

Draft Minutes

Item	Title	Enc	Who
1.	<p>Attendance Jo Ringshall – Chair (JR) John Taylor (JT) Chris Byrne (CB) Don Beckett (DB) Debbie Lamont (DL) Simon Adams – Managing Director (SA)</p> <p>Co-opted Board Members: St Pauls Hostel represented by Erica Burlace (EB) Sandycroft represented by Lee McKenzie (LM) Young Solutions represented by Pete Sugg (PS) Parent Carers Forum represented by Hazel Shaw (HS) David Saunders – Volunteer (DS) [NB the Co-opted Members attend the Board Meeting as non-voting participants]</p> <p>Also Present: Margaret Reilly, Suzy James, Nicola Longworth-Cook, Victoria Walsh (Engagement Officers) Helen Wood, Paul Hopkins</p> <p>Apologies: None</p>		JR
2.	<p>Declaration of Interests None</p>		JR
3.	<p>HWWs Report - Information and Support Available to People living with Dementia & their Carers. HWW's Report The report, presented by JT, was considered by the Board and approved by the directors. Worcestershire's Integrated Care Systems' response to the report was presented by Dr John Devapriam, Medical Director & Deputy CEO of Herefordshire and Worcestershire Health/Chair of the Integrated Care Board (ICB) Dementia programme Board Care NHS Trust. In his presentation Dr Devapriam advised that the ICB had requested support and leadership in increasing engagement with the public in relation to both primary and secondary care. He added that the HWW report had proven to be valuable with the engagement framework being based on</p>	Enc 3	JT

	<p>the reports' recommendations and that HWW will be invited to have a place on the Dementia Programme Board. A number of questions and points were raised by members of the board and from the floor relating to data / records and the action plan. Dr Devapriam confirmed that a response and action plan is in progress and accepted an invitation to return to a future HWW PBM to present the findings.</p>		
4.	<p>Adult ADHD service</p> <p>A presentation on the new Adult ADHD service was provided by Richard Keble, Programme Director for Mental Health, LD & Autism, NHS Herefordshire & Worcestershire ICB. The presentation included information that a new pathway has been developed for diagnosis and onward support / care, including periodic review. Difficulties relating to the capacity and quality of available providers were also reported. Issues and questions were raised by the board and from the floor, including the importance of co-production and governance.</p> <p>The issue of Oliver McGowan training was also raised with SA proposing that this should be the focus of a future project for HWW.</p> <p>Richard Keble agreed to respond to the issues raised and extended an invitation for HWW to attend the Steering Group.</p>		SA
5.	<p>Sensory Impairment – ICB Governance</p> <p>JR confirmed the HWW position that the letter of 15 July 2024, from the CEO of NHS Herefordshire and Worcestershire ICB in response to HWW's recommendations in its report of Engagement with People with a Vision Impairment, was not considered to be satisfactory and that leadership was required to improve the situation.</p> <p>Dr Sarah Raistrick, Non-Executive Member focusing on sensory impairment, Health Inequalities, Participation and Engagement, NHS Herefordshire and Worcestershire ICB, confirmed that the issue of sensory impairment is everyone's responsibility. She did however acknowledge that there were weaknesses to the approach, adding that the issue will be receiving scrutiny and commitment at board level.</p> <p>Comments and questions were raised from members of the board and the floor relating to the barriers to services arising from communications not being provided in correct format and empowerment of local people to influence and effect solutions. SA proposed that the issue should be raised in terms of clinical pathways and Equality Impact Assessments.</p> <p>Dr Raistrick confirmed that she will be happy to work with individuals and groups on the issue and challenge the ICB on an ongoing basis. Also that she would raise the issue with her colleague Non-Executive Directors of Worcestershire Acute Hospitals NHS Trust and Herefordshire and Worcestershire Health and Care NHS Trust.</p>	Enc 4	JR

	JR confirmed HWW's intention to continue to pursue service improvements from health and social care services in meeting the information needs of people with sensory impairment.		
6.	<p>Minutes of Public Board Meeting on 22 March 2024 and Matters Arising.</p> <p>The Board considered and the Directors approved the draft minutes of the PBM held on 22 March 2024.</p> <ul style="list-style-type: none"> <p>NHS commissioning of the Voluntary and Community Sector to deliver mental health services</p> <p>A verbal report was presented by SA and comments made in relation to accountability and funding levels relating to the provision of publicly funded services by the VCSE. The item was discharged from the Agenda.</p> <p>Patients' access to, and experience of NHSE's 'Informed Choice' PSA screening service for prostate cancer</p> <p>CB reported that information had been provided to the ICB regarding GP's approach to screening resulting from the co-production exercise by HWW and prostate cancer groups. The ICB's response confirmed that they will be looking into the matter. CB advised the HWW will re-run the survey to check progress. Carry forward to next PBM.</p> <p>Hospital Discharge Report:</p> <p>Update by CB – we are still awaiting a response from Worcestershire Acute Hospitals NHS Trust re their implementation of HWW's report recommendations. Carry forward to next PBM.</p> 	Enc 1	JR SA CB CB
7.	<p>HWW Annual Report 2023/2024</p> <p>Attendees were invited to give feedback relating to the HWW Annual Report which had been published immediately following the General Election in July. A vote of thanks was given to the volunteers for their contribution to HWW's work during the year.</p>	Enc 2	SA
8.	<p>HWW Young People's Health & Emotional Wellbeing report</p> <p>The report, presented by DL, was considered by the Board and approved by the directors. DL advised that a response has been requested from the ICS and will be published following receipt.</p>	Enc 5	DL
9.	<p>Update from HWW's Quality Summit May 2024</p> <ul style="list-style-type: none"> The spotlight report on 'How Can Health and Care Services Improve their Communication with Service Users' (prepared from information gathered at the Summit) was presented by CB. It was confirmed that HWW will continue to repeat the messages learned from the exercise to health professionals. Responses to unanswered questions raised at the Quality Summit with the Question Time panel: 	Enc 6 Enc 6a	CB SA

	<p>a) SA advised that the letter from the ICB/WCF about the Partnership for Inclusion of Neurodiversity in Schools [PINS project] will be published.</p> <p>b) It has been confirmed that there is no requirement for a parent to complete a parenting course as a pre-requisite for a child to access the ADHD pathway.</p> <p>c) It was confirmed that the issue relating to the Accessible Information Standard had been addressed in item 5 of this Agenda.</p>		
10.	<p>Stroke Board - long term plan for Stroke patients across the Integrated care System</p> <p>CB reported that HWW's feedback to NHS Herefordshire & Worcestershire Stroke Programme Board has influenced the Terms of Reference for work being undertaken by the ICS.</p>		CB
11.	<p>Comments by HWW to Quality Accounts</p> <p>Presentation of responses in relation to:</p> <ul style="list-style-type: none"> • West Midlands Ambulance Service • Worcestershire Acute Hospitals NHS Trust • Herefordshire & Worcestershire Health and Care NHS Trust <p>The HWW responses were considered by the Board and approved by the directors.</p>	<p>Enc 7</p> <p>Enc 8</p> <p>Enc 9</p>	<p>CB</p> <p>CB</p> <p>SA</p>
12.	<p>WCC Response to HWW Public Health Messaging Report</p> <p>It was noted that the HWW report, which made 15 recommendations to improve take-up (of Public Health Messaging), had received a positive response from WCC including a commitment to implement recommended changes.</p>	<p>Enc 10</p>	SA
13.	<p>Public Participation</p> <p>A point was raised from the floor regarding the communication of how people should be treated under certain specific circumstances. The ensuing discussion included the RAG system of communication and ongoing work relating to a "passport" system.</p>		JR
14.	<p>Chair's Announcements</p> <p>Thanks were given to Martin Gallagher (who retired from HWW on 30.9.24) for his contribution made over the last 10 years. Thanks were also given to all those attending the Conference.</p>		JR
	<p>Date of Healthwatch Worcestershire's next Public Board Meeting</p> <p>28 November 2024 (online)</p>		