

# Healthwatch Advisory Board

Thursday 3<sup>rd</sup> October 2019 10.00 - 11.30am

Healthwatch Bexley Office, Devonshire Road

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

Item	Action
1	<b>Welcome, introductions and apologies.</b> JGF welcomed the group, apologies were given.
2	<b>Minutes from the last meeting- 18/07/19</b> The minutes were agreed and ratified.
3	<b>Update From The Chair</b> RG recently attended the Health Overview Committee meeting. The merging of the CCG's is being heavily promoted and discussed with councillors asking some interesting questions.  RG needs to arrange a time for him and JGF to meet with Teresa O'Neil (Leader Bexley Council), Jackie Belton (Chief Executive LBB) and Stuart Roebottom (Director of Adult Social Care and Health LBB)
4	<b>Managers Update</b>  <b>Conference Update</b> The work done by Healthwatch Bexley on health checks for people with learning disabilities was highly commended at the Healthwatch Annual Conference.  There was lots of talk at the conference about the Long Term Plan. Comments were made about the size of the piece of work, the timeframe to complete it and the amount of money charged. However, this is the first time Healthwatch has worked so closely with the NHS and it is hoped this will open the door for future work. RG asked what other delegates had thought of the work. JGF said it had all been very positive but other work had to be put on hold in order to meet the short time scale for the project. Healthwatch

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	<p>England appreciated all the work that had been done.</p> <p><b>Annual Meeting</b></p> <p>The Healthwatch Bexley Annual Meeting will take place on 23<sup>rd</sup> October 2019, 6.00pm – 8.30pm at Geddes Place, Bexleyheath. We are pleased to confirm Sir Robert Francis QC, Healthwatch England Chair; Yolanda Dennehy, Deputy Director of Adult Social Care and Health, London Borough of Bexley; Tania Bushell, CEO, Bexley Deaf Centre as speakers. Bexley Mencap will also be doing a short presentation. We have booked one sign language interpreter to be present on the night.</p> <p><b>Other</b></p> <p>JGF will be meeting with Lisa Randall from Bexley Voice on 29<sup>th</sup> October to discuss the Overview and Scrutiny Special Meeting regarding SEND transport.</p> <p>Healthwatch Bexley will be working together with Healthwatch Greenwich and Healthwatch Lewisham on the subject of mental health for people with learning disabilities. We will also be attending the Big Health Day on 25<sup>th</sup> October 2019 at Thomas Tallis School, Kidbrooke.</p> <p>We have been given approval to have the Healthwatch Bexley website updated towards the end of this year and SR will be working on this.</p>	JGF
5	<p><b>Work Plan Update</b></p> <ol style="list-style-type: none"> <li>1. <b>Flu-</b> JF has presented the flu report at the Primary Care Development Working Group on 3<sup>rd</sup> October. We are waiting to hear if the CCG want us to do any further work on the flu jab.</li> <li>2. <b>Audiology</b> – We still have a couple of places to visit before the report can be written up. However, the key findings will be presented at the Annual Meeting.</li> <li>3. <b>Crisis Line</b> – The report is currently being written up.</li> <li>4. <b>GP Online Evaluation</b> – This is currently on hold as the CCG are undertaking their own review of the GP websites. Healthwatch will be making suggestions to the CCG.</li> <li>5. <b>Crisis Cafe</b> – An evaluation of the service user experiences is almost complete.</li> <li>6. <b>Ageing Well Event</b> – Healthwatch will be attending this event on 12<sup>th</sup> October hosted by Bexley Council.</li> </ol>	JGF
6	<p><b>Additional Projects Update</b></p> <ol style="list-style-type: none"> <li>1. <b>NHS Long Term Plan</b> – This project has now been completed.</li> </ol>	

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	<p>2. <b>Prevention/Obesity Strategy</b> – The project has now been completed.</p> <p>3. <b>Healthy Start Vouchers</b> – The report was written and presented at the Healthy Start re-launch event on 20<sup>th</sup> September. The report highlighted the lack of communication about the scheme.</p>	
7	<p><b>Future Projects</b></p> <p>1. <b>Phlebotomy</b> – We will be commencing this work in November</p> <p>2. <b>Deaf Community</b> – SR has completed an electronic British Sign Language Directory which will be promoted at the Annual Meeting.</p> <p>3. <b>Dressing Clinic</b> – A six month pilot scheme for post-operative dressings and stitches removal will commence in November at Queen Mary's hospital. The clinic will be held between the hours of 6pm-8pm on Mondays, Wednesdays and Fridays and all weekend. It will be manned by experienced nurses and 15 minute appointments will be allocated to patients. If the pilot works the service could be removed completely from GP surgeries. Erith Urgent Care could not have a pilot clinic as there is currently too much building work in progress at the premises. There are concerns how people north of the borough will access the service at Queen Mary's, particularly older people who rely on public transport. Healthwatch will start to evaluate the service in December. If it is found to work a larger central provision or three provisions across each locality may be introduced.</p>	
8	<p><b>Volunteer update</b></p> <p>Age UK volunteers are not doing library visits going forward. Healthwatch Bexley was not receiving the feedback from visits Age UK volunteers were doing. We will continue to try and cover the visits ourselves over the coming months.</p> <p>We continue to have a shared stand with Mind once a month at Queen Mary's hospital and so far this is working well. We have also attended a number of community events with Mind.</p> <p>We have recently linked up with Crossroads Care and have scheduled in some shared visits to organised library groups aimed at older people.</p> <p>Currently, joint volunteering appears to be the way forward for Healthwatch Bexley. We are looking into working jointly</p>	

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	<p>with Healthwatch Greenwich and Healthwatch Kent on hospital visits and sharing information.</p> <p>A small piece of engagement work will be done in October around the proposal of relocating an urgent care centre at Darent Valley Hospital. We will be speaking to members of the public who use Darent Valley to find out their views on this.</p>	
9	<p><b>Advisory board members updates</b></p> <p>VW – Adult Social Care Pathways is out for consultation. Healthwatch may want to put a response in. Healthwatch may also want to get involved in the Adult Social Care transformation. BVSC went to the stakeholder event and it was very useful. BVSC have organised their AGM which will take place on 3<sup>rd</sup> December.</p>	JGF
10	<p><b>Any other business</b></p> <p>RG to compile an evaluation question for the annual meeting asking attendees how they see the role of Healthwatch.</p> <p>RG to organise a half day for all Advisory Board members to meet and discuss and plan the future strategy for Healthwatch Bexley.</p>	RG RG
11	<p><b>Date of next meeting</b></p> <p>TBC</p>	