

Healthwatch Advisory Board

Tuesday 19th March 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) Vikki Wilkinson (VW) Tope |
| Apologises | Shanie Dengate (SD) Paul Cutler (PC) Linda Cole (LC) |

| Item | Item | Action |
|------|---|--------|
| 1 | Welcome, introductions and apologies. JGF welcomed the group, apologies were given. | |
| 2 | Minutes from the last meeting- 22/01/19 The minutes were agreed and ratified. | |
| 3 | <p>Managers Update-</p> <p>We have now appointed a new Chair, Rikki Garcia and he is due to start on 1st April. Rikki was previously the manager for Healthwatch Greenwich. The 2 other outside candidates were not suitable.</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. The lead for this work is HW Lewisham and we have so far completed about 30 surveys. The 2 focus groups will be around Mental health and Learning Disabilities.</p> <p>JGF recently attended a Primary Care Network event, where it was mentioned that there will be additional funding for IT services & practices over 3 years old. There will also be a new Primary care Fellowship Scheme, looking at bringing Primary Care and Community Care together. Deadline for this is 15th May.</p> <p>Erith UCC has been looked at again by the CCG & Hurley Group and they are now looking at doing an interim refurbishment, that will last for 2-3 years.</p> <p>From April the GP Hubs at QM & Erith Hospital will be providing a dressing service ,by a specialist nurse, this should stop people having to attend the Urgent Care Centres.</p> <p>Healthwatch Greenwich have appointed a new CEO called Joy Beishon.</p> | |

| | | |
|---|--|--|
| 4 | <p>Work Plan Update-</p> <p>1 Hospital Discharge D2A- JF has now completed this project and the report has been written up. After discussions at today's meeting, a few amendments need to be made, prior to publication.</p> <p>2. Audiology Questionnaire- This project is ongoing, but has taken a back seat at the moment due to the NHS LTP.</p> <p>3. Flu Uptake- Report is currently being amended and slightly re-written.</p> <p>4. Crisis Line Evaluation- We now have a list of appx 100 names to contact, who used the service over Xmas/January. Not as straightforward, as difficult to contact people and not always the right time for them to talk.</p> <p>5. GP Online/Website- This piece of work is still on-going, with Emily (our HW volunteer) coming into the office as and when she can.</p> <p>6. Prevention/Obesity Strategy- JGF is still meeting regularly with Shanie to discuss the Prevention/Obesity Strategy. We are awaiting the Council to decide what exactly they want us to ask during our engagements.</p> <p>7. Evergreen- JGF has met with Evergreen to discuss the review of Service Users that HW Bexley may undertake on their behalf. They would like us to engage with about 250 people who have used the Befriending/Home Care Service. We may hold events to Bring people in / Focus Groups / Tel Conversations / Questionnaires.</p> | |
| 5 | <p>Future Projects</p> <ol style="list-style-type: none"> 1. Bexley Deaf Centre. We have designed a card with the deaf persons details on, this can be shown in shops etc letting people know they are deaf, currently in the printing stage. We will help Bexley Deaf Centre promote this during Deaf Awareness Week in May. 2. Transition – After meeting with (LR) from Bexley Voice, it has been decided the best way forward will be to try and get representatives from the outside agencies around a table to discuss the issues they are experiencing, for example CAMHS. 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. We still do not know at the moment what questions they want us to ask, but visits hopefully should begin May/June. 4. Phlebotomy- No capacity to undertake this project at the moment. | |
| 6 | <p>Volunteer update</p> <p>We have 2 new volunteers just started. Fatlyn is a Public Health student who lives in Sidcup, but attends Uni in Essex</p> | |

| | | |
|----------|--|--|
| | <p>and she will be helping out with Engagement visits and Sarah will be helping out with Engagement visits as well as working in the office starting to transfer all our reports into Easy read versions and producing our newsletter.</p> | |
| <p>7</p> | <p>Advisory board members updates</p> <p>DP- The Crisis café has just been given notice of closure. This is unfortunate as bed usage in A&E has gone down, so the café has definitely had an impact. MIND have put in a reduced model of 20 hours etc.</p> <p>GS- The new Community Development Manager and Project Manager are now in place. They are starting to get out and about. Have loads of ideas and now these need to be put in place. Day care is now in a much healthier position and currently shrinking the Befriending Service - taking no new referrals (Want to get rid of face to face completely) direct them to Befriending Cafes etc instead.</p> <p>LR – Currently looking at our priorities for the year, one being mental health. Bexley Voice are now using space within BVSC for their Tea & Talks, means more speakers can now come along every 3 months. Also currently promoting our own survey.</p> <p>VW- BVSC are currently trying to figure out the Long Term Plan. There are also various contracts coming to an end in 2020. They are aware there are a lot of people in the voluntary sector struggling and feeling unsettled.</p> <p>Topo- We have recently met with David from Age UK re work in Thamesmead</p> <p>PC (email) –The new shared senior management teams from CCG and Greenwich CCG are working well, with some positive benefits. We are doing formal feedback and evaluations of the Patient Council, which will be reported back to them at end April. The Pathways to Leadership mentoring programme has had its introductory session and the first learning session will begin on Thursday.</p> | |
| <p>8</p> | <p>Any other business Bexley Women’s Aid did not get given the recent contract renewal, went to Solis who are based in Kent. Need to think about Healthwatch Bexley contract renewal</p> | |

| | | |
|---|---|--|
| | ending 2020 | |
| 9 | Date of next meeting Tuesday 14 th May 2019 @ 10am | |
| | | |