

## Healthwatch Isles of Scilly Board Meeting Minutes

Thursday 7th September 2017

Present: Paul Charnock, Chris Douglas, Jane Hurd, Penny Penn-Howard

Staff: Carol Clarke, Julie Love

1. **Apologies:** Julia Day, Barbara Jones

2. **Approve minutes of 19/07/17**

The minutes were approved.

3. **Matters arising from minutes**

CC reported on actions that are still outstanding:

- Director/staff meeting on children & young people's engagement
- Follow up on dental treatments with NHS England

4. **Review Work Plan and priorities**

Feedback and signposting logs previously circulated.

### 4.1 Medical travel

JH reported that the MTTG will meet shortly and that the action plan will be updated. NHS Kernow has published a new patient transport policy and HIOS has written a response. A reply is expected to this within 20 working days.

CC reported that although the policy on escort provision has not changed in the new policy, it does not meet all the needs of IOS patients. Criteria for escorts on NHS funded transport is narrow and may just be applied to the journey from St. Mary's to Land's End airport. HIOS needs to re-establish a dialogue with NHS Kernow regarding the whole journey for Isles of Scilly patients. JH said that the national criteria does not relate to travel needs of Isles of Scilly patients.

A number of people report that they now self-fund an escort, and NHS Kernow asked how many people this might be. HIOS has included a single question regarding funding of escort costs as a separate straw poll, to go out with the Community Survey next week.

CC reported that the new non-emergency transport policy has greatly impacted on people in Cornwall, many of whom have lost NHS funded transport; also the subsidy for TAPs has been withdrawn which will affect all TAPS users.

Some local concerns relate to developments which have run parallel to the new policy. Patient transport is funded for secondary care only and the interpretation of what is secondary care and what is primary care appears to have changed; this has caused financial hardship to some patients in accessing urgent treatment. HIOS has raised as a priority to NHS Kernow the issues around patient transport and urgent treatment in a primary care setting, when treatment cannot be provided on island.

CC spoke to the NHS Kernow Governing Body recently about the unlooked for consequences of decisions regarding transport policy.

### 4.2 Off island travel costs

JH said that she is concerned about potential issues with off island travel costs when boat schedules change in winter; she noted that the CIOS medical travel representative on the Medical Travel and Transport Group is an off islander and is able to explain the circumstances.

PPH asked about the Medical Launch and whether this could be used for patient journeys. She thought that the original purpose was that off islanders did not suffer hardship and is confused about constraints on its use. CC and PPH to follow this up with Medical Launch Trust, JH agreed.

Action: CC, PPH

#### 4.3 Reducing the need to travel

CC reported that resources (i.e. people) have been taken away from this NHS Kernow project. There is a CQUIN (Commissioning for Quality and Innovation) in place regarding advice from consultants to clinicians about patient treatment and care, which is designed to reduce face to face consultations. NHS Kernow also requires service providers to show how they will deliver services to Isles of Scilly patients. CC reported that she gave a couple of examples of the impact on patients, when reducing travel for IOS patients has not been considered, at the recent NHS Kernow Governing Body meeting.

#### 4.4 Adult Social Care provision

HIOS met with Gareth Peters, Senior Officer for ASC, before he left, notes previously circulated. A new officer began in September, CC to send introduction and invitation to meet.

Action: CC

#### 4.5 System transformation

CC reported that the Sustainability and Transformation Plan (STP), is called 'Shaping our future' in Cornwall & IOS. Some public consultation took place at the beginning of the year but was criticised for being poor. There is another wave of consultation and a patient experience engagement expert has been contracted to carry out this work. There will be three linked workshops that are not for the public but for staff and other stakeholders. A blueprint for future provision will be produced and this will be available for public consultation next year. Locally, Hitachi was commissioned by CIOS to facilitate a 'business origami' workshop. This workshop represented the first of the three workshops to be held in Scilly and the second one will be held on 21<sup>st</sup> September. There can be up to three HIOS representatives at these workshops. CC previously circulated the report from the Hitachi workshop but all agreed that it was difficult to work out what was discussed; PPH was concerned that ideas would be lost. She suggested that the 2<sup>nd</sup> meeting started with a description of the discussion concerning each of the case studies considered at the 1<sup>st</sup> meeting. CC to pass on.

CC asked for confirmation of those who wished to attend workshop on 21<sup>st</sup> September.

Action: CC

#### 4.6 Children and Young People's services.

CD is hoping to meet with CIOS Children's Trust representative Joel Williams. CD said that there is an Isles of Scilly Corporate Parents meeting after the next Children's Trust meeting. PPH confirmed that people on this group act as legal parents for children in care. CC said therefore due to legal liability around this group HIOS needs to have a single named representative, currently CD.

JL reported on recent news about the new Multi Academy Trust and that the process of transitioning to an academy is continuing. HIOS is keen to continue its work with the Student Council but has considered other ways of working with young people, other than directly through school. Communication with the new interim Head Teacher will begin again now the summer break is over.

*(NB. Previously agreed to make the Takeover Challenge an annual event)*

Action: JL

#### 4.7 Facilities for people with a physical or sensory disability

This task needs to consider more feedback but despite appeals, we have received no comments. A section has been included in the forthcoming Community Survey.

#### 4.8 Experience of cancer patients

PPH reported that Macmillan came over to Scilly a few years ago but there was little follow up. They are visiting again next week and see this as the start of ongoing engagement. The Cove at Treリス has been

developing as a hub. Macmillan understands that outlying communities find it difficult to visit this facility, and the Cove is now developing more remote access or outreach work.

Macmillan will be in Scilly 13<sup>th</sup> and 14<sup>th</sup> of September and they will be out and about to raise awareness on the 13<sup>th</sup>, using the HIOS office as a base. On the 14<sup>th</sup> they will be in the Wesleyan Chapel offering 1-1 advice and will link up with an Inner Wheel coffee morning/cancer fundraiser hosted at the Wheelhouse.

A section on the experience of cancer patients is included in the Community Survey, and Macmillan is also running an online survey for IOS.

#### 4.9 Dental treatments

There is an interim dentist until the end of September and recruitment is underway for a permanent resident dentist.

CC discussed some issues around dental treatments and referrals into secondary care with NHS England as part of an initial review of the primary care contract, and it was referred on to the appropriate NHS England commissioner. No contact has come from NHS England and CC has been unable to follow up until this month.

Action: CC

#### 4.10 Supported exercise programmes

CD and CC reported that Age UK has the local contract for a national lifestyle improvement programme for people with pre-diabetes indicators and will begin activities this Autumn.

CD reported that there is a new Active Scilly Manager but available supervised sessions are still limited due to a shortage of qualified staff. JH reported that senior discounts have also been discontinued. CC asked where we take this task now. The Board suggested that we have a meeting with Active Scilly, Age UK and other relevant staff to discuss the issues and look at ways forward. CC to arrange.

Action: CC

#### 4.11 Other tasks

Copies were available of the community survey that is due to go out to all island residents next week.

CC reported that direct comments and signposting contacts had dipped but have picked up again. PPH suggested that HIOS provide a pictorial guide to health care pathways and travel. CC said that would be good but it is not for HIOS to provide as we are not best placed to know about changes to pathways and information may be out of date or incorrect.

### 5. Bank Switch

CC reported that there have been issues in the switching service between Co-op bank and Lloyds and therefore will now not use this service. CC will close the Co-op bank account when standing orders and direct debits have been altered. CC confirmed that the Lloyds bank account has been set up and is active.

Action: CC

### 6. Budget report

Note that the budget report has not been checked by the Treasurer.

CC reported an amount for advertising has been moved to community projects, and will now form additional funding for the patient journey video project with RCHT and Truro College.

There was some discussion about reserves and carry-forward. The reserve held is specifically for major equipment replacement, or wind-up/redundancy costs, as it is unlikely that HIOS would receive enough

notice to cover these costs in the event of a major cut or withdrawal of grant. This reserve must not be greater than 5% of the annual budget, as previously agreed by the Board.

Any unspent allocation at the end of the year can be carried forward in agreement with CIOS, but CC said it is unlikely that there would be an underspend this year.

## **7. AGM 12/10/2017**

The Board confirmed the date for AGM Thursday 12/10/2017 at 12.15pm, venue to be confirmed\*

*\* Subsequently changed due to number of directors unable to attend.*

CC explained that at the AGM a third of Board members need to stand down and if they wish, stand for re-election; in addition members co-opted during the year must stand for re-election. It was confirmed that the Board members to stand down for re-election are CD and JH. PPH, co-opted member, will also stand for election.

A suggestion, that all Board members write a short pen portrait to be featured on the website, was agreed.

Action: all

The Board welcomed the interest of a new potential director and CC will meet shortly to discuss.

## **8. Any other business**

- 8.1 CC confirmed that Health Scrutiny function of the CIOS now sits within the main Scrutiny Committee and health matters will be considered in this committee. The next meeting will be held on 28<sup>th</sup> September. JH is HIOS representative on this committee and may not be able to attend, CC will attend.

CC reported that the Chair of the Scrutiny Committee is supporting the HIOS response to the new patient transport policy of NHS Kernow and has indicated to NHS Kernow that the committee may require further discussion with NHS Kernow if necessary.

- 8.2 JH expressed her concern over future funding of HIOS, and the need to be prepared for negotiations with CIOS, based on what level of funding is required to provide an effective, functioning, local Healthwatch.

PC reported that the issue of Healthwatch funding had featured at the national conference this year as more Healthwatch had received or were facing a cut to funding. There was some discussion about the difficulty faced by local authorities in identifying exactly how much funding they receive, as the bulk is not ring-fenced and is included in their financial settlement. There have been misunderstandings in some areas that the portion received in the Local Reform and Community Voices Grant represents the total.

PPH commented that it is important that Healthwatch England looks into this further and attempts to identify the formula and therefore the amount actually received by local authorities.

All agreed that the basis for local negotiation should be the level of funding required; also we must demonstrate HIOS impact.

### **Next meeting date:**

Thursday 16<sup>th</sup> November, 10-12.

**Actions:**

Discuss info required from Medical Launch Trust; request info	PPH, CC
Introductory email and invitation to meet, to Senior Officer ASC	CC
Suggestion to SoF Engagement team re building on work of Hitachi workshop	CC
Write to Head Teacher re Takeover Challenge and work with Student Council	JL
Follow up with NHS England re availability of dental treatments	CC
Arrange meeting with local staff re improvement to supported exercise pathways	CC
Move bank account	CC
Pen portraits from directors for website	Board