A summary of facts and figures for April-October 2013 was presented (attached)
- * A first draft of the Survey of Barts Trust for the CQC was discussed

- * From the survey and general comments from groups – there was dis-satisfaction with hospital discharge procedures for City Residents
- * The high number of NHS England surveys in circulation at present was noted and a concern over managing these.

ACTION

- Further investigation will be made in relation to hospital discharge procedures and the possibility of the production of a discharge leaflet
 - It was suggested that more focus groups should be undertaken to gather views of residents and workers
6. Report from Crossroads Care CNL
- * A summary of the work undertaken with statistical information was given
 - * Staff at Crossroads Care and Healthwatch have shared attendances at events particularly those at weekends
 - * Crossroads Care had focused engagement with those under 60
7. Development of Membership
- * It was agreed that there would be a broad discussion around membership during the Development Day in January to include membership criteria .
8. Meeting Representation
- * It was noted that there were a number of calls on Healthwatch in respect of meeting attendance which was encouraging, but these needed to be managed with staff, volunteers and trustees so that they could be accommodated.
 - * There would be a discussion on attendance at meetings on the Development Day

ACTION

- A matrix of meetings to be drawn up with attendees
 - A template to be drawn up to give intelligence, feedback and recommendations in a standard form
9. JSNA Update – Hackney and City
- There was a discussion on how to provide inputs to the CCG and Health & Wellbeing Board to be effective HWCoL voice. It was agreed emphasis should be given to:-
- Identifying commissioning on needs and identifying gaps in service delivery to feed into the JSNA
 - Identify how can Healthwatch encourage residents to provide evidence of their experiences for the JSNA?
 - The JSNA will provide a revised strategy in due course.
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- A definition of 'wellbeing' would be useful
- Healthwatch is part of the Health & Wellbeing Board who have agreed their strategy.

10 Board Away day Proposal

It was proposed to identify two dates for the development of Healthwatch to agree mission, objectives and membership and a training day which will include Enter & View training.

Suggested dates will be emailed

11 Confirmation of Chair

There was a discussion of the position of Chair which has been undertaken on an interim basis .

It was agreed that this issue would be discussed in January

12. Any other Business

- * It was agreed that board meeting in the City of London would take place from 2014. The Board was advised that the Lilac Meeting room in the Barbican may be available after 5pm
- * There is a need to work with Public Health on air quality.