

Healthwatch Isles of Scilly Board Meeting Minutes

Monday 4th June 2018

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

Staff: Julie Love

1. Apologies: Carol Clarke

2. Approve minutes of 08/03/2018

The minutes were approved.

3. Matters arising from minutes

Due to reduced staff hours and board holidays, there are some outstanding actions, all were discussed and some brought forward:

- Brought forward: request info about Medical Launch Trust – PPH, not a priority.
- Brought forward: Request meeting with A Khan, all board –JL
- Brought forward: Request meeting date with S Fuller, PC, JD - JL
- Arrange meeting with Mike Coates CIOS Public Health/environmental health, all board – JL

4. Review Work Plan and priorities

4.1 Medical travel

JH reported that there has been low attendance over the past few meetings to the MTTG and that an email has been sent to those who attend about this. PC asked whether people view the MTTG meetings as important. JH said that the meeting is every two months and does some good work. The board agreed that it continues and that the Chairman of HIOS writes to NHS Kernow about its concerns of attendance to the meeting. JH asked board that if low attendance of meeting continues can HIOS refer to CIOS Scrutiny meeting; board agreed to discuss at next meeting. JH said that Chris Picken has taken over from John Garman as lead GP and is invited to the MTTG, board agreed that they were happy with this.

JH said that she is unsure of how Virtual Care options project is progressing due to a change of personnel.

JH discussed that patients were not being given an escort for 20 week scans, even though this is in the NHS Kernow policy and HIOS has raised this.

Action: Letter from Chairman to NHS Kernow regarding poor attendance to MTTG meetings – PC, JH, JL

4.2 Adult Health and Social Care provision

PC reported that there has been no meeting with Scott Fuller and this action to be carried forward. PPH wanted to raise concerns at this meeting about dementia care and that it would be good to have a dementia care specialist visit the islands to offer advice.

4.3 System transformation

PC reported that he attended the third co-production workshop.

4.4 Children and Young People's services

JD asked if there had been a Parent Carers meeting. JL said that there had been an AGM and PPH replied that she is invited to certain meetings and did not attend the AGM.

JL said that she was aware that the school are holding a SEND review/appraisal, in the near future.

JD said that she had attended the CSP meeting and that when budgets and forward planning was discussed that CIOS said that children's services are running well and that there was now a need to concentrate on adults. JD said that she was concerned about this and that the physical, emotional and social needs of children and young people may not be understood or being met.

PPH said that she would be attending the CIOS CTB and One Vision meeting. PPH said that she was a bit confused about how CIOS CTB and the One Vision partnership join together and hoped that future meetings will make this clearer. The One Vision meetings are held on the mainland.

4.5 Experience of cancer patients

PC asked how the recent Macmillan visit went. PPH replied that meeting went very well and a local cancer support group is currently being set up. There will be a meeting soon and this will be supported by a Macmillan outreach person. The meetings are very low key and there is a lot of support.

JH asked about accommodation at Treliske project. PPH and CD said that a group has recently formed to take this forward.

4.6 Supported exercise programmes

CD reported that there is a new low impact supported exercise session, but would still like to see other sessions supported, as many are unsupervised and better links with the Buzza Bus service. The board raised concerns of cost now that concessions have been stopped. People are encouraged nationally to do more exercise and the cost of sessions could prevent people from using these services and that this has an impact on public health. PC suggested that this could be raised with MC when a meeting is organised.

4.7 Other Tasks

Accountable Care System, JH said that she did not attend the recent CIOS meeting where this was discussed and expects an update in the future.

5. Working with services

An email from Anita Bedford about her new role as Integrated Care Manager was circulated to board prior to meeting. The board was not sure who was funding this post and to ask AH when they meet.

6. Minute decisions taken since last meeting

Board agreed to all.

7. Recruitment

PC gave an update and that advert for the post of Manager is published in various places. The closing date is 15th June 2018 and Board will short list 18th June and interviews the week of 2nd July.

8. General Data Protection Regulation compliance

JL gave an update that all relevant policies, including the privacy policy have been updated and published on website, along with an information asset register. Also agreements in place with Mailchimp and BOX for GDPR compliance and we have registered with the ICO. An email was sent to those people on Mail Chimp and a notice will be given in next HIOS newsletter about updated privacy policy. JL explained that as there is evidence of how emails were collected for everyone on mailing list and that there is an unsubscribe link, that we did not need to ask everyone permission.

Jon McLeavy, Chairman of Healthwatch Cornwall has offered to act as HIOS DPO; however we do not have a contract at present. JM is undergoing training soon as is the director responsible for this with HC. Jon will need to visit the office at some point to physically check our operating and office systems.

CD asked of cost implications, JL confirmed that she had worked overtime and that this has been taken off as TOIL. There will be a cost for JM, his time and visit; tbc. ICO has an annual cost.

9. Proposed budget 2018-19 and 23-05-18 budget report

JD gave an update on budget. JD highlighted that recruitment, DPO costs and replacement printer and possible computer have had an impact on the budget. GDPR costs are unknown. JD asked for Board to agree on a limit for interviewing mainland applicants and highlighted that costs will rise if board are not successful in recruiting a Manager and need to re-advertise. Board agreed that proposed budget for 2018-19 is accepted and that salary costs for July are transferred to recruitment.

10. Any Other Business

JH reported that CIOS has appointed her as the HIOS representative on the scrutiny committee and is concerned that the board had not been consulted on this. Board agreed that scrutiny representative should be JH and that the chairman write a letter to the CIOS acknowledging this.

PC asked if anyone wished to attend the NHSE/HW Quality Surveillance Group Workshop, all declined.

CD wished to meet with Chris Picken at St. Mary's health centre to discuss activity.

JL raised recent feedback regarding secondary care optician services and that RCHT are no longer dispensing glasses but give a voucher instead to use at a high street opticians. This has caused issues with travel warrants as regarded as primary care. The other issue is that not everyone is aware of the local Optician service, that optician has not visited island for a few months and children's glasses are not posted and must be fitted by a specialist. JL asked to add to work plan, board agreed.

Board agreed that they could cover some hours on Monday and Thursday when JL has annual leave in August. JH offered to monitor social media streams.

Action: PC to write letter to BD CIOS regarding HIOS Scrutiny committee representative – PC, JH, JL

Set up meeting with CD and Health Centre - JL

PC to organise rota for August – PC

Add optician services to work plan - JL

Next meeting dates:

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.	JL
Brought forward: Request meeting with A Khan	JL
Arrange a meeting with Mike Coates, Public Health/Environmental health	JL
Write letter to NHS Kernow re: MTTG attendance	PC, JH, JL
Write letter to CIOS re: representative on Scrutiny committee	PC, JH, JL
Set up meeting with CP and Health Centre	JL
Organise rota for August	PC
Add optician services to work plan	JL