

Healthwatch Advisory Board

Thursday 21st November 2019 10.00 - 11.30am

Healthwatch Bexley Office, Devonshire Road

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

Item		Action
1	Welcome, introductions and apologies. JF welcomed the group, apologies were given.	
2	Minutes from the last meeting- 3/10/19 The minutes were agreed and ratified.	
3	<p>Update From The Chair</p> <p>RG advised that 27th January 2020 has been set for the Healthwatch Bexley Advisory Board away day. Timings will be sent out in due course.</p> <p>Content for the day will include reviewing where Healthwatch currently are, looking at how priorities are set, how to take them forward and the governance of Healthwatch Bexley.</p> <p>RG thought the annual meeting was fantastic and thanked everyone involved for all their hard work in organising it.</p> <p>RG has recently attended the LCP board meeting where a presentation was given about the organisational changes within the CCG. The presentation was aimed at preparing people for effective change management.</p> <p>At the scrutiny meeting there was some negative feedback from councillors about the proposed changes, this wasn't helped with Bexley council being missed off the distribution list for upcoming meetings. Apologies were made as this was a genuine oversight.</p> <p>Erith Urgent Care Centre tender process is complete.</p>	RG

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4	<p>Managers Update</p> <p>Annual Meeting The Healthwatch Bexley Annual Meeting took place on 23rd October 2019 with over 50 attendees. Lots of positive feedback has been received along with some comments to take forward for next year. The venue needs to be sourced earlier next year and we must ensure the meeting does not take place during school holidays to optimise attendance figures.</p>	
5	<p>Work Plan Update</p> <ol style="list-style-type: none"> 1. Flu- CCG confirmed that they do not want us to do any further work on the flu jab. 2. Audiology – We have visited Bexleyheath and Erith Specsavers but are still waiting for Sidcup Specsavers and Queen Mary’s hospital to respond to our Enter and View request. SR and JF to chase up. 3. Crisis Line – The report is currently with DP. 4. Big Health Day – This was a joint event across Bexley, Greenwich and Lewisham boroughs. Healthwatch Bexley had a stand with Healthwatch Lewisham and Healthwatch Greenwich. Fifty questionnaires were completed at the event about understanding mental health. JF has produced a report on the findings which is currently with Healthwatch Lewisham and Healthwatch Greenwich for review. The event was well attended but it was felt that the venue was not ideal for the target audience. It was also felt that the day could have been shorter. 5. Ageing Well Event – Healthwatch attended this event on 12th October hosted by Bexley Council. Over 450 residents attended and the day was a huge success. Healthwatch engaged with 150 people at the event and spoke to residents about their regular check-ups and generally looking after themselves as they age. 	SR/JF
6	<p>Additional Projects Update</p> <ol style="list-style-type: none"> 1. Winter Comms – Healthwatch are no longer required to do this piece of work. An alternative bid was selected. 2. UCC Public Consultation – The consultation period has ended and Healthwatch managed to engage with 35 people. A short report has been written which reflects that most people in the Bexley Borough would welcome a UCC at Darent Valley hospital. There were a few issues around parking and access. We are awaiting the final decision. 	

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7	<p>Future Projects</p> <ol style="list-style-type: none"> 1. Phlebotomy – TBC 2. Dressing Clinic – The clinic has now opened and Healthwatch Bexley will be visiting throughout December and January to speak to users of the facility. 3. New HW Website – We have been selected to have our website updated. Over the next couple of months the content will be decided upon and training is due to start in December. The site should be up and running by March and will give us more control to manage the site independently. 	
8	<p>Volunteer update</p> <p>We have had enquiries from three new potential volunteers.</p> <p>We continue to do library visits and have recently teamed up with Crossroads for some joint visits which have worked well. We also continue to have a shared stand with Mind once a month at Queen Mary’s hospital.</p> <p>It was felt that the library visits were more successful when we have something to take out like a questionnaire or survey. RG suggested that we take out a short survey asking members of the public what they think the health and social care priorities should be in the Bexley borough.</p>	RG/JF
9	<p>Advisory board members updates</p> <p>VW – Adult Social Care Pathways went to cabinet and we are awaiting the procurement. The consultation has been published and this could be a good reference point for establishing what the public think the priorities for health and social care are in the borough if Healthwatch take a survey out.</p> <p>Crayford Manor house is going to be developed into a community hub. It will be an affordable building for the voluntary sector and residents. The wi-fi is being upgraded next week which will have a huge impact on how the facilities can be used going forward.</p> <p>The BVSC strategy needs to be updated and there will be some engagement work and a survey to assist with this. The strategy was last updated in 2016.</p> <p>Children’s Safeguarding Partnership Board (S.H.I.E.L.D). Tim Woodings (Programme Manager) wants to visit Healthwatch</p>	JF/JGF

Item		Action
	<p>Bexley to talk about Section 11. Those present felt that it would be a good opportunity to ask him how Healthwatch Bexley fits into this board.</p> <p>PC – The CCG is being disbanded and reformed on the 1st April 2020. There will be lots of people changing roles. The roles will need to be established at borough based board level and Healthwatch Bexley need to establish relationships with these people. Healthwatch Bexley should also contribute to discussions around engagement and culture change. There is space for thinking.</p> <p>SD – Healthwatch funding will be extended for one year and more details about this will be available in the coming weeks.</p> <p>The council published its medium term funding strategy and this will result in structures being reviewed and investigating cost savings.</p>	
10	<p>Any other business</p> <p>Learning Disabilities Consultation – JF has been attending the consultation discussing potentially moving day care services for people with learning difficulties from day centres into community hubs. The tenders for the current day care centres are due for renewal in May 2020.</p> <p>JF explained that the correspondence relating to this consultation has been very misleading and that key meeting dates and venues have been communicated incorrectly. This has resulted in people wasting time by visiting the wrong locations. The consultation appears to have been very rushed and as a result the deadline has now been moved out to January.</p> <p>RG suggested that a letter from the Healthwatch Advisory Board should be sent to Stuart Roebottom asking for some assurance on governance going forward.</p> <p>JF to email RG with a schedule of what has happened to date.</p> <p>RG to compose and send letter Stuart Rowbotham.</p>	<p>RG</p> <p>JF</p> <p>RG</p>
11	<p>Date of next meeting 27th January 2020 – Timings and location TBC</p>	