

Healthwatch Isles of Scilly Board Meeting Minutes

Wednesday 24th October 2018

Present: Paul Charnock, Julia Day, Chris Douglas, Jane Hurd,

Staff: Julie Love, Ian McCarthy-Lunn

Paul Charnock welcomed Ian McCarthy-Lunn (IML) to the meeting.

1. Apologies: None

2. Approve minutes of 10/09/2018

The minutes were approved.

3. Matters arising from minutes

- Brought forward: request info about Medical Launch Trust – PPH, not a priority.
- Arrange meeting with Mike Coates CIOS Public Health/environmental health, all board – contacted awaiting a date to meet Nov/Dec.
- Discussed liaison meeting with CP, lead GP - CD to lead now on this.
- Find out what is commissioned locally for dementia care. JL reported that had not been able to work on this. At the next Health & Wellbeing Board it will be discussed about use of funding to support a two year CPN post that will include dementia care work. JL said that post has been advertised and funding to be approved. At a recent meeting AK said that the number of local people using the Outlook SW service is low. JH asked if the CPN would cover young people, JL said no that is CAHMS and post is for adults only.
- Increase System Transformation area on work plan, this has been included on the HIOS work plan and JD hopes to attend mainland meetings. JL said that HIOS is invited to join with the Citizens Advisory Panel meetings which are held monthly.
- Discussed other actions to bring forward. JD raised that from the 5th November the actions need to be divided up between HIOS staff.

4. Review Work Plan and priorities

PC circulated ideas for work plan/strategy for HIOS from April 2019 and that work plan will be reviewed and refined in the future.

4.1 Medical travel

JH reported that the July MTTG meeting was cancelled due to staff workload and that issues were being dealt with elsewhere. Please refer to item 5. The Patient journey video was discussed.

4.2 Virtual Care options

JL reported that this was now a part of Shaping our Future work and that this to be moved to STP section of HIOS work plan and that it will be suggested that it is taken out of the MTTG Action Plan.

4.3 Adult Health and Social Care provision

Paul reported on the meeting between HIOS and CIOS AK and SF re: Adult Social Care. Recently a CQC inspection of Park House rated as 'Good'. JH reported on Scrutiny meeting recently attended, where the future of Adult social care was discussed and that an integrated care approach for the islands was recommended. The commissioning of a business plan was approved at this meeting; integrated care for the islands is complicated and 11 different options have been suggested.

4.4 Dental Service

JL said that there had been no feedback and Board agreed to take off work plan.

4.5 Experience of cancer patients

JL showed the board the new C-siders leaflet and gave an update on work. JD said that HIOS had completed this work to take off work plan. Board agreed and wished the Scilly C-siders all the best.

4.6 System transformation: health and social care integration and Sustainability & Transformation Plan

PC said that HIOS to increase activity in this area, JD agreed and that the actions to remain the same. JD hopes to attend Sustainable Transformation Panel board meeting in January and that HIOS dial in the Citizens Advisory Panel meetings. JD said that we need to ask to sit at the table, Healthwatch Cornwall attends but we can make our presence known by sitting in the public gallery. To add Virtual Care options to this section of the work plan.

4.7 Children's Services

JL reported that she had not been able to carry out work in this area and actions to be brought forward.

4.8 Other issues based tasks

Dementia care and support – Actions to be brought forward

End of life care – Actions to be brought forward

JD added that if anyone is on the mainland to consider if you have time to pop into the Healthwatch Cornwall office to say hello and make contact. JL said that the office has restricted access and need to make an appointment; we are welcome to use the HC office as a base if we need to.

5.0 Other tasks

Discussed off island engagement in the New Year. Board discussed Health and Wellbeing Board, HIOS has two seats and votes and it was agreed that one board member and one member of staff attend.

5. Medical Travel

JH reported that there have been some issues that have arisen about medical travel and not all are for the MTTG. For example different travel scenarios can occur and it would be good to get the view of NHS Kernow, instead of waiting for things to happen; patients are being charged for flights and paying for extra mainland accommodation. JD gave some personal examples about issues she had faced during a period of travel disruption and thought that a discussion was a good idea. JD concerned that if she had been a vulnerable person or under 18 that it would have been very difficult to organise somewhere to stay.

JH asked for approval from the board to meet with JM, RCHT and RM, NHS Kernow to discuss medical travel. First to meet with NHS Kernow; board agreed.

There was a discussion around medical travel feedback from patients who had experienced issues. JH reminded people that there is a complaints procedure that people can follow. JH wanted a board decision about taking issues around medical travel to the CIOS Scrutiny committee. Board agreed. JD said that we also need to keep our local MP updated **and** copy in the Government Department of transport.

JH reported that recent feedback indicates that the ISSG has introduced new charges when patients change their travel two weeks before travelling and that there seems to be some confusion with amendment fees that are charged to the patient when they alter travel without a weather advisory. JH updated board on meeting with HIOS and ISSG and hoped that this would be on a regular basis where HIOS could ask questions directly.

JL reported that x-ray clinics cannot take place on Thursdays and have changed back to Wednesday due to flight restrictions from Newquay and a reduction in flying days, currently down to 3 days a week.

Action: JL organise meeting with NHS Kernow

JL organise meeting with JM, RCHT and RM NHS Kernow

6. Children's Trust Board and One Vision

PPH did not attend the meeting so unable to discuss. JH asked if someone could stand in for board member who attends CTB. JL replied that PPH had not been attending and that was difficult for someone to stand in due to legal requirements around 'Looked after children'.

7. Budget report

JD went through Qtr 2 budget report and highlighted issues with formulas on the spreadsheet. Printing has been interpreted by accountant differently, and to be moved into office stationary, JD said happy that money has been spent accordingly and that HIOS budget is on course for this time of year. A forecast budget is required to the end of the year and outline budget for 2019/2020. JD highlighted that there will be a larger reserve at the end of the year, however HIOS will have an increase in travel costs. Board agreed that £600 to be moved from printing to office stationary and supplies – Board agreed.

JH raised the idea of charging for organisations using the office, it was discussed and felt that this would not be appropriate at this moment.

JD had received the annual financial report for Healthwatch Isles of Scilly and has been prepared by our accountant. Board agreed the accounts to be accepted and to be signed.

8. AGM

JL reported that this year the two directors to stand down and be re-elected were Paul Charnock and Julia Day, both agreed to stand for election, if the board agreed to do so. Paul Charnock said that the AGM to be held at the Atlantic Hotel, at 11 am. PC reported that he was happy to take on the role of company secretary. Board agreed.

9. Any Other Business

PC discussed the Annual Healthwatch Conference that he had attended and said that this is a very useful event and was very informative. Documents had been previously circulated to the board.

JH discussed email from BD regarding funding from the Better Care fund for winter pressures and ideas of how to use it to benefit people locally; JH to contact BD with feedback.

Rheumatology patient engagement and relocation of services – JL reported that rheumatology clinics are being moved from the Treliske base to Truro Health Park and other community settings; Patients have been sent a questionnaire for their thoughts. Recent feedback to HIOS has raised a query about clinics held on St. Mary's. JL to contact RCHT to confirm Isles of Scilly appointments and to question public transport availability to Truro Health Park.

Shaping our future Integration event – HIOS invited and it was discussed who would attend. JH asked if it was a public engagement event, JL replied that it was for local practitioners and public engagement will take place sometime in the future.

JL reported that the NHS is contacting some cancer patients to take part in the National Cancer Experience Survey, for information only, if people get asked what this is about to let HIOS staff know and we can direct them.

Citizens' assembly - JL reported that we are invited to join this as a Local Healthwatch and that these meetings take place in Taunton. It was discussed whether someone from HIOS should attend, PC was recommended as the best person to attend and would investigate further.

JL gave an update on NHS England 10 year plan and registering interest to receive funding to support local HW to carry out local engagement work; this is across STP areas so it would be joint working with Healthwatch Cornwall. JL asked board to support registering an interest in this work; board agreed.

Action: JH to contact BD re: winter pressure Better Care fund ideas.

JL to contact RCHT re: rheumatology appointments for Scilly.

PC to investigate HIOS attendance to Citizens' Assembly meetings.

JL to express an interest in funding for NHS 10 year plan work.

Next meeting dates:**Board meeting** 19th December 2018 09.30**AGM** Thursday 29th November Atlantic Hotel 11.00**Actions:**

Organise meeting with NHS Kernow, re: medical travel	JL
Organise meeting with JM, RCHT and RM NHS Kernow; re medical travel	JL
Speak with Amanda Stratford, Healthwatch Cornwall about SoF work	JL
Discuss with Healthwatch Cornwall end of life care work	JL
Contact BD re: winter pressure Better Care fund ideas.	JH
Contact RCHT re: rheumatology appointments for Scilly.	JL
Investigate HIOS attendance to Citizens' Assembly meetings.	PC
Express an interest in funding for NHS 10 year plan work.	JL
Brought forward: Approach CP regarding regular meetings about Health Centre	CD
Brought forward: Send employment documents to PC	JL
Brought forward: discuss info about Medical Launch Trust; request info	PPH, JL
Brought forward: Arrange a meeting with Mike Coates, Public Health/Environmental health	PC
Brought forward: Organise Children's Commissioner Takeover Challenge	JL
Brought forward: Talk to school nurse team	JL
Ongoing: Circulate HWC board meeting dates to directors	JL
Brought forward: An update from Pharmacy about services provided for inclusion in next HIOS newsletter	JL