

Healthwatch Isles of Scilly Board Meeting Minutes

Tuesday 9th April 2019

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

Staff: Julie Love, Ian McCarthy-Lunn

1. Apologies: None

Paul Charnock welcomed everyone to the meeting, and thanked all for their hard work over the previous weeks ensuring our work will continue for the coming twelve months.

1. Approve minutes of 28/02/2019

The minutes were approved.

2. Matters and actions arising from minutes

None

3. Review Work Plan and priorities

Medical travel

JH gave update: The last MTTG was 26th March. Again this was poorly attended, however it was noted that there had been an STP meeting arranged that we had no prior knowledge of. This impacted the attendees, as there was some overlap. Patient experience group (Treliske), the council, and KCCG were represented. PC expressed concern that the meeting may be losing some of its “impetus” with the previous meeting also having poor attendance. He was reassured by JH and JL that it was purely circumstance, and that all attending organisations still valued the work done in this forum. There are also issues as before with the reshuffle of staff at PT and NHS Kernow which has impacted on attendance and this is taking time to settle. JL explained that it did allow for more focussed discussion with these particular organisations.

NHS Kernow, are in the process of producing a leaflet regarding medical travel, and the Steamship Company are meant to be updating their website with medical travel information, particularly relating to cancellation policy/procedure and charges. JL is planning to discuss the information leaflet with Sam Wilson (NHS Kernow).

There are still issues surrounding return after medical evacuation, particularly with regard to escorts that have accompanied the patient. The talks are ongoing, and it is hoped that clarification of the policy/procedure will soon be provided. As with the previous point, we will continue to raise this both at the MTTG meetings and with follow up conversations with the organisations.

There have also been problems reported with patients being told they need to be resident on the islands for 3 months before they are entitled to medical travel. It appears this is a staff training issue with some staff not aware of the correct information.

The recent focus group with the Scilly-C-Siders, has brought up a number of issues relating to Medical Travel that will need to be addressed at the next MTTG once it has been written up. IML/JL/JH will discuss further prior to the next meeting.

Adult Health and Social Care provision

PC requested that we arrange a catch up meeting with Adult social services (Scott Fuller & Aisling Khan, JH would also like to attend this to discuss escorts for older/infirm patients & 16-18 year olds when going to the mainland for appointments.

Primary Care

CD updated the board regarding Primary care. He had left a message with John Garman regarding the social prescribing event on the mainland (Apr 3rd Truro), but he has had no response. There has been little recent activity with social prescribing and support for those requiring physical rehab for medical conditions. There have been new initiatives from Active Scilly such as “Spring into Scilly”, however CD has

seen little evidence that this has produced results. There appears to have been little in the way of promotion or advertising. It seems to have been limited to leaflets at the swimming pool & sports hall which has limited its impact. PP-H raised the point that there is a general lack of knowledge and information available with regard to physical activities and it may be worthwhile discussing this when we meet with Adult social services. JD suggested that the health centre should be taking a more dynamic role in promoting these activities and initiatives coming from Active Scilly. There should also be more focus on prescribing activity/physical rehabilitation. There is at present a big drive in Cornwall with this in mind and it would be beneficial if the Health Centre were to be on board with this. This might also overcome the ongoing problems of expense, which is off-putting for people on the islands. PC suggested that it may be useful to have Active Scilly represented at the Health and Wellbeing Board. PC will suggest at the next meeting.

Community Healthcare

PP-H briefed the meeting on Community Healthcare progress: Scilly-C-Siders has been given a monthly group spa pass, to access the pool and facilities on Tresco. This was a very welcome, but unsolicited gift and has no expiry. The group is continuing to thrive and is being supported in a variety of ways from people in the community.

Dementia & End of Life Care (EoL care)

PP-H asked if the improvement work regarding EoL care facilities at the hospital had been completed, no-one knew the answer. She suggested that HIOS should make a visit up to the hospital in order to see the facilities (in general) first hand and talk to staff regarding any issues or problems. There was also some confusion regarding Anita Bedford's role/responsibilities, so this would be an opportunity to establish this information. It was suggested that Ruth Wright would be the first point of contact in this respect. IML will draft a letter to request a visit. All members of the board would be interested in going other than JH.

Shaping our Future (SoF)

JH requested that she get together with PC to discuss this subject in more depth outside of the meeting, as it was to be a topic of conversation at the next Scrutiny Committee meeting on the 23rd April. PC & JL explained that the only detailed information we had, stemmed from the last Scrutiny Committee meeting where the plans were presented by Aisling Kahn where JH was also present. There has been a subsequent STP meeting regarding these plans, however we were not invited to attend. There was a SoF update meeting held (with very little notice) last month (IM-L attended) which did not contain very much further information than was already known. The main crux of the plan is a centralised "Hub" on the site (or around) the existing hospital, where all health and social care staff will be based. This was largely supported by the board at its initial presentation. To facilitate closer working between Health and social Care there are plans to share a common "contact form" that will be used during the individuals' progression through whichever service/ services they require. This work is ongoing and was one of the subjects discussed at the recent update meeting.

JL told the meeting that she had been discussing the Virtual Assembly Panel plans with HW Cornwall. They have secured finance to go ahead with the project and will begin to roll it out throughout Cornwall and the Isles of Scilly. It will involve 1,500 citizens across the region connected in the virtual world. It will initially be created in Cornwall, and then people from the Isles of Scilly will be invited to attend. Whilst numbers haven't been discussed, it is hoped that up to 20 from the IoS will be involved (that would be a representative sample with regard to population size).

Children's services

PPH & JL have been participating in the Genuine Partnership event held recently. Based on a model run in Rotherham, it consists of all the relevant professional and parent stake-holders co-working/co-producing to improve the service model for Children's services/ support. The general mood was very positive and the workshop was well received. The Genuine Partnership model is well supported from the DoFE and MPs. In light of the upcoming SEND inspection by Ofsted and the CQC there is a drive to establish best

working practice. PP-H suggested that there is an expectation for there to be some issues highlighted from the inspections, and work is already underway to address any potential shortcomings. There has been an improvement in the relationship between the relevant parties with work being carried out with the parent carers group and the CIOS departments. The situation will have to be monitored to establish the progress/ development of the Partnership plans and any changes or improvements in support services. There have been improvements in the 5 Islands Academy structure and facilities for support of children and parents. There are however still issues and gaps in available services/support.

There is also a new Family Hub being set up, and JL is going to be moving jobs across to it, although there is no start date as-yet. Set up by the CIOS to signpost people to support for families and improving the SEND facilities.

Dementia care and support.

Cornwall and the Isles of Scilly mental health strategy is being discussed at the upcoming event hosted by HW Cornwall. The RMN attached to St Marys Hospital will be attending, and the intention is to set up a meeting to gain an insight as to what is discussed.

We will also be including a “tell us your story” element with the subject of dementia within our Household survey. This is due beginning of October. PP-H suggested that we should hold a workshop event with the dementia support groups, to facilitate the completion of the survey this year.

4. Budget report

More work is required to balance the end of year budget. Julia & IML will get together next week to finalise the figures.

The CIOS have now been paid our grant for the year 2019/20. We have also received £2,500 NHS England grant for the Long Term Plan.

After next week we will have final figures for the end of year and forecast figures for 2019/20.

5. AOB

Strategy document. A draft strategy document was presented to the board which was discussed, and with minor adjustment accepted as suitable. To sit beneath this document, it was suggested that we should have a Key Performance Indicators document as described below.

JD raised the subject of including some measurable criteria that we should be striving for over the coming year. She suggested that we have 3 or 4 measurable outcomes, such as target response to the survey (20%). Increase in membership (5%). New director recruitment (1 or 2). Impact measurement is a recognised difficulty with Local Healthwatch, and to include these as performance indicators somewhere within the Strategy document/ aims and objectives/ work plan hierarchy. Possibly another indicator would be the aim of recruiting our off-island community volunteers.

Further to the Strategy and KPI documents there should then sit our work plan, which will remain a dynamic document that responds to events and public feedback. It was noted during discussion that the present format would require updating, as it was no longer fulfilling our requirements. PP-H volunteered to help reformat this with IML.

The annual report: JL told the meeting that the template for this year’s annual report has been released by HWE, and she will now be able to progress work on this. It is due for submission at the end of June.

PC announced that he had signed the grant agreement and the lease to the office.

PC also formally announced that JL will be leaving HIOS for a new role soon. There is no start date as yet, but as from then she has offered to work for 5-10 hours/ week, until such time that the directors have recruited a replacement. IML has offered to cover the gap in hours that would result. The directors will need to discuss the issue further outside of this meeting.

JD raised the possible issue of there being no allowance for recruitment in this financial year, and suggested that this be discussed by the board when we know more regarding JL start date in her new job.

Actions:

Brought forward: Discuss Healthwatch Cornwall mental Health Conference	JL/IML
Brought forward: Send employment documents to PC	JL
Brought forward: discuss info about Medical Launch Trust; request info	PPH, IML
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 when received.	JL
Brought forward: An update from Pharmacy about services provided for inclusion in next HIOS newsletter	JL
Brought forward: Organise meeting with JM, RCHT and RM NHS Kernow; re medical travel	JL
Complete budget report for 2019/20 and forecast for 2019/20	IML/JD
Complete Strategy Document for 2019/20	IML/JL/PC
Arrange meeting with AK/SF/LP Regarding a range of social services provision queries.	IML/PC/PP-H/JH
Re-format current Work-plan document	IML/PP-H
Create KPI document	IML
Produce annual report	JL/IML