

Healthwatch Advisory Board
Tuesday 14th May 2019 10.00 - 11.30am
Mind in Bexley Offices, Devonshire Road

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

| Item | | Action |
|-------------|--|---------------|
| 1 | Welcome, introductions and apologies. JF welcomed the group, apologies were given. | |
| 2 | Minutes from the last meeting- 19/03/19 The minutes were agreed and ratified. | |
| 3 | Update From The Chair RG has attended two meetings, Health and Wellbeing Board and Local Care Partnership. Primary Care Networks (PCN's) have been driven by the Long Term Plan. GP surgeries across the borough will merge to form PCN's. They will be place based and currently plans are in place for North PCN, Clock Tower PCN and Frognall PCN. They will service between 30,000 – 60,000 patients. In addition to these three a separate bid has been put forward for Albion Surgery, Plas Meddyg Surgery and Lyndhurst Surgery (APL). It is still unclear what will happen to those surgeries who do not want to take part. The Childrens Safeguarding team have been doing lots of work to improve services. They are currently doing a Child Death Review, this review is tri-borough (Bexley, Greenwich and Lewisham) to see what is and isn't working. | |
| 4 | Managers Update JF informed that the Urgent Care report is still under discussion. | |
| 5 | Work Plan Update 1. Hospital Discharge D2A- RG to proof read the report before being published. | RG |

| Item | | Action |
|------|---|-----------------|
| | <ul style="list-style-type: none"> 2. Flu Report – JGF is making some minor amendments. 3. Audiology Questionnaire- This project is still ongoing. From the questionnaires completed to date feedback indicates that Queen Mary's audiology is very good. Specsavers has received some negative feedback in relation to the specification of the hearing aids it provides and the after care. Specsavers hearing aids appear to be poor quality compared to the hearing aids issued by Queen Marys. VW asked if Healthwatch Bexley could raise this with the CCG. 4. Crisis Line Evaluation- 25 people were contacted from the list of 90 names. The data will be analysed and written up. DP asked if this work could be linked in with the work done on the Crisis Café. JF to send DP a copy of the evaluation 5. GP Online Evaluation - This piece of work is still ongoing, with Emily (our HW volunteer) coming into the office as and when she can. 6. I Am Deaf Card - The cards have been printed and were promoted during Deaf Awareness Week (6th-12th May). Healthwatch Bexley assisted Bexley Deaf Centre on a stand in Bexleyheath Shopping Centre. | JF |
| 6 | <p>Additional Projects Update</p> <ul style="list-style-type: none"> 1. NHS Long Term Plan – Over 250 questionnaires were completed. The data is being analysed. LC will write up the general report and JF will write up the specific conditions report. Lewisham Healthwatch will compile the full and final report. 2. Prevention/Obesity Strategy- Agreement to commence this work has been received. Healthwatch Bexley need to engage with 1000 people by the end of July and venues for this have been scheduled. JF has compiled a draft questionnaire. VW was concerned how good the consultation will be for the Prevention Strategy, it's a key piece of work that covers many different areas. JF to forward on questionnaire to all. 3. Cairngall – completed. | LC/JF JF |
| 7 | <p>Future Projects</p> <ul style="list-style-type: none"> 1. Phlebotomy- No capacity to undertake this project at the moment 2. Deaf Community – Healthwatch Bexley will continue to work with the Deaf Community promoting health messages. The Prevention and Obesity Strategy questionnaires will be taken to Bexley Deaf Centre and we are investigating the availability of an | |

| Item | | Action |
|------|---|--------|
| | <p>interpreter for this.</p> <p>3. Transition – A meeting needs to be scheduled for June. JF to pursue.</p> | JF |
| 8 | <p>Volunteer update</p> <p>We are struggling with volunteers. Two people have come through from BVSC, JF will follow these up. We will continue to work with Age UK volunteers in libraries to gain feedback from members of the public. A redesigned comments card has been printed for Healthwatch Bexley. JF will ensure copies of these are passed onto Age UK volunteers. We will continue to use our MENCAP volunteers where possible.</p> <p>Sarah Richards has been employed by Healthwatch Bexley on a six month contract. She will be assisting with Engagement visits. Sarah has completed one Easy Read version report and also our newsletter which is awaiting sign off.</p> | JF |
| 9 | <p>Advisory board members updates</p> <p>VW – Public Health Healthy Start will re-launch in June 2019. Two new members of staff have been taken on Kate, Volunteer Centre Manager and Alex, Community Connect.</p> <p>GS – Formal launch of the Befriending Cafes will take place in June 2019. The cafes will be run by volunteers and will have various physical and cognitive activities scheduled which will incur a small extra charge to visitors. The session prices for the café will also be increased with the possibility of introducing a subscription service.</p> <p>DP- The Crisis café re-opened Easter weekend and is funded until March 2020. Oxleas pulled out so the café is now run by Mind staff and is open from 6pm – 10pm daily. Since re-opening it has seen its busiest day to date.</p> <p>LR – Currently looking at mental health in children and young people. Tea & Talks has grown and plans are in place to help it grow even more. More speakers are coming in to meet parents.</p> <p>FP – Carers Support Bexley are now offering two new groups; a Neurological Support Group and an Art Group, people can call for more details. The latest Carers’ Voice newsletter has been published and copies can be sent out to anyone who wants them.</p> | |

| Item | | Action |
|-------------|------------------------------------|---------------|
| | Any other business None | |
| | Date of next meeting TBC | |