

Healthwatch Isles of Scilly Board Meeting Minutes

Tuesday 2nd May 2017

Present: Paul Charnock, Barbara Jones, Chris Douglas, Jane Hurd, Gordon Billsborough (items 1-4).

Staff: Carol Clarke, Julie Love

1. Apologies: Julia Day.

2. Approve minutes of 07/03/17

The minutes were approved.

3. Matters arising from minutes

CC reported that all actions were completed or in hand.

4. Review Work Plan and priorities

4.1 Feedback and signposting logs for January to April 2017 were previously circulated.

4.2 Off island travel costs:

JH is concerned that the criteria regarding funding for scheduled/ special boats does not adequately cover scenarios where completing an appointment in an overnight trip, even in summer, may not be possible by using the scheduled service. JH asked CC to write to N Hughes, NHS Kernow, about whether there will be flexibility in the criteria; who the Patient Transport office team can refer to for advice; and who patients can appeal to about a decision. CC is awaiting a reply.

4.3 Reducing the need to travel:

JH referred to new arrangements for on island appointments in dermatology and ophthalmology.

CC clarified that improvements in local diagnostics (point of care testing) had been commissioned by the Council under its public health remit, and largely funded by the League of Friends. Local partners, i.e. the Council, the Health Centre and League of Friends, had led improvements in local diagnostics and therefore reduced travel prior to the new initiatives led by NHS Kernow.

BJ asked that HIOS includes information about which tests and treatments can now be done locally, in our next newsletter. CC to ask J Garman for the relevant information. JH said that patients need to query appointment times and locations as there may often be a more suitable alternative.

Action: CC

4.4 Adult Social Care provision:

PC asked for a meeting to be arranged with the ASC Manager before he leaves post. CD asked when the post will be advertised and how soon there will be a new Manager in post. CC to enquire.

Action: CC

4.5 System Transformation:

Discussion about how best to stay abreast/feed in to the process. HIOS is represented by Healthwatch Cornwall on the Shaping our Future Transformation Board, which is concerned with the process of developing and delivering a Sustainability and Transformation Plan rather than its content. Locally we have more input via regular liaison with service leads who will be involved in local integration plans.

4.6 Children and Young People's services:

- CC said that due to a number of reasons, it is difficult to hold meaningful regular liaison with Children's Services, for instance, lack of feedback about Children's Social Care; a small amount of (generally positive) feedback about wider Children's Services; and a crossover into education/special education and additional needs, which is covered by Contact a Family and Parent Carers. HIOS is

therefore following JD's initiative of talking to children and young people directly; this task is led by JL, with oversight and input from JD.

- JL said that HIOS is following up recommendations from the Takeover Challenge, starting with information provision. She met with G Smith (School Nurse), S Shave (Teaching Assistant) and members of the Student Council to review NHS recommended reading lists and together they chose a number of books for the school library. L Thomas, St Marys Library, is also ordering books from the Reading Well list. All the books deal with various aspects of health, development, mental health and emotional wellbeing. They include fiction titles, and workbooks for health and school staff to use with students. Most books are aimed at secondary age, with some workbooks for primary age. All books carry a 'donated by Healthwatch IOS' sticker plus suggestions and contact details of further sources of information and advice. All books have now been delivered to the school.

BJ asked how off island primary children can access these resources on the day they visit the St Marys base. JL said that workbooks will be in the Special Educational Needs Co-ordinators (SENCO) bookshelf which all staff have access to.

Students also asked for online access to health education leaflets rather than paper copies. JL met with the Acting Head Teacher who is looking to make these available as .pdf files on the school website.

Directors asked how the literature resource would be advertised to students. JL said there will be an article in the school newsletter and she plans an article for This is Scilly.

Action: JL

- An issue had arisen about access to the School Nurse, due to school policy of ensuring all students go outside at break times. JL had discussed this with the Acting Head Teacher.
- JL also raised the HIOS Board proposal for formal links with the Student Council and will meet with the Acting Head Teacher again at the end of May to discuss further.

Action: JL

4.7 Disability Access:

- JL has completed a snapshot survey but community feedback is needed to complete it. An appeal for feedback via the newsletter and facebook produced no response. CC will feature in the next Radio Scilly update. All agreed that in the event of no community input the project should be shelved, not abandoned. Suggestion to include a section in the next community survey was agreed.

Action: JL, CC

- BJ enquired if HIOS carried information about mobility scooter hire; these are available on St Martins. CC said they had tried to get information about facilities for hire on St Marys and off islands; HIOS could only advertise it if the service was openly available, and she understood that there had been problems on some islands in continuing the service due to insurance. BJ to supply details of St Martins scheme, CC and JL to make further enquiries elsewhere.

Action: BJ, CC, JL

4.8 Review of Maternity/Midwifery:

CC confirmed that HIOS has not received any feedback from NHS Kernow regarding their review and will follow up.

Action: CC

4.9 Mental Health Services:

It was reported at the recent Health and Wellbeing Board meeting that there has been no progress on an on-island post. Better Care Funding was allocated but commissioners have not been able to find a provider. Previous funding has been lost. There is an allocation in the Better Care Fund for 2017-18 and HIOS had reminded commissioners of the original intention, which came out of a Healthwatch focus group, and was for support for people living with anxiety and depression.

4.10 Supported exercise programmes:

HIOS made a report to the Health and Wellbeing Board, followed up with bullet points to the Director of Public Health. HIOS case is that resources exist, but leadership is lacking to provide the 'missing' elements of assessment and supervision.

CD noted that although the gym had changed its admissions policy to be more accessible, there are difficulties in recruitment and retention of staff. There are no 'rehab' sessions in the timetable. Supervised sessions at the gym are currently 2 hours a week and this may drop further. Membership fees have stayed the same but session fees have almost doubled. Directors have also noted reduced opening hours at the pool and closures at short notice.

Directors registered concern that Active Scilly is still under review and a decision on the service will be made in the Autumn. Similarly, the Living Well post, which supports re-ablement, will be reviewed in the Autumn.

CD noted a positive initiative, whereby the Health Centre has signed up to pilot a pre-diabetes clinic which will offer lifestyle advice and support to patients.

The HIOS Community Survey includes a section on community services, including Active Scilly, but this is not planned until the Autumn. HIOS to recommend to CIOS that it includes a survey regarding need in its review of Active Scilly.

Action: CC

4.11 Dental treatments and Dental Service:

The resident dentist has tendered her resignation and recent feedback indicates that some NHS treatments are no longer being offered at the surgery. CC has raised with the provider. All agreed that these tasks should be prioritised on the work plan.

Action: CC

4.12 Experience of cancer patients:

An appeal for feedback via the newsletter and facebook produced very little response. CC will feature in the next Radio Scilly update. If no response, will remove from the work plan.

Action: CC

Gordon Bilsborough left the meeting (prior appointment).

5. Update on Park House

Further to latest public update from the Council, a second property is apparently being procured for staff accommodation.

6. 2016/17 end of year budget report

Approved.

April 2017 budget report

Approved.

7. Any other business

7.1 Open Day with Addaction: very poorly attended. CC suggested that the first, successful open day, had been of interest to people who'd not been aware of us before we moved. The next two had not been so well attended and she proposed that we don't plan any more. All agreed.

7.2 Bank account: PC had undertaken the necessary telephone procedure to set up a new account with Lloyds and switch from the Co-operative Bank. Paperwork to be completed.

Action: CC

- 7.3 Health Centre contract meeting: (BJ was due to attend but had sent apologies; she apologised again but it had been unavoidable). CC gave a verbal report of a stakeholder meeting with NHS England and NHS Kernow to inform an outline specification for the Health Centre contract from January 2019. Formal minutes to follow from NHS Kernow.
- 7.4 PLACE inspections (Patient Led Assessment of the Care Environment): St Marys Hospital will no longer be visited in Cornwall Foundation Trusts inspection programme, as it does not meet the criteria relating to capacity. There had been a suggestion that HIOS could undertake an 'Enter & View' inspection instead. CC advised of the regulations and training requirements for an Enter & View and all agreed that the need does not merit the outlay, given current capacity and resources.
- 7.5 National Healthwatch Conference 06/07/17 - CC to circulate details to those interested.
- 7.6 Council grant agreement: B Dawson, contract manager, has drafted a specification and CC has been invited to an informal meeting with B Dawson and T Leijser. CC had stressed that she is not mandated to enter any agreement and that there will be a formal process with the Board. However, at the draft stage, this initial meeting will be useful. CC described a couple of elements in the draft which she felt might be sticking points and sought the view of the Board.
- 7.7 HIOS Handbook: CC has revised certain sections and distributed the relevant updated pages.
- 7.8 JL leave: JL will be away for 2-3 weeks due to extended family business. The Board agreed arrangements for time in lieu/compassionate leave.

Action: CC

8. Future meeting dates:

Tuesday 4th July, 10 am

Tuesday 5th September, 10 am

Actions:

Request information about local tests and treatments from JG	CC
Request liaison meeting with GP before July	CC
CYP literature resource: article for school and This is Scilly	JL
Meet with AHT re formal links with Student Council	JL
Disability access: call out for feedback via Radio Scilly/include in community survey	CC, JL
Experience of cancer care: call out for feedback via Radio Scilly/include in community survey	CC, JL
Availability of mobility scooter hire	BJ, CC, JL
Follow up with NHS Kernow re Maternity review	CC
Recommendation to CIOS re survey of need/review of Active Scilly	CC
NHS England and Smile Together re availability of NHS dental treatments	CC
Complete bank account switch	CC
Circulate details of National HW Conference	CC