

Healthwatch Advisory Board

Tuesday 22nd January 2019 10.00 - 11.30am

Mind in Bexley Offices, Devonshire Road

Present	David Palmer (DP) Joanne Flitton (JF) Jayne Garfield-Field (JGF) Guy Stevenson (GS) Rachel Willis (RW) Lisa Randall (LR) Emily Eady (EE) Felicity Packard (FP) Vikki Wilkinson (VW) Lotta Hackett (LH)
Apologises	Shanie Dengate (SD) Paul Cutler (PC) Linda Cole (LC) Tope

Item	Item	Action
1	Welcome, introductions and apologies. JGF welcomed the group, apologies were given.	
2	Minutes from the last meeting- 27/11/18 The minutes were agreed and ratified.	
3	<p>Managers Update-</p> <p>We are still in the process of looking for a new Chair. There are 2 possible candidates that have applied and are going forward for interview.</p> <p>On 21st Jan, JGF and JF attended the HW Parliamentary event held at Westminster. The HW Chair Sir Robert Francis said in his speech that all HW's need to increase awareness of what they do in their area.</p> <p>HW England have been given a grant to work on the NHS Long Term Plan and HW Bexley have agreed to take part. Each HW will be given 2,500 pounds and for this we need to undertake 250 questionnaires and hold 2 focus groups. Each STP will choose a lead and decide on the questions to be asked, at the moment we do not know who the lead will be. These engagements will take place around March.</p> <p>JGF gave details of the change in leadership at the CCG, Theresa Osborne is now in charge of both Bexley & Greenwich CCG's (merger of Executive teams only at the moment)</p> <p>JGF and LC recently attended Accessible Information training, which was very interesting. Every piece of work we now do, will also look at how it fits in with the Accessible Information Standards.</p> <p>A small piece of commissioned work has just been completed, which involved visiting a small group of patients from Cairngall Med Centre to help them re-register with a new practice.</p> <p>There may also be some commissioned work from Evergreen,</p>	

	doing a Service Evaluation/ questionnaire/ Focus Grps, but this is still in the discussion stages.	
4	<p>Work Plan Update-</p> <p>1 Hospital Discharge D2A- JF has now received a new list of names to contact and with the help of a volunteer will start to speak to residents recently discharged from hospital. Hopefully this can be completed by middle of Feb and the report can then be written up.</p> <p>2. Audiology Questionnaire- This project is just about to start and will look at the referral process and after care provided. After care is an issue, with people turning up at Bexley Deaf Centre asking for help. We will also be visiting audiology services that are provided ie. In libraries, Clinics (including Specsavers) and out in the community speaking to service users. LH suggested finding a couple of service users who we could use as case studies.</p> <p>3. Flu Uptake- This project has now been completed and LC is in the process of writing up the report.</p> <p>4. Erith Urgent Care relocation- Our findings have now been written up into a short report. There was about a 50/50 split, with parking issues a main theme (especially as Morrissons Erith may start to charge for parking, as their Sidcup store now does)</p> <p>5. Crisis Line Evaluation- We are currently awaiting the list of names to contact, detailing who used the service over Xmas. Francis has approved the questionnaire.</p> <p>6. GP Online/Website- EE a HW volunteer is re-visiting a piece of work we carried out 2 years ago, looking at GP websites, for ease of access to information/ complaints. We are now also looking to see whether they meet the Accessible Info Standards, such as info in Easy read etc.</p>	
5	<p>Future Projects</p> <ol style="list-style-type: none"> 1. Bexley Deaf Centre. Look at the knowledge of health messages deaf people receive, draw back to this will be lack of interpreters. We have designed a card with the deaf persons details on, this can be shown in shops etc letting people know they are deaf. Just awaiting approval from Tania @ Deaf Centre. This is not something that is done nationally, but DP advised MIND would sponsor the cards for us in Bexley. 2. Transition – Is still in the discussion stage, meeting with LR from Bexley Voice after this meeting. 3. Prevention Strategy- This will be a commissioned piece of work and needs us to try and engage with hard to reach groups in the Borough. At the moment we do not know what to ask yet, but visits should 	PC asked -What is the size of Deaf Community in Bexley?

	<p>begin March/April. VW mentioned the strategy had been presented at the Health & Wellbeing board, but needed a few amendments and would be going back to the board in Feb.</p>	
<p>6</p>	<p>Volunteer update</p> <p>The joint volunteering venture with Age UK is working well and volunteers now regularly visiting Central, Crayford and Sidcup libraries. JF to have a meeting with Lesley the Age UK coordinator next week to check no issues.</p> <p>Our volunteer EE as mentioned above, is looking into GP websites and another Volunteer will shortly be helping with the D2A project and Crisis Line project. A new volunteer is also in the process of being recruited to help out in the office and hopefully with engagement visits. Volunteers from the Deaf Centre, will also assist us with the Audiology questionnaire.</p>	
<p>7</p>	<p>Advisory board members updates</p> <p>Lotta Hackett from the Patient, Engagement & Experience team came along and talked about her new role within the CCG. Annie Gardner now deals with the inward issues/complaints within the team and Lotta deals with outward issues within the community, such as PPG's to be in all practices, recruiting new members to the Patient Council and focus groups re the move of Erith UCC. She will also be reviewing the Mystery Shopper Scheme. Currently 600 members, but only about 10% respond. Looking at maybe a new digital tool.</p> <p>DP- 2 more people have just been employed to work on the Community Connect team and they need 4/5 more people on the IAPT team. There is a discussion with the CCG re a 2 year extension of IAPT and the recovery College also goes out to tender in April.</p> <p>The Crisis café had a disaster over Xmas /New Year as no one used the service (staff paid to cover etc), but then again last night 5 people turned up.</p> <p>Recruitment in Bexley is a big issue, especially for GP surgeries and Bexley has been named as one of the poorest with access to GP appointments. Suggested Healthwatch look into the reason why there are problems of recruitment (whole sector).</p> <p>GS- Age UK looking for a Project manager to oversee Men In Sheds (needs to be self -funded). A Community Development Manager has been recruited. Wellbeing Centres, now closed, but fitness sessions running in Geddes Place and Tai Chi in Angelus Centre.</p> <p>Age UK Bexley, Bromley & Greenwich are meeting next week</p>	

	<p>re possible merger. Bromley and Greenwich are now showing more interest. Other Age UK's are heavily funded by CCG's, but Bexley is not. Our CCG favours Social Prescribing.</p> <p>LR – Bexley Voice are having meetings with OT/Paediatricians to discuss their issues and concerns.</p> <p>ADHD no provisions in the Borough once diagnosis has been give. There is currently no ADHD nurse, although advertised 4 times.</p> <p>Transition is still big on the BV agenda. They now have a presence in the Acorns Centre, looking into when the busiest clinics are held. Will be holding workshops to help with writing of reports- Educational Health Plans etc. CAMHS- there is still not much communication here at all, just need clarity of what the service looks like/overview. There is a Children's Hearing impairment meeting in Feb, which it might be good for Healthwatch to go along to.</p> <p>VW- BVSC did a research piece back in 2014 regarding the state of the sector and this is now overdue and needs to be re-visited. Will look at Governance, Needs of Communities, Where risks are etc. This survey will be going out soon. Recently appointed a Partnership Officer across Children's and Adults for Health & Wellbeing.</p> <p>FP- Carers Support Bexley looking into setting up their own Neurological Support Group, to run once a month (not just for stroke victims) during the next few months. (This would be without carers and need to be able to self -care).</p>	
8	Any other business	
9	<p>Date of next meeting Tuesday 19th March 2019 @ 10am</p>	