

Public Board Meeting

Thursday 18 November 2021

1000 - 1200

By tele/video conference

Minutes

Item	Title	Enc	Who
1	<p>Attendance</p> <p>Directors: Simon Adams - Managing Director Martin Gallagher Jo Ringshall - Chair Jane Stanley John Taylor</p> <p>Co-opted Members: Families In Partnership represented by Bernadette Louise St Pauls Hostel represented by Jonathan Sutton Swallows Head and Neck Cancer Support Group represented by Chris Byrne Young Solutions represented by Pete Sugg Sandycroft represented by Lee McKenzie</p> <p>[NB the Co-opted Members attend the Board Meeting as non-voting participants]</p> <p>Also in attendance: Morag Edmondson - Engagement Officer Louise Handy - Business Manager</p> <p>Apologies:</p> <ul style="list-style-type: none"> David Saunders - Co-opted Member 		JR
2	<p>Declaration of Interests No declarations of interest</p>		JR
3	<p>The Stroke Service in Worcestershire Mari Gay, Managing Director of Herefordshire & Worcestershire NHS Clinical Commissioning Group and Chair of the Integrated Care System's Stroke Programme Board. The Managing Director made a presentation on the existing stroke pathway in Worcestershire and plans for service improvement, before answering questions from the Board and public present. The presentation</p>		SA

	<p>and following questions and answers can be viewed here</p> <p>https://www.youtube.com/watch?v=JVip9lnScFM</p> <p>Key messages:</p> <ul style="list-style-type: none"> • The ICS Stroke Programme Board [ICS SPB] acknowledge the difficulties with the current stroke pathway in Worcestershire and are implementing a plan to implement the national stroke care best practice pathway across Herefordshire and Worcestershire which will create a 24 hour a day/7 day a week service centred on the Worcestershire Royal Hospital. • Workforce vacancies are the major problem in providing service currently at Worcester. However mutual support from neighbouring Trusts has addressed this in the short to midterm so that further deterioration of the service has been stopped but the service has not seen improvement yet. The ICS SPB anticipates the new stroke pathway plan will significantly improve recruitment. • The ICS SPB is committed to developing the detail of the new stroke pathway with patients and carers. Co-production will follow a workshop in January 2022 for clinicians. • The new pathway will include a Hyper Acute Stroke Unit [HASU] at Worcester Royal Hospital. Whereas stroke patients currently go through the Emergency Department in the new pathway the ambulance service will pre-alert the HASU to improve the time to CT scanner. • The ICS SPB recognised the need to improve long term support for stroke survivors and support for carers. • The ICS SPB is developing a new performance dashboard to monitor stroke patient safety and service quality. • As Chair of the ICS SPB the managing Director provided assurance that the members of the SPB are committed to co-operating in implementing the new pathway 		
4	<p>People’s Experiences of leaving Worcestershire hospitals during Covid-19 [NB Mari Gay attended for this item]</p>		JS

	<p>The Board considered Worcestershire’s health & care ‘system’ response to the report, and Healthwatch Worcestershire’s initial letter of response.</p> <p>JS reported that the systems was developing a new discharge policy and will provide further information as it becomes available.</p> <p>Mari Gay thanked Healthwatch Worcestershire for the report and identified 2 main issues of communications with patients and their carers, and of not planning discharge early enough.</p> <p>JR raised concern about discharge late at night. Mari Gay assured the Board that it should not happen now that much clearer criteria about late in the day discharge was used.</p>	<p>Enc 3</p> <p>Enc 4</p>	
5	<p>Minutes of Public Board Meeting on 16 September 2021 and Matters Arising:</p> <p>The Directors approved the minutes of the Public Board Meeting on 16 September 2021.</p> <p>Matters Arising:</p> <p>1. Service User and Carers Experiences of the Community Assessment [Mental health] Recovery Service</p> <p>MG reported that Herefordshire & Worcestershire Health & Care Trust had not as yet responded to Healthwatch Worcestershire’s request for further information about the Trust’s first response to the HWW SW CARS report. The Board asked MG to pursue a response from the Trust.</p> <p>Action: MG</p>	<p>Enc 1</p> <p>Enc 2</p>	<p>JR</p> <p>MG</p>
6	<p>Healthwatch England Quality Framework</p> <p>JR presented and the Board noted the report of Healthwatch Worcestershire’s use of the Quality Framework that was presented to Healthwatch Week</p>	<p>Enc 5</p>	<p>JR & SJ</p>
7	<p>Business Plan 2021-2023</p> <p>The Board considered and noted the Business Plan progress report presented by SA.</p> <ul style="list-style-type: none"> • Accident and Emergency Project <p>JR presented the A&E project [to establish why people choose to attend the A&E Departments at the Alexandra and Worcester Royal Hospitals] for inclusion in the Business Plan 2021-2023.</p> <p>In the context of A&E services Board members questioned if the wait to access the Healthy Minds service, reported as 12 months impacted on A&E, and other emergency support associated with mental health crisis and suicide prevention.</p>	<p>Enc 6</p> <p>Enc 7</p>	<p>SA</p> <p>JR</p>

	<p>Reference made to support available from the Springfield Mind Help Line.</p> <p>MG undertook to make enquiries about the wait time to access the Healthy Minds Service and to explore promoting Springfield Mind Help Line on HWW's website.</p> <p>The Directors approved the A&E project plan.</p> <p>Action: MG</p> <ul style="list-style-type: none"> <p>Young People's Health and Emotional Well-Being Project</p> <p>JS presented the project plan for the Young People's Health and Emotional Well-Being Project to the Board which the Directors approved, noting comments from PS about similar work at the Horizon community centre in Worcester.</p> 	Enc 8	JS
8	<p>HWW Performance Monitoring Report Q2 [July - September] 2021/2022</p> <p>SA presented the performance monitoring report for Q2 2021/2022 which the Board considered, and the Directors approved.</p>	Enc 9a 9b	SA
9	<p>NHS Non-Emergency Patient Transport</p> <p>ME presented HWW's draft response to NHS England's national consultation on non-emergency patient transport.</p> <p>The Board discussed the draft response which the Directors approved delegating responsibility to SA to finalise and submit it.</p> <p>Action: SA</p>	Enc 10	SA & ME
10	<p>Safeguarding Homeless Adults</p> <p>JT briefed the Board on a draft response to Worcestershire Safeguarding Adults Board's [WASB] draft self-neglect policy which had been developed with JS. With the support of the Board the Directors delegated responsibility to JT to draft a response in terms briefed to the Board and submit it to WASB.</p> <p>JT thanked JS for his support.</p> <p>Action: JT</p>		JT
11	<p>Public Participation</p> <p>Trauma Services and Planned Surgery at Worcestershire Acute Hospitals NHS Trust hospital sites.</p> <p>Public representation from the Redditch about the Trusts decision to implement the relocation of more complex trauma cases from the Alexandra Hospital to the Worcestershire Royal Hospital and planned surgery</p>		JR

	<p>across a range of specialities from the Worcestershire Royal Hospital to the Alexandra Hospital on or about the 12 November 2021 without communication or engagement with public and patients in Redditch, and a request for comment from Healthwatch Worcestershire.</p> <p>SA responded that following media interest HWW had received a stakeholder briefing note from WHAT and that on 12 November he had met with the Trust's CEO to discuss the situation and requested that the Trust issue a further media statement to clarify the situation.</p> <p>SA reminded the Board that the changes to trauma services and planned surgery were part of the project to deliver the Review of Acute Hospital Services in Worcestershire which culminated with the Worcestershire's Clinical Commissioning Groups decision in 2017 and that there had been a public consultation on them.</p> <p>However, the Board noted that the business case on which the CCC's made their decision included recommendations about patients' transport and access to services and communication and education, both of which were agreed.</p> <p>Following a discussion within the Board the Directors agreed that JR should write to the CEO of Worcestershire Acute Hospitals NHS Trust for further information and invite the CEO to attend a future Board meeting.</p> <p>Action: JR</p> <p>Waiting Lists for Echocardiograms</p> <p>The Board noted media reporting of excessive waits by patients for echocardiograms in Herefordshire and Worcestershire. Following a discussion involving a Director of Healthwatch Herefordshire SA was asked to make an enquiry with the CEO of H&W CCG on behalf of Herefordshire Healthwatch and Worcestershire Healthwatch.</p> <p>Action: SA</p>		
	<p>Date of Healthwatch Worcestershire's next Public Board Meeting: 27 January 2022 by video/tele conference</p>		