

Healthwatch City of London Board Meeting

27th May 2014

Artizan Street Library

Minutes to be approved

Present: Sam Mauger (SM) Chair, Dave Barnard (DB) Carolyn Piper (CP)
David Simpson (DS) Prakash Kakoty (PK)

In attendance: Lynn Strother (LS)

1. Welcome

Sam Mauger welcomed the Members of the Board to the meeting

2. Apologies

Apologies received from Sarah Wallace and Janine Aldridge

Update on Crossroads Care

2.1 The Chair gave an update on the situation with Crossroads care
Crossroad Care will close at the end of the month.

2.1.1 The impact on Healthwatch will require the organisation to review its engagement plans with younger people. The brief for Crossroads Care included carers, younger people, working with City Gateway, to develop a young person's forum and panel to advise the Board.

2.1.2 There is a requirement to engage more with younger people and carers and to work with the variety of groups already in the community which would allow access to younger people

2.1.3 The Board were informed of the consultation training to engage young people on Thursday 3rd July 10.00-1.00pm that Healthwatch will be attending.

Action

2.1.4. The Chair and Manager will meet with Crossroads to discuss the handover of their work for HW followed by a discussion as to how best to use the funds allocated to this function in future to target younger people. This will include availability out of hours and weekends

2.1.5 A letter of thanks will be sent to Crossroads

2.1.6 The Chair will inform the Corporation that Crossroads has closed and HW's proposals for new working arrangements.

3 Minutes of the meeting of the 13th March 2014

The minutes of the meeting were agreed

4 Matters Arising

4.1 Safeguarding Policy – The Corporation have agreed that HW may use the Corporation's Safeguarding Policy

4.2 Development time– allocation of three days of time for Healthwatch. To date there have been two half day meetings, and there will be telephone discussions in respect of the annual report and as part of the monitoring procedure

Action

4.3 A paper to be sent to all Board Members as a record of who has signed up for Enter & View visits and who has agreed to go on the Enter & View Panel

5.0 Items for discussion and resolution

5.1 Approval of Healthwatch Policies – approval was given to the Privacy Policy

5.2 Recruitment of City resident Board Members – two residents, and an ex corporate member have indicated interest in joining the Board. They will go through the recruitment process.

5.3 Approval of Healthwatch City of London Mission statement and Priorities following consultation –the Mission statement and priorities were adopted.

5.4. Healthwatch City of London accounts – the accounts will be circulated for discussion and approval.

6.0 Reporting Items

6.1 Report from Healthwatch Manager – this included a discussion on the monitoring and annual report.

6.1.1 Bart Complaints – PK said it is anticipated that there should be a single point of entry then complaints distributed to appropriate areas. There should be vigorous follow up of outcomes. LS identified the lack of exposure of PALS, that there should be a PALS in each facility and that there had been difficulty in obtaining any response from PALS. This will be brought up at the next Bart's meeting

6.2 Crossroads Care update – see matters arising

6.3. Health & Wellbeing Board update

6.3.1 After some negotiation the City will now get its own funding from the Better Care Fund

6.3.2 Priorities for the fund are linked with Hackney priorities

6.3.3 The City will have access to primary care navigators

6.3.4 There is the difficulty tracking pathways for City patients not using City and Hackney facilities and instead being provided by services in a Tower Hamlets or Islington pathway.

6.4 CCG update

6.4.1 CCG attendance alternates between the Chair and Board member Prakash Kakoty. PK updated the board on the April meeting

6.4.2 He requested the CCG Integrated Care Policy

6.4.3 Due to the small number of residents and that residents attend a variety of facilities in different boroughs it is difficult to obtain any data particularly numbers. The Corporation is at present trying to find ways of collating City numbers

6.4.4 Alcohol Support Bus – there is a Drugs Action Team to support and care for drug users – commissioning for services around alcohol is now taking place

6.4.5 Within this CCG – GP;'s do not currently undertake enhanced work.

Action – PK will provide a list of enhanced services

6.4.6 PK and CP offered to read the document 'locally enhanced services' and report

6.5 JSNA Update

6.5.1. Each Local Authority has to undertake a refresh.

6.5.2 The emphasis is on Hackney. Due to increases in residents in Hackney ward boundaries and population profiles changes, comparisons with past data will not be possible

6.5.3 There has been discussion as to what the JSNA should be used for and what information should be included and how Healthwatch should input into the document.

6.5.4 The emphasis is on an individual's life course

6.5.5. JSNA team are undertaking outreach sessions – Healthwatch has already held a joint focus meeting.

6.5.6 The report is available on application to JA

6.6 Monitoring and Annual Report

6.6.1 Monitoring and Diary of Events/meetings was approved.

It was suggested that a further column on the Diary of events should included 'follow on' to demonstrate how the outcome had been followed up. This may only relate to raising profile, mapping, pathway development.

6.6.2 Annual Report – the draft was agreed in principle with some revisions. A final draft will be sent to Board Members.

7.0 Any other business

7.1 DB highlighted the issues reported on the potential impact of workers registering with City and other local GP's.

7.2 DB discussed the Dementia Awareness Day. A request for a map of electric car points in the City, and research the number of electric cars in the City was made.

A request that taxis should only be allowed in the City when they are booked due to the high levels of pollution was made. Both issues to be carried forward.

7.3 Two outreach events were highlighted – Social Prescribing on Tuesday 8th July 2.00-4.00pm in the North Wing of the Guildhall and an event on the new care bill – 20th June 11.00-2.30 at the Salvation Army Hall opposite the Age UK London offices.

7.4 Facts and Figures on programme achievement for March 2014 – May 2014 were provided.