

**Healthwatch Leicester & Leicestershire Advisory Board (HAB) Meeting
held on Friday 8 February 2019
Clarence House, 46 Humberstone Gate, Leicester LE1 3PH**

Present: Harsha Kotecha (HK) HW Leicester & Leicestershire Chair
Micheal Smith (MS) HW Leicester & Leicestershire Manager
Rita Patel (RP) HW Leicester & Leicestershire Member
Mark Farmer (MF) HW Leicester & Leicestershire Member
Shireen Bharuchi (SB) HW Leicester & Leicestershire Member
Simon Fogell (SF) ECS Executive Director
Aileen Farrer (AF) ECS Corporate Services Manager (Minutes)

Apologies: Colin Norman (CN) HW Leicester & Leicestershire Member

Item No		Action
1.	<u>Welcome and Introductions</u>	
	The Chair welcomed members to the meeting.	
2.	<u>Minutes of the Meeting held on 3 December 2018</u>	
	The minutes of the meeting held on 3 December 2018 were agreed as an accurate record.	
	<u>Matters Arising not on the Agenda</u>	
	It was confirmed that the meeting reports prepared by Mark Farmer had been distributed to members.	
	No other matters arising that are not on the agenda or action sheet.	
3.	<u>Actions from the Meeting held on 3 December 2018</u>	
	The action sheet has been updated and is attached to these minutes. Specific points of discussion are as noted below:	
	<u>OSC – Draft Letter from HW re impact of cuts to voluntary services</u>	
	Given conversations at OSC HW is aware of the precarious funding situation and it was agreed that MS would continue to prepare the letter regarding the impact the cuts would have on the voluntary sector and this issue would also be raised with HW England.	
	Close previous action, include as a new action.	

Item No		Action
	<p><u>LCCG Meeting Feedback</u></p> <p>Meeting held on 19 December 2018 and an overview of plans was given. A further meeting is to be held and discussions around increased demand are being held at the Emergency Care meetings.</p> <p>HK has been invited to visit the 111 call centre from which information will be available to link into the wider issues.</p> <p>HW may well do a piece of work on ambulance services/111 calls once all the intelligence has been triangulated.</p> <p>MS to send members information on care navigation.</p>	MS
	<p><u>LPT Meeting (Additional Work on MH Services)</u></p> <p>MF regularly meets with Mental Health Trust directors and advised that integrated community services impact on LPT. MS sits on the Integrated Communities Board and will share papers from this group with members to provide further information.</p> <p>MS also to send out link to members from an article written. Members then to give thoughts on the long-term plan, MS view on this document is that it is inspirational but raises issues and concerns.</p>	MS MS
4.	<u>Quarterly Performance Update</u>	
	<p>MS outlined the report which is an amalgamation of the Board Report plus and update on Enter and View.</p> <p>Commissioners are satisfied with the report although feedback from them is that impact is still not being captured. HWLL is hoping to work with HW England about capturing outcomes from intelligence received and the meeting feedback forms used by HAB members will fit into this process. If members are feeding intelligence into a meeting on behalf of HW, then actions should be generated and these will then be formally recorded as soft outcomes.</p> <p>MS was asked to devise an improved process of forwarding intelligence HW receives to Board. This to be discussed at the February Board Meeting.</p> <p>Any queries members may wish to raise on the report should be sent to MS with a copy to HK.</p>	MS Feb HAB
5.	<u>Commissions/Consultancy Projects</u>	
	<p>NHSE/HWE project outlined. HW LL working with HW Rutland and the STP Communications Lead to deliver what HWE have asked for, but also to engage on local issues of focus. A 3-way meeting was held from which it was apparent that the STP Comms Lead was unaware of what HWE wanted local HW to deliver on so there is now a need to establish how tight HW is bound to deliver HWE engagement. To undertake a general public event about the NHS 10 year plan would be difficult but would be made easier and would add value if local issues were included.</p>	

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	<p><u>Impact on Cancellations</u></p> <p>HW is struggling to identify interviewees and the Outreach Officers to push on this and set up in the Hospital foyers at UHL, Glenfield and the General out-patient reception. If they are still unable to identify people to interview, HAB will be asked to accept that this is something HW cannot quantify and a short report will be prepared on why the work was unable to be carried out.</p>	
	<p><u>Social Care Delayed Transfers of Care</u></p> <p>Methodology agreed and the delivery phase will run through February and March. Work will be undertaken through interviews and a potential E&V Visit to the Hamilton Suite, Leicester Royal Infirmary.</p> <p>Members were asked to note that the Discharge Working Group is keen to see the results from this piece of work.</p>	
	<p><u>Special Projects</u></p>	
	<p>This is being managed through the ECS Head of Research who is working with the Local Authority to get the projects agreed. Members were reminded that £50,000 of annual income is retained by the Local Authority for the delivery of special projects. Projects are as follows:</p> <ul style="list-style-type: none"> • Experience of parents and carers of special education needs and health and social care services • Looked after children • CAMHS <p>Board noted these are all children focussed projects and this is mitigated by HW LL not having undertaken any children work previously. The Local Authority have agreed in principle to these and it is vital these projects commence in this financial year as otherwise the income will not be generated and may be withdrawn in future years.</p> <p>Board noted the projects.</p>	
7.	<p><u>Future Planning – Healthwatch Strategic Priorities 2019/20</u></p>	
	<p><u>Work Priorities 2019/20</u></p> <p>HK wants agreement to the next set of work areas from the previously provided long list identified by HAB. Substantive work priorities are to be identified along with special projects for the forthcoming year.</p> <p>Discussions have taken place between HK/MS about hosting a summer roadshow to identify areas of future focus. Also, bi-annual meetings will be held between HAB and staff in order for HAB to be aware of progress against work priorities.</p> <p>Themed intelligence on a quarterly basis would be welcomed by HAB which will then</p>	

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	<p>feed into the strategic priorities.</p> <p>From intelligence received consideration is requested on the following work areas:</p> <ul style="list-style-type: none"> • End of Life Care (respect and dignity) • Hospital Discharge (patient transport concerns) • CAMHS special project. <p>Following discussion priorities were agreed as noted below:</p> <p>Quarter 1 – April-June</p> <p><u>Health</u> Medicines Management. Medication between Hospitals and General Practitioners.</p> <p><u>Social Care</u> Personal budgets.</p> <p><u>Public Health</u> Social prescribing.</p> <p>Quarter 2 – July – September</p> <p><u>Health</u> Access to secondary mental health care.</p> <p><u>Social Care</u> Sheltered accommodation/supported living.</p> <p><u>Public Health</u> Lifestyle services</p> <p>Quarter 3 and 4 priorities to be agreed at the March meeting.</p> <p>MS to refresh the strategic priorities for 2019/20 and start communications around these.</p>	<p>HAB March</p> <p>MS</p>								
8.	<u>Capturing Impact through Representation</u>									
	Deferred to the next meeting.	HAB Feb								
9.	<u>Training and Development</u>									
	Deferred to the next meeting.	HAB Feb								
10.	<u>Any Other Business</u>									
10.1	<p><u>Volunteer Expenses</u></p> <p>To MS by 8th of the month, payment made to HAB on the next payment run thereafter.</p>									
11.	<p><u>Date and Time of Next Meetings</u></p> <table border="0" data-bbox="236 1839 1362 1912"> <tr> <td>26 February 2019</td> <td>Public Meeting</td> <td>6.00 p.m.</td> <td>Harborough District</td> </tr> <tr> <td>26 March 2019</td> <td>Public Meeting</td> <td>6.00 p.m.</td> <td>Harborough District</td> </tr> </table> <p>MS to send out calendar of meetings, public meetings will be held 6.00 – 8.00 p.m. Public meetings will be minuted.</p>	26 February 2019	Public Meeting	6.00 p.m.	Harborough District	26 March 2019	Public Meeting	6.00 p.m.	Harborough District	
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	<p>Business (non-public) meetings will be held during the day. HW LL business meeting will be informal and allow opportunity for discussion about intelligence received and trends being identified. The non-public meetings will not be minuted.</p> <p>6 business meeting are to be scheduled and if they are not required they can be used for HAB development sessions.</p>	