

Healthwatch Kingston upon Thames
Community Care Task Group Meeting, Wednesday 30th Sept 2015 14:00-16:00
At the KQC Large Committee Room

Present:

Tulloch Kempe, Staywell	TK	Anne Blanche, Care UK Ambassador	AB
Nigel Spalding, Board Member	NS	Steve Hardisty, HWK Manager	SH
Ann Macfarlane, affiliate	AM	Jenny Pitt, HWK Staff	JP
Eleanor Levy, Chair	EL	Linda Webb	LW
Sonia Marquardt, Spear	SM		

ITEM		Action
1.	Welcome and Apologies EL welcomed the group and apologies received from Nancy Candlin and Tulloch Kempe (attending late).	
2.	Notes of the Last Meeting held on 12th Aug 2015 The notes of the last meeting were agreed as an accurate record. All actions were completed or are ongoing. JP to resend GP ratings explanation to Linda Webb. AB gave feedback on CCG governing body meeting. Raised concerns over the plans for the consultation re: Gosbury Hill. AB presented the consultation document to the group, and concerned about pre-consultation as it doesn't clearly state the impact on Surbiton Health Centre. AB asks that the group and the MH task group look at the impact on mental health patients. EL suggested that the two task groups meet up to look at issues that cross both remits, eg GP referrals for young people with mental health issues. LW suggested all three task groups meet once a year to discuss issues. SH said it is vital to look at how we ensure the interdependencies of the task groups. He will be looking at the groups' terms of reference, so that they work more closely together. Plan is to have a meeting in December to look at the work we have been doing, and work priorities for 2016. NS suggested that in our future agenda have notes of the last meeting, plus key points from the other task groups about community care issues that have cropped up. SH will ask people to contact the office if they want to see the minutes of other task groups. EL suggested that a summary report is a standing item (3rd Item) on the agenda, to track any issues of the other groups.	JP
3.	RBK Commissioned Care Agencies JP reported on survey results as supplied by Sue Conley. Survey results are surprising in that they are high in satisfaction levels. NS thought that focus is on the individual's circumstances, rather than the quality of the service. NS requested that the full data is an agenda item at the next meeting. NS suggests we dig down into the data of those who weren't satisfied and use our own survey. LW said that we must make it clear that our survey is independent, to ensure the results truly reflect people's experiences. EL felt there was a need to address the lack of information and access to info for those using services. NS suggested we should make our own commentary back to social services as a result of our own survey. EL will acknowledge reply from Sue Redmond - will produce a draft covering issues such as engagement, consultation, then run by the group and send off. SH reported on our involvement and position in terms of steering group, and EL will liaise with SH about this point in her reply.	JP EL

4.	<p>Kingston Care Co-ordinated Care Programme TK explained 3 workstreams: commissioning & contracts, active & supportive communities (ASC), and integrated customer journey (ICJ). TK involved in ICJ and ASC. Programme has been paper testing new model of health and social care, with historic, anonymised cases. Most cases the model has worked, with far less steps for the person concerned, cost less for the system and the person has a better value added experience. Next step is that the work is signed off and goes live as a Care Exchange. Work will then begin with real life cases, by approaching GPs and Your Healthcare, this live testing phase will run up until December.</p>	
5.	<p>Carers update AB attended the CCG meeting. Carers Trust report presented that Kingston is lowest funded borough for carers. Document had been passed to Rachel Bartlett for the Carers Partnership Board but AB informed that this is not a public meeting. AB still waiting to hear if the papers will be put in the public domain. £142k has not been allocated to carers and AB wishes to report on this to the Carers Trust. SH said the response will be that it hasn't been ring fenced. SH said HWK needs to report on the consequences for carers because of the lack of allocation. LW suggested that HWK use anecdotal evidence to highlight the impact on carers. NS unless we have evidence we are not in a position to address it. EL will research what other boroughs provide and find out what the money has been spent on and the consequences for carers.</p>	EL
6.	<p>Feedback on KCAB Care Act Training SH had been contacted by Staywell with feedback about the training, with concerns over knowledge of the trainer about the care act, no mention of Independent Age. SH felt this highlighted duplication of provision, and that community feedback about how they access advice would have helped to avoid this. NS suggested HWK writes to Sue Redmond to ask how the project will be evaluated and how the results of this will shape Phase 2 of the project. AB said that Phase 2 was supposed to have ended by July 2015, to inform 2016 commissioning intentions. Her concern is that 100k of public money has been wasted. TK suggest HWK writes to Nicky Lewis and Chris Jones, copied to Sue Redmond. SH will draft the letter and circulate to EL & TK.</p>	SH
7.	<p>GP Services SH said that a couple of issues have come up, need to get a few E&V visits. JP and SH will schedule dates. EL asked what our response time is to issues that are flagged up. SH explained that we have flexibility to our response. We could add value to those who gave us feedback. The care home visit would help us with our relationship with the Safeguarding Team. NS asked about frequency of visits and SH would like to see one visit a month at least.</p>	JP & SH
8.	<p>Any Other Business AM would like to hear about more from Sonia (or colleague) at Spears, could it be added to agenda. JP to contact Spear. EL has requested that a vice chair be appointed.</p> <p>Next Meetings: 25th Nov, 6th Jan 2016, 30th March 2016</p>	JP