

Planning Group Meeting and Volunteer Training  
Thursday 23<sup>rd</sup> November 2017  
9.30am-3.30pm  
Board Room, 3<sup>rd</sup> Floor, Lakeside House, Bedford Road,  
Northampton NN4 7HD

**Present:** Morcea Walker (Chair), John Rawlings (Vice Chair), Sandra Bell, Teresa Dobson, Rob Mason, Margaret Moss, Rashmi Shah, Jill Spiby, Sharon Wood (SW)

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

**Apologies:** Ric Barnard, Simon Barter, Jenny Dixon, Susan Hills, Jo Moore, Dora Shergold, Helen Statham

Item No.	Item	Action
1.	<b>Welcome and introductions</b> Morcea Walker welcomed everyone to the meeting. Apologies for absence received from Ric Barnard, Simon Barter, Susan Hills, Dora Shergold and Helen Statham.	
2.	<b>Minutes of last meeting 21<sup>st</sup> September 2017</b> These were agreed as an accurate record and signed by Morcea.	
3.	<b>Matters arising</b> <u>Consultation re Healthwatch Northamptonshire</u> closed on 1 <sup>st</sup> September 2017, report has been circulated.  We now ask that all future presenters submit their presentations in advance in an accessible format. We are unable to reformat all documents that come from outside sources but if there are specific documents that need to be converted, staff in the office will convert them into Word format when possible. <b>Action: all staff</b>  <u>Volunteer badges</u> are in hand - not all volunteers have up to date photos but we will arrange badges for those whose photos we have. <b>Action: Becky Calcraft and Julie Curtis</b>  New posters have now been sent out to GP surgeries. Volunteers are encouraged to take out extra copies and ask places to put them up wherever possible. <b>Action: all</b>	All staff          BC, JC          All

	<p><u>Discharge survey</u> - currently partners are commenting on draft report.</p> <p><u>Pharmacy survey</u> - report has now been published.</p> <p><u>Meeting reports</u> - Morcea urged people to submit written reports on meetings attended. Sandra Bell commented that she had sent reports that she had attended to the Board that met in October.</p> <p><u>Patient Story</u> - This was considered by the Board and was also raised at the Annual Meeting. However, Sandra Bell expressed disappointment that this had not been featured on the HWN website and in the newsletter. Staff will look into how this can be used.</p> <p><b>Action: Jo Spenceley</b></p>	JS
4.	<p><b>Presentation - Sarah Drage, Northamptonshire Carers</b></p> <p>Northamptonshire Carers support unpaid carers, including young carers. Many people do not recognise that they are carers. A key issue for carers is isolation. Northamptonshire Carers offers a range of services to support carers: telephone support line; carers' assessments; peer support workers; sitting service; free gym sessions; free Reiki and relaxation sessions for carers; a carers' choir; holiday lodges; carers' cafes and drop-in sessions and carers' support groups. There are also social activities and specialist workers. A video of the Carers Choir was shown, singing a specially commissioned song written this year to celebrate 25 years of Northamptonshire Carers.</p> <p>A recent initiative has been Breathing Space, support groups for people with COPD and their carers, in Daventry and Northampton, run by Northamptonshire Carers in collaboration with Coventry University. A unique feature of this group is that it is supported by a GP and a psychologist. This project has seen a reduction in hospital and A &amp; E admissions by 39%.</p> <p>Sarah also drew attention to a new guide Dementia Friendly Northamptonshire - Becky can obtain copies for volunteers if requested.</p> <p>Sarah answered a number of questions. A particular concern is funding for next year. Sarah was warmly thanked for her time and information shared.</p>	
5.	<p><b>Volunteers</b></p> <p>There will be a Christmas lunch to say thank you to volunteers on Thursday 14<sup>th</sup> December 12-2pm, here at Lakeside House. Becky gave an update on the Investing in Volunteers process - she has met with Sandra Bell to discuss a development plan. We will be assessed early in 2018, when an assessor will want to interview a sample of volunteers and staff.</p>	

	<p>Becky will circulate updated list of Planning Group contact details with these minutes for those who have given consent to share their details.</p>	
7.	<p><b>Project updates</b></p> <p><u>NCC consultations</u> - Sonia Bray is working on this. Sonia organised a meeting for HWN volunteers on 20<sup>th</sup> November - thanks to Sonia and Mary for work to prepare for this. Sonia has been attending some of the consultation meetings. The following discussion emphasised the need for HWN to continue championing the views of the public.</p> <p>It was clarified that volunteers can respond to the consultations and sign petitions, but as individuals rather than on behalf of Healthwatch Northamptonshire. HWN will provide a cohesive response to the various consultations.</p> <p><u>Young Healthwatch (YHW)</u> - Esther Stimpson shared the written report on the Young Healthwatch relaunch event, held on 24<sup>th</sup> October at Nene Whitewater Centre. It was a very positive event, and plans are now underway on how to work together going forward. On the following day, 25<sup>th</sup> October, four young people accompanied by Esther, visited Northampton General Hospital. The report is in progress. Two young people have been nominated to attend a ‘young leaders’ weekend run by NAYC. There are plans to do something for ‘Takeover Day’ during half term in February.</p> <p><u>ASD/ADHD project</u> - Becky gave an update on the project. Volunteers have now finished conducting interviews, including some with professionals. There is a lack of a clear county-wide strategy for autism, both for diagnosis and support. We now aim to finalise a report by the end of April 2018. Morcea reported that Autism Concern is merging with Autism East Midlands.</p> <p><u>Healthwatch Hubs</u> - Simon Barter is working with Esther and Natasha Mansukhani to develop a pilot project. This is part of a wider strategy to make HWN more well-known.</p> <p><u>Maternity project</u> - Report is now finished and is waiting for final approval from Nene CCG before being published.</p>	
8.	<p><b>Future projects</b></p> <p><u>Gypsies, Roma and Travellers</u> - Kate Holt reported that this project is now on hold due to other priorities.</p> <p><u>Veterans</u> - As part of Armed Forces Covenant, the government is concerned that serving and ex-service personnel and families are treated fairly. Esther and Mary Clarke recently met with Vikki Barr, Armed Forces Community Covenant Partnership Officer about a possible project to gather data on health and social care needs of the armed forces community.</p>	

	<p><u>Enter and View</u> - A task and finish group has been set up for 29<sup>th</sup> November to refresh training and plan visits to four facilities. The aim is to complete these visits by end of June 2018.</p> <p><u>Corby Urgent Care</u> - Kate and Jo Spenceley met with members for the Corby Urgent Care Centre Action Group. They have agreed to work with HWN to devise a questionnaire to be circulated once the consultation on healthcare provision in Corby goes live.</p>	
9.	<p><b>Meetings attended</b></p> <ul style="list-style-type: none"> <li>• Reports submitted and circulated in advance from Jill Spiby and Susan Hills.</li> <li>• Sandra Bell attended a meeting about End of Life. Some training has been done with GPs and more masterclasses are planned. The aim is to demedicalise end of life care.</li> <li>• John Rawlings attended the Adult Scrutiny Committee, also the Mental Health Crisis Concoriat.</li> <li>• Teresa Dobson reported that the STP is undergoing a 'reset' at present, but working groups are continuing. Meeting agreed that HWN Board should write to ask how much money has been spent on the STP so far. Sandra requested that STP should be listed as a current project. <b>Action: Becky to ensure it is included on future agendas.</b></li> </ul>	BC
10.	<p><b>Plenary session</b></p> <p>Priorities for HWN in 2018, based on suggestion slips collected at Annual Meeting in October 2017 were as follows:</p> <ul style="list-style-type: none"> <li>• Mental health</li> <li>• STP</li> <li>• Young Healthwatch</li> </ul> <p>Becky will set up dates for 2 meetings in February to discuss and update the work plan. Young Healthwatch involvement in this planning would be welcomed.</p>	
11.	<p><b>AOB</b></p> <p>Sandra said that free health checks are available to people aged 40-74 years but there is a lack of awareness of this. HWN will help to publicise via social media.</p> <p>Kate reported that the office now has set up voicemail on our 0300 number. There is also voicemail on the HWN mobile number if people ring out of office hours.</p>	
12.	<p><b>Date of next meeting</b></p> <p>Thursday 11<sup>th</sup> January 2018, 9.30am - venue to be confirmed.</p>	All

13.	<b>Domestic Abuse Training by Natriece Westwood, Northamptonshire Domestic Abuse Service</b> Attended by 5 volunteers (MW, MM, SMB, TD, JSp) and 8 staff members (BC, NM, SB, OF, JC, KH, ES, JS).	
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Signed as true record:

Chair  
Date