

**Healthwatch Kingston
Board Meeting**

24/06/15

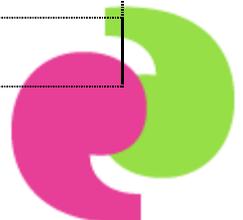
4:30pm-5.30pm at the Kingston Quakers Centre

Notes - Part A

Present:

Grahame Snelling (Chair)	GS	Jenny Pitt (HWK Research & Information Officer)	JP
Kim Thomas (Trustee)	KT	Sophie Bird (HWK Community Engagement Officer)	SB
Nigel Spalding (Trustee)	NS	Stephen Hardisty (HWK Manager)	SH
Eleanor Levy (HWK Affiliate)	EL		

ITEM	Action
<p>1. Welcome and Apologies The Chair welcomed those present and asked that the following apologies were noted: Helen Gravestock (Trustee), James Davitt (Trustee), Joel Harrison (Trustee) and Graham Goldspring (HWK Affiliate).</p>	
<p>2. Notes of the last meeting and actions The notes of the last meeting were agreed as an accurate record of proceedings.</p> <p>The following actions were noted:</p> <p><u>Pharmacy session</u> SH will convene a meeting with community pharmacists in the autumn.</p> <p><u>Care Act Engagement Work</u> SH to arrange a meeting with Hannah Doody to agree next steps.</p>	<p>SH</p> <p>SH</p>
<p>3. Chairs Report</p> <p><u>CCG Governing Body</u> GS and SH attended the last CCG Governing Body Meeting held on 5 May 2015. The meeting discussed the CCG's initiative to review the current range of engagement activities in Kingston and the associated stakeholder event to take place later in the month.</p> <p><u>Health Overview & Scrutiny Panel</u> GS attended the last meeting. It was noted that a member of the public asked about Healthwatch Kingston's constitution. GS agreed to draft a written response for HWK Board endorsement prior to being submitted to the next meeting of the HOP.</p> <p>GS reported that the HOP requested information about HWK's Enter & View programme which he agreed would be shared with members.</p>	<p>GS</p>
<p>4. Manager's Report</p>	



New Community Engagement Initiatives

SH referred to a previous communication with the Board detailing a number of initiatives to improve engagement processes and extend the reach of HWK with the local community. These proposed new developments will specifically target the following objectives:

- Promoting the role of HWK, its activities and achievements
- Increasing awareness and participation
- Recruiting volunteers
- Increasing membership
- Networking
- Developing stakeholder relationships
- Evaluating effectiveness
- Tackling stigma and discrimination

The proposals include:

The Working Lunch - to invite people to HWK where they will be offered lunch alongside a presentation on HWK, why it exists, its priorities and how it will have a positive impact on improving health and social care services in Kingston. The presentation would then be followed by an audience led discussion about how they would like to be involved and what they need to remain motivated and interested.

Spotlight (bi-monthly series of articles) - to highlight one or more of the following on a specific service area that HWK recognises as being of high quality.

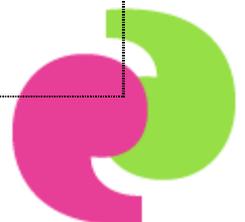
The Garden Party - to invite trustees, volunteers, service users and other stakeholders to celebrate a year in the life of HWK. The event could be used to publicise our annual report in an informal environment and to highlight our work over the coming months.

Loud & Clear - bi-monthly website series of articles written by our volunteers describing why they joined HWK, the work they do and what they get out of it.

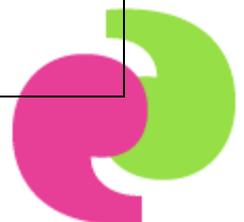
ArtsWatch - monthly website feature highlighting media that sends out positive images about people with disability and combats stigma and discrimination. This could involve film, theatre, art exhibitions and music festivals.

Joint Strategic Engagement Workshop

SH reported that following the workshop he and GS attended on 21 May 2015 a steering group has been set up to take forward the recommendations. SH will be attending a meeting in July. In the meantime a paper will be presented to the HWB Board meeting on 24th June. Consequently SH has been considering how HWK can add value to the group's overall aim of improving individual and community engagement. As the statutory body responsible for championing the consumer voice SH suggested that HWK should take a lead role in developing a model that will deliver an improved, inclusive and effective engagement programme. SH believes that the steering group will provide an opportunity to influence how this is done.



	<p><u>Voluntary Sector Board</u></p> <p>Following an invite from Councillor Julie Pickering SH attended the meeting held on 16th June 2015. SH provided a presentation on HWK's strategy and work plans.</p> <p><u>Partnership with Refugee Action Kingston</u></p> <p>SH asked the Board to note the partnership agreement that has been developed with Refugee Action Kingston. It was noted that this was an opportunity to work much more closely with refugees and asylum seekers.</p>	
5.	<p>Task Group Updates</p> <p><u>Mental Health</u></p> <ul style="list-style-type: none"> • SB reported that the group's Enter & View visit to Tolworth Hospital is due to take place in September and a meeting has been arranged to meet with the service director to discuss arrangements. <p><u>Hospital Services</u></p> <ul style="list-style-type: none"> • JP reported that the group is investigating hospital discharges and delayed transfers of care. A number of reports have been requested from Kingston Hospital to inform this work. <p><u>Community Care</u></p> <ul style="list-style-type: none"> • JP said that a meeting has been set up to meet with the manager of the London Care Partnership Home in Surbiton for young men with Learning Disabilities/complex needs. They will liaise with the MH and LD Task Group in this work. • EL highlighted the need to review the planned HWK survey of RBK commissioned care agencies in response to their in-house survey which has a number of flaws that need addressing. EL agreed to write a letter to Sue Redmond in response. • EL reported that the group has reviewed its priorities and will be widening its cope to develop a comprehensive schedule of Enter & View visits to GP Practices and Care Homes over the next two to three years. <p><u>Learning Disability</u></p> <ul style="list-style-type: none"> • SB reported that the Enter & View training will take place at the July meeting of the Task Group, the presentation and accompanying material will be formatted according to the needs of members. 	
6.	<p>Draft Annual Report 2014-15</p> <p>SH reported that a final draft has been produced which has been circulated to trustees for comment. GS agreed to write the Chair's forward within the next couple of days. NS requested a few amendments. It was agreed that the report would be launched at the Garden Party in August.</p>	
7.	<p>Any other business</p> <p>There was none.</p>	



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