

Agenda

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Board Meeting

Date: Wednesday 30 November 2016

Time: 5pm - 7pm

Location: Large Committee Room, Kingston Quaker Centre, Fairfield East, Kingston upon Thames, KT1 2PT

PART A

1. **Welcome, introductions and apologies**
2. **Declarations of Interest**
3. **Minutes of the meeting held on 28 September 2016**
To approve the minutes of the last meeting
4. **Matters Arising**
Not covered on the agenda
5. **Primary Care Strategy**
To receive an update from Kathryn MacDermott (Director of Planning & Primary Care, Kingston Clinical Commissioning Group)
6. **Chair's Report**
7. **Manager's Report**
8. **Task Group Updates**
9. **Any Other Business**

PART B

Due to the confidential nature of the business to be conducted only Trustees are to attend this part of the meeting

DATES OF FUTURE MEETINGS

Wednesday 25 January 2017 5pm-7pm

**Healthwatch Kingston upon Thames
Board Meeting
Wednesday 28th September 2016 5-7pm
At Kingston Quaker Centre**

Present:

| | | | |
|-------------------------------|----|-----------------------------|----|
| Grahame Snelling, HWK Chair | GS | Nigel Spalding, HWK Trustee | NS |
| Liz Meerabeau, HWK Trustee | LM | Kim Thomas, HWK Trustee | KT |
| Glen Davies, Affiliate | GD | Tony Williams, Affiliate | TW |
| James Berry MP | JB | Tonia Michaelides (CCG) | TM |
| Stephen Hardisty, HWK Manager | SH | | |

| ITEM | Action |
|--|--------|
| <p>1. Welcome, introductions and apologies Apologies from Patricia Turner (KVA)</p> | |
| <p>2. Declarations of Interest No declarations of interest</p> | |
| <p>3. Minutes of the meeting held on 27 July 2016. The minutes of the meeting held on 27 July 2016 were agreed as an accurate record of proceedings.</p> | |
| <p>4. Matters Arising There were no matters arising not covered on the agenda.</p> | |
| <p>5. Sustainability and Transformation Plan (STP) TM provided a presentation about the STP process. She highlighted an initial plan was submitted at the end of June with a final draft due in October. She also stressed that there will be no significant changes to services without formal consultation.</p> <p>It was noted that the Kingston Coordinated Care Programme is at the heart of the planning process as it aims to deliver integrated provision across the health and social care system. This is particularly important to improve hospital discharge arrangements.</p> <p>TM was thanked for her presentation which was proceeded by a number of questions from those present. Some of the key issues discussed included:</p> | |

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|-----|---|--|
| | <ul style="list-style-type: none"> workforce issues at Kingston hospital, particularly the use of agency staff, difficulties recruiting middle grade doctors, cost of living issues the impact of public health and prevention services to reduce demand on acute services the role of coproduction to help shape new models of care such as primary care centres (one stop clinics) the need to ensure better person centred care and putting patients at the heart of their treatment and care acute hospitals will feature significantly in the STP particularly the number of sites in South West London | |
| 6. | Chairs Report The report was noted. | |
| 7. | Managers Report The report was noted. | |
| 8. | Task Group Reports 9.1 Hospital Services Task Group NS reported that the task group has agreed a number of days to visit Kingston Hospital's outpatient departments to ask patients about their experiences. 9.2 Mental Health Task Group TW reported that task group members have been significantly involved in the coproduction of a new mental health strategy. The most recent developments include developing a set of principles that will influence the development of the strategy. 9.3 Community Care Task Group NS reported that the last meeting was very productive and the group is progressing on implementing its home care project. The next step is to send out survey packs to home care agencies. | |
| 9. | Any Other Business There was no any other business. | |
| 10. | Date of the Next Meeting 30 th November 2016 5-7pm | |

Signed by the Chair of the Board of Trustees

Dated 30 November 2016

30 November 2016

Agenda Item 6: Chair's Report

Report by the Chair of the Board of Trustees

Purpose

To update the Board on the Chair's involvement with local strategic partnerships, governing bodies, scrutiny processes and other matters of interest.

Recommendations

The Board is requested to note and discuss the report.

1. Introduction

As this report is written we are awaiting the outcome of our bid to win the contract to deliver HW services for April 2017. We understand that we will know the outcome on December 5th, but in the meantime it's business as usual and this report highlights how and where we continue to prioritise our work. We remain grateful for the active support of many of our affiliates and board members without whom we could not offer the range of activities that we do.

2. Sustainability and Transformation Plans (STPs)

Nationally and locally these plans have now become a talking point. In fact the situation in South West London reached the front page of a national newspaper where an article identified in simple terms the probable need for one hospital in our 'footprint' to close. We were pleased that Tonia Michaelides from the CCG was able to share some details of the local plan at our last board meeting and so we know that it is not as simple as choosing a hospital to close, but that there are wider considerations and some real ambitions to improve health outcomes through innovation and enhanced preventive services delivered locally.

For HWK this is a real test of our role to be a critical friend of the CCG and local providers, and a local consumer champion, whilst we digest the evidence for the plans, facilitate community conversations and consultations, and arrive at a reasoned position. No doubt our partner HWs in SW London are doing exactly the same thing and so putting forward the

views of local people in a way that recognises their concerns but tries to take the whole plan into careful consideration will remain a challenge for us. We will continue to make available on our website, and through other means of communication, the latest consultation and planning documents to make sure that Kingston people are as well informed as possible.

3. Young people's mental health services

I was delighted earlier this month to be asked to attend the publication of the report compiled by Kingston/Richmond Healthwatches that was designed to capture the view of children and young people about the services they received and what they would like to see in the future. Young people from both boroughs who had contributed to the development of the report presented a video of the key messages, and were on hand to help facilitate small workshop groups of adult stakeholders who were invited to reflect on the findings and offer some ideas about making these into an action plan. The key thing now is to influence commissioners as they roll out local CAMHS transformation plans. The group that I was in focussed very much on how to provide better support in schools and agreed the need for more training for all staff in schools, a consideration of how well schools respond to pupils as part of local safeguarding audits and the opportunities that peer support offered. We look forward to hearing about how this project develops, especially since over 1000 young people took part in the survey.

4. Home Care Survey 2016/17

We have recently launched our major survey into how service users experience the home care services they receive. With a growing emphasis on supporting people in their own homes as opposed to being hospitalised or living in residential or nursing care, ensuring the quality of home care is something residents have told us is a priority for them and we agree. Gathering as much intelligence as we can about what is working well and what is not, and individual perceptions of quality, will enable us to present a clear set of findings to commissioners as they review contracts. As the survey continues we will publish details of our progress on the website.

5. Attendance at the CCG Governing Body, Health and Wellbeing Board and the Health Overview and Scrutiny Panel

HW continues to be represented at these three important groups, the first two of which in particular have the power to make significant decisions that can affect the health and wellbeing of local people. The agendas and the minutes of each of these groups are available on their respective websites and so are not repeated here. However it is useful to include a brief summary of some of the key areas that have been or are under consideration. These include:

- Primary Care - the implementation of the new local strategy, how the new commissioning arrangements are working out and the impact of changes to GP practices in Chessington in particular

- SWL St Georges MH Trust CQC inspection findings and the improvement plan
- Camden and Islington MH Trust - this trust delivers a number of community based service, and in the light of some concerns about performance HW has requested a scrutiny report be presented to the HOP in the new year
- Winter planning by the CCG and local partners
- The future of Kingston Clinical Assessment Service and what that means for local people referred to specialists
- Kingston Coordinated Care and how well it is performing
- The STP programme
- Dementia Strategy update
- CAMHS transformation plan
- Devolution - how local authorities and CCGs can benefit from emerging proposals to devolve more NHS responsibilities locally

HW affiliates are invited to contact the office to find out more about any of these items and we can provide, through attendance at the groups, appropriate feedback. These meetings are all held in and public and it is possible for members of the public to ask questions and make a contribution, so we would encourage all to do so. HW will aim to alert people in our network to these opportunities so you can have your say directly.