

Healthwatch Oxfordshire Board of Directors

Date of Meeting: 24 th November 2015	Paper No: 1
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Title of Presentation: Minutes of the Board meeting of 22 nd September 2015
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This paper is for	Discussion		Decision	x	Information	
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Purpose and Executive Summary (if paper longer than 3 pages):

Financial Implications of Paper: None
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Action Required: The Board is asked to: <ul style="list-style-type: none">• Approve the draft minutes• Note any matters arising.

Author: Carol Ball

Title: Draft Healthwatch Oxfordshire (HWO) Board Meeting Minutes			
Venue: Banbury Town Hall		Date: 22/9/15	
Time: 19.00-21.00	Chair: Eddie Duller OBE (ED)		
Minute Taker: Carol Ball (CB)			
Attendees: Board members: Eddie Duller OBE (ED), Jacquie Pearce-Gervis (JP-G), Jane Manley (JM), Jean Nunn-Price MBE (JN-P), Tracey Rees (TR), Geraldine Shepherd (GS), Johnny Latham (JL), Dermot Roaf CBE (DR) Staff in attendance: Rachel Coney, Chief Executive Officer (RC), Carol Ball, Business Manager, (CB), Carol Moore, Head of Projects (CM) Members of the public: Members of the public attended this first Board meeting in public including the Chair of the North Oxfordshire Locality Forum (NOLF)			
Apologies : Rev. Caroline King (CK), Mia van Manen (MvM), George Smith (GDWS) and Richard Lohman (RL)			
Agenda item	Notes		Action by
1	Welcome ED welcomed the Board and members of the public . He explained the procedure for the meeting and invited members of the public to ask questions both during agenda item 3 and at the end of each subsequent agenda item.		
2	Declarations of interest JP-G declared her role as Chair of Patient Voice and Life Membership of the Nuffield Orthopaedic Centre League of Friends. GS declared her role as an employee of South Central Ambulance Service		
3	Questions from members of the public How does Healthwatch Oxfordshire view the dispute over who will run Chipping Norton Hospital, either the Order of St. John or Oxford Health Foundation Trust? (see item 5)		

4	<p>Paper 1: Minutes of the meeting held on 28/7/15</p> <p>Minutes were accepted and agreed as a correct record. Proposed by JN-P Seconded by JM</p> <p>Matters arising</p> <p>RC advised the Board that the concern over loneliness in communities, originally raised by JN-P, will be considered by the project group as a future project.</p> <p>Guidance on when it is appropriate to use the Director of Healthwatch title has been agreed and issued by the HR Group to all Directors.</p>	
5	<p>Paper 2: CEO's Report</p> <p>The Chief Executive Officer (RC) presented her report and gave a verbal update on the following:</p> <p>Hospital Discharge Report</p> <p>Oxfordshire County Council (OCC), Oxfordshire Clinical Commissioning Group (OCCG), Oxford University Hospitals (OUHFT) and Oxford Health Foundation Trust (OHFT) sent a joint letter in response to this report. The letter offered useful feedback on the presentation of the information within the report. However, they indicated that the report was flawed without further expanding on their reasoning. A meeting has been arranged with the Chief Operating Officers of the four organisations in October to work through the recommendations of the report. The report was well received by the public and DR reported that the Health Overview Scrutiny Committee were very supportive of the report.</p> <p>Campsfield House</p> <p>NHS England has agreed to inform Healthwatch Oxfordshire of the results of a patient satisfaction survey for Campsfield House which will be published in March 2016.</p> <p>Chipping Norton Community Hospital</p> <p>Healthwatch Oxfordshire addressed concerns about the possible exclusion of Chipping Norton Hospital from the Countywide consultation which will take place in 2017 and have been assured by John Jackson, the Director of Social and Community Services at Oxfordshire County Council that no community hospital will be excluded from</p>	

	<p>the consultation process. JM commented that whoever the provider is it is important that the service specification is clear and transparent. HWO is concerned that any consultation should be open and transparent.</p> <p>The Big Plan</p> <p>Adjustments to the Big Plan, (Oxfordshire County Council’s Learning Disability Strategy, 2015-2018) in response to HWO’s paper, were reported at the Joint Health and Overview Scrutiny Committee (HOSC). Modifications to the plan include a longer lead in time to the new contract to allow new infrastructure to be in place. During this time Southern Health will continue to provide the services as is currently the case.</p> <p>The commissioning of learning disability services will sit with Oxfordshire Clinical Commissioning Group and the transition to the new service will be overseen by an independent Transition Board, which will have full oversight of the process.</p> <p>North Oxfordshire Locality Forum (NOLF)</p> <p>Anita Higham the Chair of the North Oxfordshire Locality Forum informed RC about issues of concern raised locally by patients at the North Oxfordshire Locality Forum meetings. These include amongst others problems with the Choose and Book system, maternity services seem very variable at the Horton and that there is no MRI scanner there, the on-going dispute about Chipping Norton Hospital and the quality of stroke provision at Oxford University Hospitals Trust.</p> <p>It is planned these will be discussed in more depth with the North Oxfordshire Locality Forum chair and vice-chair.</p> <p>TR commented that the outcomes contained within the Chief Executive’s report were very positive and congratulated RC and the team.</p> <p>PA raised a point of clarification on item 5 of the CEO’s report, publishing formal correspondence on the Healthwatch Oxfordshire website. PA asked whether correspondence would be published with a commentary in order to fully inform the reader. ED confirmed that this would be the case.</p> <p>A member of the public asked whether correspondence on the website be categorised, RC confirmed that this would be the case.</p> <p>The Board noted the contents of the CEO’s report and approved the recommendation to publish all formal correspondence on our website from October 1st 2015 with the proviso that it will not compromise patient confidentiality.</p>	<p>RC</p> <p>RM</p> <p>RM</p>
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	<p>Proposed by JN-P Seconded by GS Unanimously agreed</p>	
<p>6</p>	<p>Paper 3: Healthwatch Oxfordshire Draft Strategy</p> <p>TR proposed simplification of 3.2, bullet point 4 and RC set this in context. ED raised a concern as he felt organisations may abuse this which could compromise RC and Healthwatch Oxfordshire. DR was concerned about safeguarding if confidential information is shared as there is a duty of care to pass on all safeguarding concerns. JN-P suggested that the word independence was missing from this point.</p> <p>JM queried the review of the strategy by Oxfordshire County Council and RC explained that as the commissioners of Healthwatch Oxfordshire the strategy will lead to a delivery plan which will be used by the commissioners to measure our performance. JM commented on the importance of 1.2 (f) feeding back positive experiences and comments to providers and commissioners.</p> <p>GDWS had sent in comments by email which ED raised at the meeting, GDWS felt the document was too wordy however, PA informed the Board that there was a balance to be struck and it was important not to lose the richness of the document by over simplifying it. ED asked if PA, who heads up the Strategy, Planning and Finance Group would discuss this with GDWS further.</p> <p>PA thanked RC for the work she had completed on this document and the Board for their comments.</p> <p>Anita Higham raised a concern that there was no mention of Public Health in the strategy bringing in the preventative dimension to the strategy.</p> <p>The Board reviewed the draft strategy and agreed to:</p> <ul style="list-style-type: none"> • Amend the Healthwatch Oxfordshire mission and vision • To agree the strategy as the basis for development of the Healthwatch Oxfordshire work plan. • To ask for the delivery plan to be brought to the October Board workshop and the subsequent November Board meeting for approval <p>The Board noted the development of the delivery plan may require further refinement of the strategy.</p> <p>Proposed by PA Seconded by JM Unanimously agreed</p>	<p>PA</p>

7	<p>Paper 4: Healthwatch Oxfordshire Outreach Development Plan</p> <p>DR congratulated Jen Marks on the amount of outreach she has achieved to date. DR commented that there are other communities such as Women’s Institutes, The Asian Women’s Group that Healthwatch Oxfordshire could engage with further. CM to add a bullet point to item 4 to include black minority ethnic groups in the outreach programme.</p> <p>ED commented that the outreach programme will also be reflected in the marketing strategy as there is an overlap between the two. TR informed the Board that all future outreach papers will be presented to the Project Group and that the Project Group will reflect on the crossover with the Marketing Group and how this will work in practice.</p> <p>JN-P looked forward to seeing the outreach team in Grove and Wantage. JP-G commented that there is significant development going on in the area between Botley and Farmoor and that the outreach team should keep this under consideration in the development of the outreach plan.</p> <p>PA commented that this was a very useful document and suggested an amendment to point 3(a), the objectives of the programme, to include assessing and measuring awareness of Healthwatch Oxfordshire and point 3 (c) more clarity around the language needed.</p> <p>JM commented that the role of volunteers was very important to Healthwatch Oxfordshire as they add capacity, knowledge and skills.</p> <p>RC pointed out that there will be more detailed information in the delivery plan including hard outcomes.</p> <p>An amended action to this paper worded as follows was agreed by the Board.</p> <p>The Board noted the contents of this paper and approved this as a stage in the development of outreach. The Board agreed that all future reports be submitted through the Project Group and copied to the Marketing Group, as the outreach work also delivers marketing objectives.</p> <p>Proposed by TR Seconded by PA Unanimously agreed</p>	<p>CM</p> <p>CM</p> <p>CM</p>
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<p>8</p>	<p>Paper 5: Head of Projects Report</p> <p>In addition to this paper CM gave a verbal update to the Board on the following projects</p> <p>Child Sexual Exploitation Project</p> <p>A meeting has been arranged with Lucy Butler (Deputy Director of Children’s Social Care at Oxfordshire County Council) within the next week to enable this project to move forward.</p> <p>Voluntary Sector Conference</p> <p>Due to a clash of dates it has been necessary to move this conference to the end of January 2016</p> <p>Project Fund Applications</p> <p>One application has been submitted so far for the next round of funding with a further two applications being discussed. The Project Fund training day in October is set to go ahead with a number of attendees now confirmed. This day is planned to inform the attendees about the purpose of the project fund, explain the application process and to offer support throughout the process as needed.</p> <p>DR asked if it was possible to encourage more health providers to attend Hearsay! PA queried whether public Health should also be invited. RC advised the Board that the main focus of the Hearsay! event was adult social care</p> <p>The Board noted the contents of this paper Proposed by GS Seconded by JL</p>	
<p>9</p>	<p>Paper 6: Minutes of the Project Group</p> <p>The Board noted the minutes of the Project Group meetings held on 15th July 2015 and 2nd September 2015.</p> <p>Paper 7: Minutes of the Marketing Group</p> <p>The Board noted the minutes of the Marketing Group meeting held on 22nd July 2015. With RC informing the Board that the next meeting of this group will now be held on 21st October 2015.</p> <p>Paper 8: Minutes of the HR Group</p> <p>The Board noted the minutes of the HR Group meeting held on 3rd August 2015.</p>	

10	<p>AOB</p> <p>Anita Higham updated the Board on her attendance at Healthwatch and Public Involvement Association (HAPIA) as a Healthwatch Oxfordshire Ambassador.</p> <p>ED thanked the HR Group for the work they have been doing in putting structures in place to ensure the staff have the best treatment possible. He said the work of the HR Group is unseen and the organisation is very grateful for the work they do.</p> <p>Two Directors were coming to the end of their term of office and had decided not to seek reappointment. ED thanked both DR and JL for their support during their time on the Board of Healthwatch Oxfordshire and wished them well for the future, this was unanimously agreed by the Board.</p> <p>ED thanked the members of the public present for their support and asked if they had any suggestions on how the meeting could be improved if they would complete an evaluation form.</p>	
11	<p>Future meetings</p> <p>Joint Health Overview & Scrutiny Committee meetings 19th November 2015 @10am</p> <p>Health & Wellbeing Board meetings 5th November 2015 @2pm 3rd March 2016 @2pm</p> <p>Date of next Board workshop: 27th October 2015 @4-6pm At Fountain House, just opposite the Healthwatch Oxfordshire Office.</p> <p>Date of next Healthwatch Oxfordshire Board meeting: 24th November 2015, 2-4pm in Henley-on-Thames Town Hall. http://www.henleytowncouncil.gov.uk/Rooms-and-venues-available-for-functions.aspx</p> <p>Meeting closed at 8.45pm</p>	