

Planning Group Meeting and Volunteer Training
Thursday 21st September 2017
9.30am-3.00pm
Board Room, 3rd Floor, Lakeside House, Bedford Road,
Northampton NN4 7HD

Present: Morcea Walker (MW) (Chair), John Rawlings (JR) (Vice Chair), Sandra Bell (SMB), Susan Hills (SH), Gina King (GK), Margaret Moss (MM), Rashmi Shah (RS), Jill Spiby (JS), Sharon Wood (SW)

In attendance: Kate Holt (KH), Becky Calcraft (BC) (minutes), Esther Stimpson (ES)

Apologies: Ric Barnard, Simon Barter, Jenny Dixon, Teresa Dobson, Rob Mason, Jo Moore, Dora Shergold, Helen Statham

Item No.	Item	Action
1.	<p>Welcome and introductions</p> <p>MW welcomed everyone to the meeting. Apologies for absence received from Ric Barnard, Simon Barter, Jenny Dixon, Teresa Dobson, Rob Mason, Jo Moore, Dora Shergold and Helen Statham. Mary Clarke, new Business Development Manager for Connected Together, briefly introduced herself to the meeting.</p>	
2.	<p>Minutes of last meeting 12th July 2017</p> <p>Agreed as an accurate record and signed by MW. MW reiterated that any queries on draft minutes should be raised in an email to staff when draft minutes are circulated.</p>	
3.	<p>Matters arising</p> <p>Re <u>step down bed survey</u>, no response received from Northampton General Hospital (NGH) so no further action planned.</p> <p><u>Consultation re Healthwatch Northamptonshire</u> closed on 1st September 2017 - no report as yet.</p> <p>We will ensure that all future presenters are asked to submit their presentations in advance in an accessible format to ensure that presentations are accessible to all (Word format preferred).</p> <p>Action: all staff.</p>	All staff
4.	<p>Volunteer update</p>	

	<p>BC gave an update on her role in supporting and recruiting volunteers. There are plans for new badges, training and regular check-ins for feedback and support. As part of accreditation for Investors in Volunteers we are seeking to diversify our volunteer pool. Action: BC. Introductions of new volunteers are always welcome.</p>	BC
5.	<p>Information update ES showed the group new leaflets and posters about HWN. Plans are underway to get the posters displayed in all GP surgeries. Action: ES</p>	ES
6.	<p>Presentation on End of Life Care - Margot Emery, Macmillan Lead Nurse For End of Life Care, Northampton General Hospital, Sarah Parry, Macmillan Lead Nurse For End of Life Care, Kettering General Hospital, and Amanda Taylor, End of Life Care Educator, Northamptonshire Healthcare</p> <p>Margot, Sarah and Amanda gave an overview of end of life care in the county and plans for improvements. Estimates suggest that 1 in 3 patients in an acute hospital are likely to be in the last year of life. In Northamptonshire more people die in hospital than the national average. 'Hospice at home' palliative care is being expanded, as is 'day hospice' provision. There is a huge demand from healthcare professionals for education and training on end of life care but resources to fund this training are scarce. Advanced Care Planning enables people to think about what they want for end of life care, funeral wishes etc. - it enables the patient to take control. There is a strong emphasis on maintaining quality of life for patients at the end of their lives.</p> <p>Slides from the presentation are attached to these minutes and copies of the Advanced Care Planning booklet are available from the HWN office.</p>	
7.	<p>Project updates</p> <p><u>Discharge survey</u> has been finalised and a draft will be going out to volunteers who were involved.</p> <p><u>Pharmacy project</u> (part of Make Your Voice Count survey) - a short report has now been written on responses to questions about pharmacies.</p> <p><u>ASD/ADHD project</u> - BC is now responsible for this, working with volunteers HS and JS. A wealth of information has been gathered in interviews, some difficulty in accessing professionals for interviews. Aim to complete interviews by October and finalise a report by the end of the year. Action: BC</p> <p><u>Maternity project</u> - over 500 people completed the survey, draft report is now with Nene CCG, who commissioned the project. Meeting</p>	BC JS, KH, ES

	<p>planned for next week to discuss balance of comments included. Action: JS, KH, ES</p> <p><u>Young Healthwatch (YHW)</u> - ES reported on plans for re-launch event on 24th October at Nene Whitewater Centre. Tickets are now available and bookings are steady. Volunteers are asked to encourage any young people they think may be interested to apply. Action - all.</p> <p>Funding for the event has come from East Midlands Academic Health Science Network and ES is hoping to secure additional funding. ES attended NHS England conference earlier in September and is looking at developing links between YHW and NHS England.</p> <p><u>Healthwatch Hubs</u> - based on a model from Healthwatch Lincolnshire, ES is setting up a pilot project to help get HWN more well-known by developing links with community organisations, particularly smaller, harder to reach groups. Suggestions of organisations to link with invited from volunteers - please contact ES. Action - all.</p> <p>JS asked if we are members of the local chamber of commerce, which may give us access to resources and advertising. Need to assess the costs and benefits of such membership.</p> <p>KH reported that Connected Together is now an accredited company partner of the Market Research Society with 2 members of staff being certified members (JS and BC). BC's role is being upgraded to Healthwatch Officer, with a focus on supporting volunteers and projects relating to adults.</p> <p><u>Work plan</u> for April 2017 to March 2018 was circulated (attached to minutes). CAMHS work is on hold at present (awaiting new YHW team involvement). SW will continue to provide a link to work in the field of learning disabilities. No progress on the Better Care Fund - expected that it will come under future STP work.</p>	<p>All</p> <p>All</p>
8.	<p>Future projects</p> <p><u>Gypsies, Roma and Travellers</u> - ES has been developing links with relevant organisations and is now appealing for interested volunteers to join a task and finish group. We are aware of the sensitivities of this issue. The scope of the project will be limited to Gypsy and Roma communities who live on settled sites in the county. MW and SMB expressed an interest in joining this group. Anyone else who is interested contact ES (Action - all).</p> <p><u>Dove Court Care Home</u> - KH reported that concerns had been recorded in the past but we are now aware that it is closing and is subject to a high level of monitoring by CQC so a visit from HWN is not appropriate.</p> <p><u>Claremont Parkway and Turn Furlong</u> - care facilities where concerns have been recorded. Enter and View policy document circulated to volunteers (also circulated in advance by email). BC to co-ordinate a task and finish group to draw up a list of 4 facilities to visit by the end of March 2018. Those who are interested in taking part to contact BC</p>	<p>ES, MW, SMB, all</p> <p>BC, all</p>

	<p>(Action - all). Training will be arranged for those not already authorised if they wish to do Enter and View visits. <u>Paddington Ward, NGH</u> - YHW plan to visit in October.</p> <p><u>3Sixty project</u> - on hold for moment.</p> <p><u>Orthotics</u> - on hold for moment.</p> <p>JS expressed concern about social isolation of young parents. ES has some links with some services that support young parents.</p> <p>We will discuss future work plans at a future meeting, once we know how the new contract stands.</p>	
9.	<p>Meetings attended</p> <ul style="list-style-type: none"> • SMB has attended numerous meetings, including STP pre-meeting, meeting re future of Corby Urgent Care Centre, Joint Quality Committee NGH. • KH has been discussing with volunteers about reinstating 15 Step ward audits at KGH. • HWN has now been given observer status on Corby CCG and invited to monthly meetings. • MM helped on HWN stall at Umbrella Fair, Northampton, a very positive outreach event. • GK attended Health and Wellbeing Forum in South Northants (also attended by volunteer Simon Barter). • JR and SH attended Adult Health and Social Care Scrutiny Committee at Northamptonshire County Council (NCC) where the dementia strategy was discussed but there is no money for any new projects. • SH attended Health and Wellbeing Forum in Wellingborough, where members were invited to suggest priorities for the year ahead. • HWN now has volunteers attending all the Health and Wellbeing Fora except for Kettering. SH pointed out that Health and Wellbeing Fora would be a good place for raising concerns about lack of funding for education and training on end of life care issues (raised by Amanda Taylor). • ES attended a meeting with Information Advice Support Service (IASS). Plans are underway for 2 transition events next year and IASS is keen to work with HWN on this. ES attended NHS England conference. • BC attended information sharing meeting with CQC and Northamptonshire Commissioners. Agreed that we will check with these partners before planning any Enter and View visits. <p>Action: BC, JS</p>	BC, JS

	<ul style="list-style-type: none"> MW attended annual meeting of Healthwatch Rutland where Mark Gregory of EMAS was guest speaker. She also attended, with ES, the annual conference of Northamptonshire Safeguarding Children Board (NSCB), which had a focus on online safety. 	
10.	<p>Plenary</p> <ul style="list-style-type: none"> KH will be attending a quality summit meeting at St Andrew's Hospital next week. Action: KH NCC/ Carers' Contract - most issues have now been resolved. Contract for support of parent carers will be coming out soon. Training suggestions - domestic abuse and online safety. Action - ES, BC to arrange for future meetings. Patient Story (paper from SMB circulated prior to meeting) - SMB raised this at Joint Quality Committee at NGH. The case emphasises the importance of training for staff so that they are aware of people's needs and rights for interpreters. Total Voice Northamptonshire have had contract for advocacy services renewed, now working with Deaf Connect when appropriate. BC and JS attended recent workshop. Children's Centres - Lesley Hagger has sent programmes for current children's centre provision in the county. Suggestion that planning group members share their contact details with each other to facilitate discussion and mutual support - BC will email to ask members' consent to share email and phone numbers. Action: BC 	<p>KH</p> <p>ES, BC</p> <p>BC</p>
11.	<p>AOB</p> <p>No matters raised.</p>	
12.	<p>Date of next meeting</p> <p>Thursday 23rd November 9.30am, Boardroom, Lakeside House.</p>	All
13.	<p>Autism Awareness Training by Julia Hardcastle, Autism Concern</p> <p>Attended by 6 volunteers (MW, SMB, JS, MM, JR, SH) and 8 staff members (BC, NM, SB, OF, JC, MC, KH, ES).</p>	

Signed as a true record of the meeting:

Date: