

**Healthwatch Kingston upon Thames**  
**Board meeting, Wednesday 24<sup>th</sup> May 2017 5pm - 7pm**  
**at Kingston Quaker Centre**

Present

Grahame Snelling, HWK Chair	GS	Nigel Spalding, HWK Trustee	NS
Liz Meerabeau, HWK Trustee	LM	Sophie Bird, HWK Community Engagement Officer	SB
Tony Williams, Mental Health Task Group Chair	TW	Ann Macfarlane, Community Care Task Group Chair	AM
Mike Derry, Healthwatch Richmond	MD	Pippa Collins	PC
Sam Foulder-Hughes, Kingston LGBT Forum	SSH		

Item		Action
1.	<p><b>Welcome, Introductions &amp; apologies</b></p> <p>1.1 The Chair welcomed the Group. Apologies from Graham Goldspring (Hospital Services Task Group Chair)</p> <p>1.2 It was reported that Mike Derry, Chief Officer at Healthwatch Richmond is providing interim support to the Healthwatch Kingston Board and Staff Team until a new manager has been appointed.</p>	
2.	<p><b>Declarations of interest</b></p> <p>2.1 No declaration of interests raised.</p>	
3.	<p><b>Minutes of the last meeting held on 29<sup>th</sup> March 2017</b></p> <p>3.1 GS will circulate the slides which provide an update on the Kingston Coordinated Care Program.</p> <p>3.2 NS, GS and SB are to continue producing the Healthwatch Kingston lone working policy.</p>	NS, GS, SB
4.	<p><b>Matters arising not covered on the agenda</b></p> <p>4.1 It was raised there is confusion around progress of the Kingston Coordinated Care program, it is not clear what they are presently delivering. There are concerns because it has been presented as a program to deliver the STP, however it does not seem strong enough to bear the weight of this.</p>	

	<p>4.2 AM reported that the Community Care Task group has links with the Kingston Coordinated Care program however due to RBK staff changes there has been a slowdown in progress. At the next Healthwatch Community Care Task Group meeting a speaker has been arranged to deliver an update on the situation.</p>	
<p>5.</p>	<p><b>Chairs report</b></p> <p>5.1 All public progress of the Kingston STP and Choosing Wisely has been halted due to Purdah (from 18th April 2017)</p> <p>5.2 GS reported that across SW London they are standardising the commissioning and provision of certain treatments. Currently the thresholds to gain treatment are inconsistent across the different SW London Boroughs so this is welcome. The ongoing progress of this should be observed by Healthwatch Kingston.</p> <p>5.3 Kingston CCG is working in partnership with other SW London CCGs and Richmond, however Kingston CCG will maintain their staff structure. Councillor Day, Chair of the Kingston Health Overview Panel has been replaced with Rowena Bass, and Julie Pickering is the new Kingston Mayor for the year.</p> <p>5.4 GS met with Tonia Michaelides, Chief Officer of Kingston CCG and Vicky Piper, Director of Corporate Affairs and Engagement. They stated once Purdah has ended they plan to resume engagement with Healthwatch Kingston around the STP.</p>	
<p>6.</p>	<p><b>Operational Report, Mike Derry</b></p> <p>6.1 Healthwatch Kingston has invoiced SW London CCG for the Grass roots fund for £10,000. This funding will be awarded by HWK to 8 to 12 organisations to run engagement events which will feed into the SW London STP work streams. The funding is to be released shortly. MD has raised some concerns to the SW London CCG over timing of applications and deadlines for events.</p> <p>6.2 There are concerns that the grassroots events have previously been presented by SW London CCG as evidence of public involvement in the STP, however this was not the case as the feedback generated was general and not specific to influencing the STP.</p>	

	<ul style="list-style-type: none"> <li>• SW London CCG have now changed the requirements so the future Grassroots events will be more targeted to gaining input for the STP.</li> <li>• MD explained there will be an application process for all community organisations to access the funding, HWK will assemble a HWK Board panel to assess applications and award the funding. Publicity needs to be produced in time to advertise the opportunity. This should not proceed until the money has been received, June/July 2017.</li> </ul> <p><b>6.3</b> Healthwatch Kingston and Healthwatch Richmond have produced a response for the Kingston Hospital Quality Account. There was some confusion raised over its submission, GS is attending the Kingston Hospital Forum and will follow this up, MD will send an email updating on the situation.</p>	MD/GS
7.	<p><b>Impact of elections on local strategic issues</b></p> <p>7.1 There was a “Choosing Wisely” engagement forum in each of the SW London Boroughs, the last of the events will occur the end of June. The STP continues its progress within the Purdah period however it is not in public. The STP programme board in Public has not met since the end of February.</p> <p>7.2 MD stated It is important for Healthwatch Kingston to not publicise any news which could be politically biased at this time.</p>	
8.	<p><b>Task Group updates</b></p> <p>8.1 TW reported on behalf of the Mental Health Task Group (Appendix A Chair report)</p> <ul style="list-style-type: none"> <li>• TW produced a report on the coproduction progress. TW to share this with the HWK Board once it has been finalised.</li> <li>• GS will escalate the Kingston Personality Disorder Service Enquiry by contacting Sylvie Ford, Mental Health Commissioner and asking her to provide a response to the Mental Health Task Group.</li> <li>• The HWK Board agreed to review the RISE Community Café Memorandum of Understanding, as Healthwatch Kingston is one of the Supporters .</li> </ul> <p>8.2 NS reported on behalf Graham Gold spring for the Hospital Services Task Group (Appendix B Chair report)</p>	TW GS GS

	<p>8.3 AM reported on behalf of the Community Care Task Group;</p> <ul style="list-style-type: none"> <li>• Home care provision is a current priority as RBK are in the process of recommissioning home care services. The Home care report is being finalised by the Task Group.</li> <li>• The Kingston Coordinated Care Program is being closely followed, as is the work of the Advisory Group.</li> <li>• Social prescribing is a priority area as there is increasing emphasis on commissioning these services. There are also current pilots which the Community Care Task Group will be observing for outcomes. 2 speakers are scheduled to attend the next meeting to present progress on the above.</li> <li>• AM and TW raised that there could be duplication across the Task Groups, SB will produce a simplified work plan which shows the 3 Task Group priorities and how they interlink.</li> </ul>	SB
9.	<p><b>Any Other Business</b></p> <p>9.1 NS was thanked for all his hard work and effort in supporting the work of the Hospital Services and Community Care Task Groups.</p> <p>9.1 LM reported progress on the public consultation on the closure of Red Lion Surgery, Surbiton. Due to the findings closure is likely to go ahead.</p>	
10.	<p><b>Finance report, Nigel Spalding</b></p> <p>10.1 NS had circulated a finance report to Board members.</p> <p>10.2 It was raised by MD that within the Task Groups, there could be budgets provided for expenditure on events and associated costs of running projects.</p>	
11.	<p>The date of the next meeting is Wednesday 26th July 2017, 5pm - 7pm at Kingston Quaker Centre.</p>	

Part B, Confidential and continued in private.

## **(Appendix A)**

### **Mental Health Task Group Chairs Report**

The April Mental Health Task Group was deferred in view of HWK situation. There are 5 Mental Health Task Group meetings booked for 2017.

A Meeting has been arranged with Richard Dalton 27th June at Tolworth Hospital regarding Kingston Community Mental Health Service (CMHT) and prospect of Enter & View in 2017

There has been a halt in communications with the Mental Health Commissioner, regarding an enquiry about the Kingston Personality Disorder service.

### **Project priorities**

- MH Strategy
- Tolworth E&V for Community Service
- Kingston iCope Service

### **MH Strategy**

- The co-produced Thrive Kingston Mental Health Strategy was approved on 28th March 2017.
- TW has produced an evaluation report on the coproduction progress.
- There will be a Strategy launch event on 26th July. Tonia Michaelides will present, with Kathy Roberts. There will be a presentation from a community member involved in the coproduction.
- Further Mental Health Strategy Co- Design Events are being planned for September, December, March.

1. Mental Health Wellbeing Hub / Directory of Services / Peer Support

2. Primary Care / Single Point of Access

3. Workplace

4. Mental Health / Early intervention / Transition Earlier Intervention and Prevention - from - Childrens - Adults - Seniors Services

## **(Appendix B)**

### **Hospital Services Task Group Chairs Report**

Since the last Board meeting in February, as we all know, there was the change in management of HWK to the Board and Trustees as from 1st April. Meetings for the HSTG took place as scheduled over this period i.e. 15 February, 15 March and 17 May. There was no meeting in May. Prior to the changeover, a new schedule of meetings for 2017-18 was drawn up and HSTG meetings are now scheduled once every two months.

The main thrust of the group's work has been the Outreach Project on Communications in the outpatient's departments at Kingston Hospital between November 2016 and January 2017. The findings and recommendations were approved at the last meeting on 17 May and the final report has now been submitted to the Patient Experience Manager at Kingston Hospital.

The task Group had an opportunity to read and comment on the draft Quality Report 2016-17 and Nigel led a discussion at the last meeting. Comments and suggestions were noted and it was agreed to incorporate these in the Healthwatch Richmond feedback commentary, sending the report as a joint response from Kingston and Richmond.

The next project on Discharge is our next priority on the HWK Action Plan for this year. The group has invited the Emergency Care Manager and one other speaker to our next meeting to talk to us about discharge procedures and monitoring. From this and also from various documents referenced in the Quality report will help to inform Task Group members as to the most appropriate method of work. One of the challenges is to reach out to patients who have been discharged to their home residence and who do not have follow-up appointments in outpatients.

My thanks go to all the active affiliates who took part in the outreach project and to Nigel for the analysis he has done on the Quality Report.

Graham Goldspring

Chair, Hospital Services Task Group

23 May 2017