

Board Meeting

Date of Meeting: Monday 18th September, 2017

Healthwatch Birmingham Board Meeting

Time: 4.30 pm - 7.00 pm

Venue: Healthwatch Birmingham Board Room
Cobalt Square, 83 Hagley Road, Birmingham, B16 8QG

Attendees

Andy Cave	Brian Carr	Jasbir Rai
Carol Burt	Peter Rookes	Jane Upton
Danielle Oum - Chair	Catherine Weir	Jenny Jones
Mike Hughes	Di Hickey (Minutes)	Jackie Spencer
There were no members of the public in attendance to observe		

Public Session

1	Welcome, Introductions & Apologies, Any Other Business	For Noting
	<p>DO welcomed everyone to the meeting, in particular Jackie Spencer as the new Head of Patient & Public Involvement.</p> <p>Jackie introduced herself and reported that she had worked within the voluntary sector and health, with her main focus on Citizens Advice Bureaux and mental health, worked in Patient Advice and Liaison and was a PPI lead for the Mental Health Commission and worked for MacMillan Cancer Support looking at Quality Standard.</p> <p>Apologies were received from Les Lawrence.</p>	
	Declarations of Interest	To complete
	None	
2	Minutes of previous meeting (3rd May, 2017)	
	The minutes of the previous meeting were accepted.	
3	Actions Arising - All Actions Progress - All	For Action
	<p>There were no actions arising.</p> <p><u>Action log</u></p> <p>CEO report - STP. AC met Kathryn Hudson, Programme Director, who is keen to keep working with us and support us to have conversations with Dame Julie Moore, STP Lead. AC had been introduced to Dame Julie</p>	

	<p>Moore and she confirmed she would like to meet HWB together with Jackie Smith. AC to contact Kathryn Hudson to arrange another meeting.</p> <p>DO to try and speak to them at the NHS providers' conference which is coming up at the ICC.</p> <p>AC confirmed that he was not aware of any communication from STP regarding public consultation and that the reason for arranging a meeting with Dame Julie Moore is to get a commitment.</p> <p>CEO's report - Quality Standard. AC confirmed that work on the Quality Standard was ongoing and feedback will be given at the December Board Meeting. A longer session on the Quality Standard looking at what we are trying to achieve will be arranged.</p>	
4	CEO's Report - AC	For Noting
	<p><u>Feedback</u></p> <p>AC reported on the feedback figures and explained that the first quarter had been high due to Community Engagement. Information and Signposting stays consistent and the feedback centre fluctuates depending on activity that is happening. It is anticipated that we should see a consistent rise month by month due to having a full staff team and consistent attendance at monthly community events.</p> <p>MH pointed out that the figures could be criticised by people if they do not understand ie. if the quality of the calls are what we are concentrating on.</p> <p>JU reported that now the new Information & Signposting Officer is in post that we can go ahead and advertise which should result in an increase in enquiries and quality of information that we hear. It is a dedicated piece of work and need to look at what we're listening for. The project is looking at storytelling, when do we listen to stories or just signpost.</p> <p>PR stated that MH had a valid point. Trusts and CCGs have their own mechanisms, and HWB have a role in ensuring that the mechanisms in Trusts and CCGs are operating properly. MH stated that some patients have no faith at all in CCGs and hospital systems.</p> <p>AC confirmed that this is why we have the two lines of our strategy. One being to improve the PPI mechanisms of health and social care organisations through our quality standard.</p> <p>JJ felt that HWB need to be cost effective and think about what is good ie. if we had something to aim for it would be useful.</p> <p>AC stated the importance of sustaining growth in feedback numbers which have increased from last year already. We are developing how we hear experience data, so we give more time to the really important stories to fully understand what is happening. We are also focusing on who we hear from and developing the way we work with community partners in the VCSE sector this will be discussed later in the agenda.</p> <p>DO suggested that it would be helpful to break down the community engagement section, but more appropriate to wait until we have had time</p>	

to work with new members of staff. Will need to look at what we will see as a Board and when will we see it?

AC reported that more is being escalated, in particular work sighted by (HWE) around Care Services on a national level and Accessible Information Standard was used as part of a consultation response to NHS England.

MH stated that the Accessible Information Standard is still not being met and this is a big issue. AC explained that as this is a national issue it's important that we provide HWE with the data for them to influence NHS England on a national footprint.

It was agreed that the Board would receive a full briefing at a future meeting to understand the developments we are making to ensure we are hearing quality stories from the right people at the right time. To cover Quality Vs Quantity discussion and how we are hearing from diverse quietest voices.

Right to Respond

PR queried Right to Respond on page 4 table. AC confirmed that this was the number of responses from providers to the feedback left on our feedback centre and number of notifications we have sent. Right to respond now sits with the new Information and Signposting Officer which will provide capacity to achieve what's needed.

CW stated that there is a balance between quality and quantity and asked if this would be picked up at the Board Away day. How are we striking balance between internal and external and should we be funded?

AC confirmed that one of Healthwatch Birmingham's (HWB) ambitions is to be a leading local Healthwatch and leading expert in Patient and Public Involvement nationally. That can form part of sustainability thoughts at Away day.

MH asked how we keep our commissioner and scrutiny Board informed of our work.

AC confirmed that the commissioner gets a copy of the HWB CEO report each quarter along with a contract meeting every quarter. He also gets all HWB communications. AC also meets with the Scrutiny Chair, Cllr. John Cotton, every month where the work of HWB is discussed and linked to the work of HOSC. We are not scheduled to present back to scrutiny Board as they were satisfied with our direction of travel and we are part of HOSC member induction, which is a more effective use of time to make sure they understand our role, function and model.

We have been working to free up Claire Reynolds capacity as Marketing and Events Officer to increase communications from HWB. AC confirmed that he had also attended media training in Manchester, which covered looking at strategy around PR and will be looking at implementing that in the future.

DO suggested that how NEDs contribute could be picked up on the Away day.

AC confirmed that HWB had been a massive success at the HWE Conference. It had allowed us to showcase our work and model and we

	<p>will definitely look to present more sessions next year. We will also look at entering our work for awards in 2018.</p> <p>The Chair of HWE attended our Quality Standard session at the conference. She was very impressed with our work on the quality standard and has since been raising our work at a national level with the CQC. In her HWE Conference round up she stated that Healthwatch Birmingham had created the 'Holy Grail' of Healthwatch.</p>	
5	Any Other Business	
	<p>There was no other business to discuss.</p> <p>Meeting closed at 5.15 pm</p>	