

**MINUTES:**

<b>Meeting:</b>	HWCB Board Meeting held in Public
<b>Date:</b>	8 <sup>th</sup> March 2016
<b>Time:</b>	18:00 – 19:30
<b>Venue:</b>	The Warrenfield Room, The Rufus Centre, Flitwick, Beds, MK45 1AH

**ATTENDEES:**

First Name	Surname	Organisation	Role	Initials
Robin	Smith	HWCB	Chair	RS
Diana	Blackmun	HWCB	CEO	DB
Dave	Simpson	HWCB	Director	DS
Catherine	Davies	HWCB	Director	CD
Steve	Nash	HWCB	Comms Officer	SN
Linda	Grant	HWCB	Director	LG
Wendy	Toomey	HWCB	Director	WT
Alison	Lathwell	BCCG (Guest)	Acting Director of Strategy & Redesign	AL
Richard	Noble	BCCG (Guest)	Strategy Manager	RN

**APOLOGIES:**

Helen Hardy (HWCB Director)	Steven Dawkins (YP)	Chloe Gray (YP)	Gill Hiscox (HWCB Director)
--------------------------------	------------------------	--------------------	--------------------------------

NO.	NOTES	ACTION
<b>1.</b>	<b>Welcome and Apologies</b>	
	RS opened the meeting and welcomed everyone. Apologies were received from Helen Hardy, Steven Dawkins, Chloe Gray and Gill Hiscox	
<b>2.</b>	<b>Previous Minutes</b>	
	RS deferred the minutes and actions of the last meeting until after the guest presentation – all agreed	
<b>3.</b>	<b>Richard Noble, BCCG, 5 Year Forward Plan</b>	
	Alison Lathwell replaced Richard Noble as presenter of the BCCG (Bedfordshire Clinical Commissioning Group) 5 Year Forward Plan – though RN remained in attendance AL presented the 5 Year Forward Plan followed (Power Point slides available on request.) Questions were asked and AL responded as follows: Q. Will clarification of budget deficits by area be available? A. Deficits previously highlighted will be clarified to ensure that	

	<p>this does not reoccur</p> <p>Q. Can Budgets be ring fenced?  A. Pockets of budgets could and would be ring fenced</p> <p>Q. How are members of the public able to access this information?  A. All papers would be put onto the BCCG website to be presented at future meetings and included in the Annual Report</p> <p>Q. Will the Youth Mental Health service capacity be expanding?  A. CAMHS(Children Adult Mental Health Service) via ELFT (East London Foundation Trust) will be developing a plan</p> <p>Q. There is concern that hospitals will not share information  A. This could be a big challenge as there were many different IT systems in use. However this was to be assessed through a Digital Operability Plan, and it was something that needed to be undertaken on a bigger “footprint”</p> <p>Q. What format will advocacy take?  A. It is unknown at present but more details are being sought</p> <p>Q With regard to deliverables and assessment, are you thinking of self-funding? Also, for Market research will you cover subjects such as access services (e.g.) digital equipment (Assistive Technology) and are Commissioning Services encompassing this?  A. The above will be covered under the Better Care Fund Plan working with both Local Authorities (Bedford Borough Council &amp; Central Bedfordshire Council) this partnership is still looking at what can be achieved. They are extending the service contract which needs to be produced jointly</p> <p>Q. Have you done any market research with regard to community services - e.g. Foot care, Chiropody?  A. This will be pursued in more detail in the LTC and that contract with the Local Authorities was coming to an end.</p> <p>Q. What are the priority headlines for the next 6 months.  A. Healthcare Review; 111 out of hours services; Community Health; GP Practices; Involvement of Service Users</p> <p>RS thanked AL and RN for their presentation and they left the meeting at this point.</p>	
<b>2.</b>	<b>Previous Minutes</b>	
	RS resumed the review of the previous minutes, which were accepted with no matters arising	
<b>4.</b>	<b>Enter &amp; View report Update</b>	
	<p>DS reported on the Enter &amp; View visits to GP surgeries, commencing on 8th June 2015. There are 29 GP Practices in Central Bedfordshire. Two of these surgeries have satellite surgeries located outside Central Bedfordshire, one in Luton and one in South Cambridgeshire. Agreement was made with each Local Healthwatch that HWCB would carry out these visits. These visits have now taken place.</p> <p>Healthwatch Luton will accompany the team on a visit in March, and have invited DS to join them on a visit to a Care Home in their locality.</p> <p>DB and DS were invited to visit the (newly named) Village Green Care Home in Marston Moretaine to observe the progress being made prior to its re-opening. The report on this visit is being prepared and will be posted on the website imminently.</p>	

	<p>Updated Schedule</p> <table border="0"> <tr> <td>Surgery E&amp;V visits completed</td> <td>26</td> </tr> <tr> <td>Visits scheduled for 2016</td> <td>2</td> </tr> <tr> <td>Visits still to be scheduled</td> <td>6</td> </tr> <tr> <td>Reports completed and sent to provider</td> <td>12</td> </tr> <tr> <td>Provider responses received</td> <td>11</td> </tr> <tr> <td>Reports Outstanding</td> <td>12</td> </tr> <tr> <td>Reports W.I.P</td> <td>3</td> </tr> <tr> <td>Reports Published (HWCB Website, BCCG, CQC &amp; HWE)</td> <td>11</td> </tr> </table> <p>DS reported that the first 1st resident to go back into the new Village Green Care Home at Marston Moretaine would be after 11<sup>th</sup> April – this home will be managed by a new Care home Company and monitored closely Linda Harrison asked if Healthwatch Central Bedfordshire could go back and visit again DB agreed that this will be possible. DS also added there will be scheduled a Stakeholder Open Day WT asked what recruitment had taken place. DB confirmed 12 staff, some were original staff – and 8 more would be added when they reopen. DS said there would be a report published in due course.</p>	Surgery E&V visits completed	26	Visits scheduled for 2016	2	Visits still to be scheduled	6	Reports completed and sent to provider	12	Provider responses received	11	Reports Outstanding	12	Reports W.I.P	3	Reports Published (HWCB Website, BCCG, CQC & HWE)	11	
Surgery E&V visits completed	26																	
Visits scheduled for 2016	2																	
Visits still to be scheduled	6																	
Reports completed and sent to provider	12																	
Provider responses received	11																	
Reports Outstanding	12																	
Reports W.I.P	3																	
Reports Published (HWCB Website, BCCG, CQC & HWE)	11																	
<b>5.</b>	<b>Volunteer Update – CD</b>																	
	<p>CD provided an evaluation of the HWCB Volunteer Training session held on Thursday 3 March 2016 at The Rufus Centre, Flitwick</p> <p><i>Feedback Evaluation analysis</i></p> <p>Excluding Dave Simpson and Catherine Davies 13 of our 21 volunteers attended 12 Feedback Forms were completed (Michael and Leanne completed one form) Refreshment/ Registration: 11 Good 2 Don't know Domestic Abuse presentation: 13 Good ( 1 put excellent) Active Listening Refresher: 13 Good Update and HWCB plans: 13 Good Did sessions come up to your expectation: 12 said Yes 1 Partially "Would have liked more time for guided discussion"</p> <p>CD gave a general update on Volunteer activity and the production of the Volunteer Induction Document, which will be sent out electronically to all registered volunteers. A Hard copy will be available for those unable to download.</p>																	
<b>6.</b>	<b>CEO Update, YP Event &amp; Film - DB</b>																	
	<p>DB presented a slide show update and appraisal of the Youth event at Center Parcs in February. There were over 85 Young People in attendance at this event, with approximately 30 Adults. The event was held in order to continue to work with young people ensuring that their voices are heard, to forge relationships with this section of society, and to inform local health and wellbeing services, to influence accessibility, inclusion and long term health improvements for young people.</p>																	

Specifically, the event was to:

- Provide a fun and engaging day for young people, encouraging them to get involved with health and wellbeing issues;
- Empower young people to develop a Central Bedfordshire 'Young Healthwatch', designed by young people for young people;
- Learn about young people's experiences and views of local health and wellbeing services, including young carers and mental health;
- Feedback our learning to local partners, politicians and commissioners
- Produce a film with highlights of the day to share with other young people and key stakeholders

There was a strong response from the Evaluation Forms -

Superb event – 'it was engaging',  
'I felt very posh and grown up',  
'it was amazing'.

Workshops – 'great',  
'very informative',

'I got to say my point of view',

'I enjoyed listening to other people', 'Gave me a voice',

'I felt I was part of a good team'.

Listened to? – over 90% answered 'Yes'.

Jo's story was inspiring.

Theatre Group – 'they were really good'; 'moved me to tears',  
'they really helped me to understand what people with mental illness go through'.

Graffiti Artist – 'energising', 'fun', 'creative', 'allowed me to express myself'.

Big Brother filming –

'really liked the filming',

'interesting, energising and fun'.

Swimming – 'loved it!'

The Recommendations arising from the Event were:-

Give young people a voice!

Quicker access to healthcare services;

Appoint specialist to support specific mental health problems rather than generic issues;

Mental Health – early diagnosis (to better understand their illness and help family and friends to understand);

Ask young people what support they want rather than being told what support is available;

Consistent Peer support (mainly in schools);

Improve prevention services – don't wait for mental health to be visible, i.e., self-harm;

More engagement and understanding from youth workers;

Improved access to advice and information for young people, e.g. what young people should ask when visiting GP;

Provide and train Young Carer Peer Mentors;

Improved communication with students and young carers in schools.

	DB showed the film, recorded at the event. Those present at the meeting were impressed with the young people's views and felt the event had been worthwhile. Albert West asked for a copy of the presentation – SN to send	<b>SN</b>
<b>7.</b>	Financial Update - RS	
	RS outlined the updated Budget summary and added that Next year's budget should be the same as this year's.	
<b>8.</b>	<b>Any Other Business</b>	
	RS reminded the meeting that the Healthcare review was ongoing but there would be an official communication/Announcement in June 2016 about the full consultation that would commence later in the year with the arrival of an issues paper outlining the final options Den Fensome asked if the Flitwick Surgery project had been worked out? DS replied it was ongoing	
<b>9.</b>	<b>Close</b>	
	RS closed the Meeting at 19.50	
	Date of Next Meeting –Tuesday 14 <sup>th</sup> June 2016 - 6pm Start same venue	
	<b>Post Meeting Note:</b> Meeting rescheduled for Wednesday 15 <sup>th</sup> June – the time and venue remains the same.	