

## **Healthwatch Isles of Scilly Board Meeting Minutes**

**Thursday 16th November 2017**

Present: Paul Charnock, Julia Day (until item 6.10), Chris Douglas, Barbara Jones, Penny Penn-Howard (from item 5).

Staff: Carol Clarke, Julie Love

**1. Apologies:** Jane Hurd

**2. Elect Chair, Vice Chair and Treasurer**

The Board members elected the following:

Chair – Paul Charnock

Vice Chair – Jane Hurd

Treasurer – Julia Day

**3. Approve minutes of 07/09/17**

The minutes were approved.

**4. Matters arising from minutes**

Outstanding actions:

- Medical launch information (with PPH)
- Supported exercise programmes meeting with services (with CD/CC)

**5. Verbal summary of feedback to community survey**

Transcripts and summaries from the community survey circulated to the Board. Everyone asked to note this is confidential information to be disposed of appropriately or returned to office.

CC reported that there was a 22% return of surveys, with the main age group returning surveys being 60 to 80 years of age. These demographics should be kept in mind when reading survey results. Raw data from the 'Your Health and Wellbeing' section of the survey has been passed to officers of the IOS Health and Wellbeing Board. 315 people responded in this section. When asked to say what would make a difference, responses indicate that access to services was an issue.

This year the survey included a 'tell us your story' section. Comments in this section expanded on ratings and comments in service sections and have been mostly been copied to the relevant sections, avoiding duplication. The exception is the section on the experience of cancer patients, which have been left in their entirety.

There was positive feedback about primary care services provided by the Health Centre. Responses about the dental practice reflect the ups and downs of this service; the provider has continued to listen and respond to feedback.

PC asked what the process is for completion of the survey report. CC replied that each service provider has received a transcript of comments and the HIOS summary, to check that this is a fair representation; they may respond if they wish. The medical travel section will be sent to members of the Medical Travel and Transport Group (MTTG). The final report is due to be published Dec/Jan and will include the HIOS summaries of comments and responses from service providers. PC asked who in the CIOS receives the report; CC replied it usually goes to Chair of Council, lead members and members of the Health and Wellbeing Board. PC was concerned that if the report is released too close to Christmas that it will get lost; it is a major piece of work and should receive due attention. It was agreed that the report will be published in early January. There was discussion regarding community engagement around the Household Community Survey Report.

CC asked for feedback to the survey responses and to let her know about anything that stands out. JD said that ratings seemed to drop when discussing community health services.

JD commented on the 'tell us your story' section and would like in the future to add other topics, for example dementia and end of life care. Agreed to add to community engagement work.

*PPH joined the meeting.*

JD said that the Community Survey Report is extremely valuable, she thought that the cost of commissioning a contractor to do this work would meet the annual HIOS budget, and HIOS does a lot more than this report.

## **6. Review Work Plan and priorities**

Feedback and signposting logs previously circulated.

CC reported that there was little feedback received during the running of the survey and that signposting had mostly been in regard to medical travel. There has been positive feedback about community health services especially physiotherapy. PPH responded that issues come in cycles. PC noted feedback about ambulance services. Cc said that this has been shared with the CIOS Scrutiny Committee which has an item on the work plan to review service provision with SWAST.

### **6.1 Medical travel**

CC reported on funded travel for urgent treatment and discretionary funding for some escorts which has been restored. Both of these issues had been referred to the CIOS Scrutiny Committee. BJ asked if the Patient Transport Services knows of the change; CC confirmed that they did. CC explained that under the recent patient transport policy, escorts for 20 week antenatal scans and cancer appointments where a diagnosis will be discussed, were subject to means testing relating to clinical or financial need; this is no longer the case. HIOS has been unable to inform the community of the resolution of these issues as has not received confirmation directly, or sufficient information.

CC reported that feedback received by HIOS indicated that when returning after a medevacuation, if the patient is discharged directly from the Emergency Department, their return travel is not funded. HIOS has raised this with NHS Kernow and will discuss at the MTTG next week. JH had recommended that this issue is referred to the CIOS Scrutiny Committee; the Board agreed.

Action: Refer to CIOS Scrutiny Committee - CC

### **6.2 Reducing the need to travel**

CD reported that the local ultra sound clinic has been commissioned for another year, and appears to be well subscribed. J Garman had indicated that point of care testing is as well developed as it can be. Provision of local urgent X-ray has stalled; the GP training model has proved unsustainable. There may be another option for local X-ray and this is being explored by commissioners.

### **6.3 Medical travel: area of responsibility**

CC said that JH is happy to continue as co-chair of the MTTG and lead on medical travel but had asked if another Board member wishes to be more involved. Board members present did not wish to take on this additional task.

### **6.4 Adult Social Care provision**

PPH gave an update regarding the Memory Café and need to find new premises, by February 2018. A temporary option is being trialled in alternative Council owned premises. PPH reported that the group wishes to be independent of CIOS and are looking at options and grant funding to support their aspirations. CD asked how many people attended sessions. PPH replied that it fluctuates but each session releases carer hours and this represents significant voluntary provided support. PPH felt that the biggest issue had been an initial lack of consultation. HIOS will raise with CIOS. CC noted that the community survey generated positive feedback about the Memory Café.

Action: Arrange meeting with Scott Fuller CIOS - CC  
Request meeting with Aisling Khan CIOS - CC

## 6.5 System transformation

CC reported that a third co-production workshop is scheduled for January and all HIOS Board members are welcome to attend. The date will be circulated when confirmed.

Action: details of workshop to Board - CC

## 6.6 Children and Young People's services

CC reported that there was little feedback in the community survey about these services, although HIOS is having more contact with families through social media. Survey responses were also low for Adult Social Care, and CC noted that a limited number of people use these services. PPH said that maybe it is because people see HIOS as health and not social care, and suggested improved engagement around this. JD said that all Board members can tell people to go and speak to HIOS if they know of an issue. Board agreed to promote the HIOS remit for social care through community engagement.

CC said that HIOS has a good relationship with Children's Services and can raise issues when necessary.

There was discussion about arrangements for the Five Islands School Student Council Takeover Challenge on 24<sup>th</sup> November.

CC passed on a request from IOS Parent Carers group. The group would like a representative to attend HIOS Board meetings to give their insight on HIOS issue based tasks. JD said that a formal link between HIOS and IOS Parent Carer group would be good and suggested that it would work better the other way around, i.e. the HIOS Manager and lead Board member could attend Parent Carers meetings when appropriate. All agreed.

Action: Improve engagement around HIOS remit for social care - CC, JL

Provide Takeover Challenge programme to Board - JL

Contact IOS Parent Carers group re proposal - CC

## 6.7 Area of responsibility: Children and Young People's services

Discussed and agreed that PPH will represent HIOS on Children's Trust Board; CD to retain interest and involvement in other related tasks.

Action: inform Council of change to representation on CTB - CC

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

CC reported that there was no feedback via the community survey and proposed that that the task be taken off the work plan. Board agreed.

## 6.9 Experience of cancer patients

PPH reported that she is meeting with the Development Manager for Macmillan shortly, to discuss what they can offer Isles of Scilly residents. CC asked PPH to take relevant feedback from the survey. JD discussed existing use of Hospice facilities to provide treatments such as chemotherapy, and suggested that this may be a possible a solution for Isles of Scilly cancer patients. If treatment could be carried out at a Hospice, accommodation may be available for recovery before travelling or during a course of treatment.

BJ asked about the current situation regarding accommodation, CC replied that it is still an issue and that HIOS has recommended that options at Treliske are explored, and provision of on-site accommodation through partnership working with e.g. Macmillan.

## 6.10 Dental treatments

CC had met with the Area Manager of Brighter Dental, notes previously circulated. CC suggested that the status of this issue is changed to monitoring on the work plan. Agreed.

## 6.11 Supported exercise programmes

CD reported that there have been some small steps with the appointment of a new supervisor for Active Scilly and extra sessions for gym and pool, although there are still restrictions on staffing and time availability.

*JD left the meeting.*

PPH asked about the role of Public Health, and how HIOS scrutinises this service. There was a discussion about the importance of the role of public health promotion and activities.

CC proposed that this task be taken off the work plan, but HIOS will continue to contribute to discussion and CD will continue to liaise with services.

Action: consideration of HIOS ability to scrutinise Public Health services - CC

## 7. Budget report

The budget report was accepted by Board members.

## 8. Any other business

None

### Next meeting dates:

tba

### Actions:

Brought forward: discuss info required from Medical Launch Trust; request info	PPH, CC
Return after med-evacuation: refer to Scrutiny Committee	CC
Confirm meeting date with S Fuller, PC, JD	CC
Request meeting with A Khan	CC
Circulate details of Shaping our Future workshop in January	CC
Improve engagement around HIOS remit for social care	CC, JL
Circulate Takeover Challenge programme	JL
Contact Parent Carers Group re proposal for closer contact/input	CC
Inform Council of change of representative on CTB	Board
consideration of HIOS ability to scrutinise Public Health services	CC