

Healthwatch Isles of Scilly Board Meeting Minutes

Wednesday 19th July 2017

Present: Paul Charnock, Barbara Jones, Chris Douglas, Jane Hurd.

Staff: Carol Clarke, Julie Love

1. Apologies: Julia Day, Penny Pen-Howard

2. Approve minutes of 02/05/17

The minutes were approved.

3. Matters arising from minutes

CC reported that all actions were completed or in hand, apart from one. She will make a recommendation to CIOS regarding a survey of need as part of the review of Active Scilly.

4. Health and Wellbeing Board

BJ was confirmed as HIOS rep to the HWB. She will confirm her attendance for the next meeting.

5. Health and Social Care planning workshop – verbal report

CC gave a report of the workshop and said that it was interesting and useful. The workshop highlighted that involvement of the acute/secondary health sector is pivotal to the success of service provision and improved transfers or pathways of care. There is a long way to go in the planning process before detailed plans are available for consultation, and there is no additional funding. CC expects that notes will be prepared by Hitachi and will circulate when received.

6. Healthwatch Cornwall Sustainability and Transformation Plan group meeting – verbal report

HC sits on the STP transformation Board and comments on behalf of both Healthwatch. CC sat in on part of their internal group meeting via Skype. HC reports that the STP in C&IOS - Shaping our Future - has little detail and that community engagement to date has been judged poor.

The STP Board has engaged Lou Farbus (Patient Experience lead, NHS specialised commissioning) to lead future stakeholder and community engagement.

There will be a linked series of 3 workshops with staff and stakeholders in each of 6 regions in Cornwall and the Isles of Scilly over the next few months. There are places reserved for Council elected Members and Healthwatch. Further details to follow.

7. Feedback and Signposting logs

Feedback and signposting logs for May to July 2017 were previously circulated. CC commented that contacts to the office had dropped in the first quarter but the past week has been busy.

Medical Travel – capacity and amendment fees were the main themes of feedback. JH said that HIOS has requested a meeting with Rob Goldsmith ISSG to discuss issues affecting medical travel. He has agreed, date to be arranged.

8. Review Work Plan and priorities

8.1 Medical travel guidance

RCHT Patient Transport office had issued patient information in the form of FAQs, included in the latest newsletter. BJ queried the guidance regarding temporary residents. CC replied that HIOS staff can't provide any interpretation of guidance and that the FAQs stand as the only information available. However, HIOS can raise queries on policy.

8.2 Patient Transport policy

JH said that the new Non-Emergency Patient Transport policy will come into effect on 1st August. The policy was developed by NHS Kernow after public consultation; there will be no further consultation but it is still subject to scrutiny by the local authority if necessary.

The original NHS Kernow patient information leaflet is already out of date, HIOS no longer gives it out, and has asked for a revised version.

HIOS understands that the new policy will only cover statutory NHS funded travel, there will be no discretionary funding. NHS Kernow is not sharing any details yet. JH has spoken to Derek Thomas about the lack of information available.

8.3 Off island travel costs

JH is concerned that the criteria regarding funding for scheduled/ special boats does not adequately cover scenarios where attending an appointment may not be possible by using the scheduled service. This applies in summer and winter, but becomes more problematic in winter. HIOS has asked NHS Kernow to keep this under review.

8.4 Reducing the need to travel

JH reported that the NHS Kernow project has been put on hold. She said that teleconsultation is something that IOS patients have expressed a wish for, and HIOS has asked that this remains a priority. Local X-ray may still be a possibility. She confirmed that the Ultrasound Clinic is supported by funding from the League of Friends. Nursing staff have undertaken training to deliver some patient and disease specific treatments on island.

8.5 Adult Social Care provision

HIOS met with Gareth Peters, Senior Officer for ASC, notes previously circulated to the board. Board members asked questions about the number of people in Park House and being cared for in the community and how resources are used. CC understands that care staff work flexibly in Park House and in the community. There are still vacancies in the staff team.

8.6 Children and Young People's services

CC asked the Board if anyone wished to step in to support this area on a temporary basis, alongside JD who is keeping a watching brief; CD offered to get more involved.

JL reported that due to staffing changes at the school and restructuring into a new Multi Academy Trust, work with the Student Council has stalled and will be picked up again in September. The Board might also consider more direct ways of working with young people, other than through the school.

CC will arrange a meeting with CD to get up to date and discuss next steps.

CC referred to 'One Vision', which is the forward plan for children and young peoples' services in Cornwall and IOS. The process is being led by Cornwall Council and so far engagement in Scilly has been very limited. Cornwall Council is running a social media campaign asking for the views of young people, and CC is in discussion about how this can be extended/supported in IOS.

8.7 Facilities for people with a physical or sensory disability

This task needs to include feedback but despite appeals, we have received no comments. A section will be included in the forthcoming Household Survey.

8.8 Experience of cancer patients

CC reported that, sadly, Andy Wood of the C&IOS Cancer Patient and Carers Group has passed away. Anna Burton of C&IOS CPCG will maintain links with HIOS.

HIOS will remind the Health and Wellbeing Board about our report to the HWB regarding accommodation at Treliske. CC feels that HIOS cannot take this issue any further, but reported that the C&IOS CPCG will keep it on their agenda for patients in Cornwall and IOS.

CC had discussed ways forward on other issues with A Burton, and there will be a number of opportunities. HIOS will include a section in the Household Survey on the experience of cancer patients from Scilly, and will discuss with Healthwatch Cornwall if there are opportunities for joint working in this area. PPH is looking into possibilities for a cancer support group in Scilly with the support of Macmillan. Macmillan will be holding a community event on the islands in September. PC asked if Macmillan nurses visit Scilly; JH reported that they do, on a case by case basis.

8.9 Dental treatments

CC discussed the issue with Rachel Crawley of NHS England, and will now follow up with the commissioner of dental services.

8.10 Review of Maternity/Midwifery service level

The local post and service was enhanced by the provider last year. BJ agreed that RCHT had improved the service as far as it could under current commissioning arrangements. CC has contacted NHS Kernow about the outcome of their subsequent review; there has been a delay due to a change of post holder for maternity services within NHS Kernow. There is no further work that HIOS can do; CC proposed that this task is dropped from the work plan. All agreed.

8.11 Mental Health Services

This matter is with the Health and Wellbeing Board and has been prioritised for funding under the Better Care Fund; however there has been no progress with commissioning a service. HIOS had successfully promoted the case for a local service and this had been accepted; there is no further work that HIOS can do at this time. CC proposed that this task is dropped from the work plan. All agreed.

8.12 Supported exercise programmes

CD said that there are still opportunities to progress this task. He will contact the new Manager at Active Scilly about supervised sessions, and will continue to talk to health staff about assessment and advice.

HIOS will make further recommendations and provide an update on Healthwatch activity at the Health and Wellbeing Board.

JL reported that the Sports Hall is closed for the summer due to floor repairs.

CC said that the diabetes prevention programme has been awarded to Age UK C&IOS. Elaine Leijser is undertaking training to deliver the programme.

8.13 Dental Service

CC reported that there is a dentist on island on a 3 month basis while recruitment for a permanent resident dentist takes place.

9. Quarter 1 budget report

Note: the report has not been checked by the Treasurer.

Information provision and display: the expenditure shown was for health and wellbeing literature for children and young people.

Other planned community engagement expenditure: funds have been earmarked for the Household Survey, and a patient journey video project with RCHT and Truro College.

CC proposed that the amount held in the advertising budget is moved to community projects. There has been a change to invoicing schedules and CC recommended that HIOS did not need to, and should not, commit funds for future advertising before the next year's financial position is known. All agreed.

The budget report was approved.

10. Any other business

10.1 Proposed HIOS grant agreement and project specification: previously copied to the Board. CC will contact Bob Dawson about a couple of small technicalities in the grant agreement. The Board accepted the agreement and PC will arrange to sign on behalf of HIOS.

10.2 AGM: Date set for Thursday 14th September, 1pm to 2pm. Some discussion about themes, but in the light of senior staff changes in local services, and ongoing wider community engagement on system change, it was agreed to keep it small scale and focus on HIOS business only.

10.4 National Healthwatch Conference 06/07/17: PC's notes from the conference were previously copied to the Board. PC reported on discussion at the conference on the role of Healthwatch England; lack of consistency in approach and core work across the network; and national funding.

10.5 Following publication of the Healthwatch Annual Reports, both Cornwall and HIOS have been invited to the NHS Kernow Board meeting on 5th September, in Launceston. Agreed that CC will attend and the HIOS Board meeting will be rescheduled.

11. Next meeting date:

Note change: Thursday 7th September, 12-2, lunch provided.

Actions:

Circulate information about Shaping our Future workshops	CC
Arrange a meeting to get up to date and discuss next steps in CYP task.	CD, JL, CC
One Vision social media campaign	CC
Experience of cancer patients: survey; discuss with HC; meet with Macmillan	CC
Dental treatments: follow up with the commissioner of dental services	CC
Supported exercise programmes: discuss with Active Scilly Manager and health staff	CD
Supported exercise programmes: make further recommendations and provide an update on Healthwatch activity at the Health and Wellbeing Board.	CC
Arrange to amend and sign grant agreement	CC, PC
Prepare for AGM and elections	CC, JL
Confirm attendance at NHS Kernow Board meeting	CC