

## Healthwatch Isles of Scilly Board Meeting Minutes

**Monday 10th September 2018**

Present: Paul Charnock, Julia Day, Jane Hurd,

Staff: Julie Love

Joined by Jon McLeavy, Chair, Healthwatch Cornwall

**1. Apologies:** Chris Douglas

**2. Approve minutes of 04/06/2018**

The minutes were approved.

**3. Matters arising from minutes**

- Brought forward: request info about Medical Launch Trust – PPH, not a priority.
- Brought forward: Request meeting with A Khan, all board – PC
- Brought forward: Request meeting date with S Fuller, PC, JD - PC
- Arrange meeting with Mike Coates CIOS Public Health/environmental health, all board – PC
- Discussed to drop action re: CIOS representative on Scrutiny committee. Agreed
- Discussed meeting between HIOS, CIOS CEO, TL and contract manager BD. Email previously circulated to board members; there was no discussion about HIOS budget for 2019/20. Board discussed the support Healthwatch England can offer if there is a potential future budget cut or changes to contract. JML advised that contact Healthwatch England (HWE) as soon as possible if there may be issues with funding and contracts, as there are processes in place to support Local Healthwatch and HWE will contact local councils directly. JH said that we must be proactive with Council members. JL said that contract manager gets approved minutes when available but there has been a big gap between meetings and that the work plan needs to be updated. JH said that we have been understaffed and have been recruiting which takes time. PC thanked everyone for their good will and hard work during this period.
- Discussed meetings with lead GP, CP who has been attending the MTTG. Request meeting with CP and find out current role of JG with the Isles of Scilly.

**4. Review Work Plan and priorities**

**4.1 Medical travel**

JH gave a report. JL said that she had raised 16 – 17 escorts at the NHS Kernow CCG, AGM. Young people are not able to access a travel warrant for an escort; PC said that this is not just a medical travel issue but also safeguarding of a young person if they are unable to get home due to travel disruption.

JL said that she had been unable to write up the MTTG minutes due to work load and that the group had requested information for meetings 2 weeks before and unable to do this. JH replied that will consider cancelling the September MTTG meeting.

JH said that she had replied to an email from National Statistics Office.

JL said that an issue that keeps being raised is that people wish to be able to book an escort at the same time as a patient when they contact the Patient Transport Office, if they are unable to claim an escort through the medical travel warrant scheme or they wish to upgrade a ticket to Newquay. Booking a privately funded escort at the same time as a patient, would reduce stress and complications, knowing that they would be on the same flight. JH said that she and JL had met with Stuart Reid from ISSG and this was discussed as a possibility. JD said that medical travel is based on national guidelines and that adjustments are made but unless protocol is written down is open to interpretation; patients can have a different experience when organising medical travel through the Patient Transport Office.

JH raised that JL has been trying to get people to get in touch regarding reimbursement for those patients wrongly denied and escort for 20 week scans. JL said that some had been in touch but they were not within the time frame but has had some feedback on maternity services and met the new midwife as a result.

#### 4.2 Return after a med-evacuation

JL reported that there had been some feedback regarding this and that there had been instances where patients had not been supported in arranging their return travel and had self-funded.

JH said that there should be information given to people who are medivac but that this does not always happen. Also it can be difficult for hospital staff to be aware of how to arrange return travel for Isles of Scilly patients. JL said that when the Island Haven gets set up there may be someone on site who can support Isles of Scilly patients.

#### 4.3 Virtual Care options

JH reported that this has gone quiet. JL said that there are lots of initiatives going on and JD is aware of some pilot schemes being rolled out and to do some fact finding in this area.

#### 4.4 Adult Health and Social Care provision

PC reported that there has been no meeting yet with CIOS and this action to be carried forward. CQC are carrying out an inspection at Park House, PC has given feedback on the service as part of this.

#### 4.5 Dental Service

JL said that there had been no feedback. JH said a lot of work went on to get orthopaedic services on island.

#### 4.5 Experience of cancer patients

JL said that there has been a lot of work in this area. Macmillan are visiting the islands and providing support for the setting up of a local group, the 'C-Siders' that meets monthly. PPH has been closely involved with this work. Macmillan held a focus group at the HIOS office during August and are due to return to the islands early October; working with the C-siders and holding a drop in session at the Health Centre.

#### 4.6 System transformation: health and social care integration and Sustainability & Transformation Plan

JD has offered to take further involvement in this and is getting up to date. HIOS has attended every local meeting but it is difficult for HIOS to attend mainland meetings and in the past Healthwatch Cornwall has been supporting us if there are topics of interest to raise. JD said that the System Transformation Board has two local seats and both are CIOS; JD in a position to attend meetings on the mainland but will need to sit in the public gallery as HIOS has no seat. JL had spoken to AS CEO Healthwatch Cornwall and will offer advice and support regarding which meetings HIOS should attend so that they are targeted. Travel costs may be an issue so will need to ensure value of mainland meetings, it is important to attend in person but to find other ways of being involved. JML confirmed the support of HC and that it is important to be talking directly to people and not just attend meetings; you need to get the balance right.

Action: Increase this area on work plan - JL

JD to speak with AS Healthwatch Cornwall

#### 4.7 Children's Services

JL keen that HIOS holds another Children's Commissioner Takeover Challenge day and will get in touch with the new student councillors at Five Islands School to arrange this. JL also hopes to meet with school nurses to give information about HIOS and feedback that young people have given. PC concerned that we do not hear about the service provided for young people which is why it is important to speak directly to our young people.

Action: Organise a Takeover challenge day – JL  
Meet with school nurses - JL

#### 4.8 Family support

JL said that she has been unable to work on this but will be included in future HIOS outreach activities.

#### 4.9 Other issues based tasks

##### Dementia care and support

JL said that Healthwatch Cornwall has produced a 3 year strategy and a key focus of work will be mental health. JL recently met with AS Healthwatch Cornwall and is keen to do some joint work in this area including dementia care and support. PC asked if there was any work going on locally regrading dementia care, JD said she was not sure if CPN visits Scilly as often as they used to. JD highlighted that there seems to be a shortage of provision throughout Cornwall and support can fall short in Scilly. JD said that when the service works it makes a big difference to people's lives but some people are not getting this support. JD said that from the 2017 Children's Takeover challenge day, one has to wonder why the Children wished to speak about Adult social care and Dementia, it is clearly an issue. JH asked if we could find out what is being commissioned for Scilly and is this being delivered. PC said that Scilly should be a dementia friendly community.

Action: JL to find out what is commissioned locally for dementia care

##### End of life care

PC said that some money had gone to St Mary's hospital from League of Friends for the palliative care unit. JML said that HWC held a big 'End of Life' conference and is something else where we could do some joint activity, as outcomes are still being worked upon.

Action: JL to speak with AS Healthwatch Cornwall re: end of life care work

#### 5.0 Other tasks

JL said that the Macular Society and Blind Veterans Association plan to be using the office, early October to hold a drop in support and advice event with the view of seeing if there is local interest in a support group.

#### 5. Recruitment

PC said that Ian McCarthy-Lunn had been recruited as the other Coordinator and will be coming to a team meeting next week. PC said that he had contacted all unsuccessful candidates.

JL said need to complete employment documents for IM and herself. JML said that HWC has a generic HR advisor and if there were any technical enquiries that to ask HWC to put through their system. PC said thank you that would be useful and it is an opportunity to look closely at the HIOS work plan.

Action: JL to send employment documents to PC

#### 6. GDPR

PC welcomed JML, who gave an update on GDPR. Healthwatch England has recommended that all Local Healthwatch have a Data Protection Officer (DPO) and that person has to be independent from the organisation so they can give an objective overview. JML kindly offered to fulfil this role with HIOS. JML is also offering a reciprocal DPO arrangement with Healthwatch Devon and is undergoing training. JML gave an overview of what a DPO role is and suggested an annual audit with HIOS staff and the board if requested. JML said that there are two areas that are important, to hold a register of the information that HIOS has and what is done with it. Data also has a status within the organisation and there should be a privacy statement and what to do if there is a data breach. HIOS is required to name someone internally as a data protection lead and name JML as the DPO. If there is a data breach the data protection lead and DPO would investigate and resolve. PC asked for clarification about what would be a data breach and some examples were given.

PC confirmed the financial arrangement for DPO support from JML. No time paid, as acts as a volunteer director but requires support for travel and expenses.

Board agreed that JL to act as HIOS Data protection lead. JL and JML to meet later in the day to complete first GDPR audit.

JML extended the offer of support to HIOS from the HWC board and to ask questions at a board level if required; director to director, board to board and that we are welcome to attend meetings.

Action: JML and JL to meet to carry out first GDPR audit

JL to circulate HWC board meeting dates to directors

## **7. Website upgrade**

JL had previously circulated Healthwatch England website report regarding new website template and associated costs. JL said that current HIOS website is not fit for purpose and that a new website will also update HIOS branding which is a little out of date. JL asked board for agreement to new spend and it included within budget report. Board agreed.

## **8. Budget report**

JD went through interim budget report and gave an update on budget spend to be agreed. JD said that JL had had difficulty in maintaining the budget report due to the Manager in the past being responsible; now there is a new system in place. Quarterly reports are sent to the CIOS and are completed by Rachel Keeley.

Board agreed to changes in budget spend items 1 – 4. Items 5 and 6 were discussed. It was agreed that Community project spend would be on independent HIOS outreach activities, including off islands and it was agreed to spend on pens for item 6 with the rest moved to travel and accommodation.

JH said that it is important to compile a budget report for next financial year as there is some new spend. JD agreed and stated that this interim budget report was to help ensure that we spend our budget and also make best use of it, especially for this year, due to differing staffing costs. JD concerned that next financial year HIOS may have difficulty in attending meetings and replacing equipment and a budget forecast for 2019/2020 will be completed in the near future. JH said that it would still be nice to do Patient transport video; JL said that we could apply for a grant to do if required but this would make it a larger project.

## **Any Other Business**

PC reported that he was pleased that despite losing staff which has diminished our knowledge base, HIOS has done some good work and to focus on this during AGM. PC discussed HIOS work with Macmillan and that this is going well. JH said that we have been instrumental in Orthodontic treatment and recharge for 20 week maternity scans.

JH asked if computer files were backed up. JL said yes, computer files are cloud based and also backed up. The filing cabinets would be fire proof to a point.

JL reported that was now volunteering for RNLI as Community Safety Officer.

JL gave an update on NHS Kernow AGM, in Newquay and had given a presentation on HIOS Annual Report as did Healthwatch Cornwall. NHS Kernow said they were very supportive of both Local Healthwatch and our attitude to partnership working. A main theme was transport for both GP's and patients. JL had met with Communications person and a GP asked if we could trial an app for young people.

JD raised the local mail drop from Pharmacy 2U and local social media communication was discussed. It was agreed that the St Mary's pharmacy be approached to do an article for the next HIOS newsletter about the services that are on offer locally.

JL said that for interest the Isle of Wight are campaigning for equability with Isles of Scilly for £5 patient transport due to more services being provided on the Mainland.

Action: Get an update from Pharmacy about services provided for inclusion in next HIOS newsletter - JL

**Next meeting dates:**

24<sup>th</sup> October 2018 10.00  
 19<sup>th</sup> December 2018 09.30

**AGM** Thursday 29<sup>th</sup> November tbc

**Actions:**

Brought forward: discuss info about Medical Launch Trust; request info	PPH, JL
Brought forward: Set up meeting with S Fuller, PC, JD – circulate email with board members for questions.	PC
Brought forward: Request meeting with A Khan	PC
Brought forward: Arrange a meeting with Mike Coates, Public Health/Environmental health	PC
Approach CP regarding regular meetings about Health Centre	JL
Find out what is commissioned locally for dementia care	JL
Send employment documents to PC	JL
Increase System Transformation area on work plan	JL/JD
Speak with Amanda Stratford, Healthwatch Cornwall about SoF work	JL
Discuss with Healthwatch Cornwall end of life care work	JL
Organise Children's Commissioner Takeover Challenge	JL
Talk to school nurse team	JL
Circulate HWC board meeting dates to directors	JL
An update from Pharmacy about services provided for inclusion in next HIOS newsletter	JL