

Project Management Board Meeting

11th March 2014, 2.30pm

Held at The Space, Market Street

Attended by;

Mary Durman (MD) - Wokingham and Bracknell District Mencap

Maureen Chapman (MC) - SEAP

Chris Taylor (CT) - HWBF Coordinator

Mark Sanders (MS) - The Ark Trust

Madeline Diver (MSD) - Co-opted Representative for Urgent Care

Karen Maskell (KM) - (part) Bracknell and Ascot Clinical Commissioning Group

Alison Summersbey (AS) - Rethink Mental Illness

Alison Dowd (AD) - Just Advocacy

Clare Turner (CTu) - Kids

Jo Thomas (JT) - Berkshire Autistic Society

| | | Action |
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| 1. | <p>Apologies</p> <p>Apologies received from;</p> <p>Alex Pierce (AP) - EbE²</p> <p>Andrea McCombie (AM) - The Ark Trust</p> <p>Jeremy Harding (JH) - Triple A</p> <p>Mark Hooper (MH) - Deaf Positives</p> | - |
| 2. | <p>Previous Minutes</p> <p>Madeline Diver (MSD) - Initials on minutes to be changed to avoid confusion.</p> <p>New board members - Awaiting response from Thames Valley Positives.</p> | <p>CT</p> <p>MS</p> |
| 3. | <p>Introductions</p> <p>The group introduced themselves to each other and welcomed the new additions.</p> | - |



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| 4. | <p>Presentation</p> <p>JT advised that the old Berkshire Autistic Society logo was being used in the master presentation. This is to be updated. MSD advised that the pink voice image was showing up as grey. Post Meeting Note: This was observed by CT who thinks it relates to older versions of PowerPoint. - A version saved down to 97-2003 is attached to these minutes for testing.</p> <p>It was agreed that everyone was welcome to alter the presentation to suit the audience they were presenting to and that the master presentation was to be used as a base. MS has a cut down version which he will distribute.</p> | <p>CT</p> <p>MS</p> |
| 5. | <p>Previous/Current Months Activities</p> <p>Some of the previous months activities and the meetings attended were highlighted. See appendix 1 attached.</p> <p>Health Overview and Scrutiny Committee understanding of working relationship being worked up, it is currently agreed that we will have a seat at the table with the ability to speak and ask questions.</p> <p>The relationship between SEAP, Healthwatch and PALS was discussed in preparation of the next HO&S meeting.</p> <p>PALS - Provide help and advice. Offering confidential advice, support and information on health related matters to patients.</p> <p>SEAP - Provide advocacy to NHS patients who need help when making complaints about the service they have received.</p> <p>HW - Signpost users to provider's complaint process and advocacy services if they are required. Listen to feedback from service users and advise providers and commissioners of that feedback to help shape services.</p> <p>All Board members were asked to make a point of informing the groups and other boards they sit on that they also represent Healthwatch Bracknell Forest to assist visibility.</p> | <p>All</p> |



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| 6. | <p>Healthwatch Voices</p> <p>Healthwatch Voices intends to be a network for community and voluntary sector organisations to share their experiences and issues with health and social care services in Bracknell Forest.</p> <p>A meeting to launch ‘Voices’ has been arranged for 26 March 2014, so far there was not many responses received from local organisations. All were asked to promote this meeting further through any available channels they had to encourage awareness and involvement.</p> | All |
| 7. | <p>Patient Assembly (BAPA)</p> <p>Healthwatch Bracknell Forest had secured funding to provide a patient assembly for the Bracknell and Ascot Clinical Commissioning Groups General Practice Patient Participation Groups. Practice Managers had been briefed and an expert, Graham Box had been employed to facilitate these meetings.</p> <p>The first is scheduled for the 25 March 2014.</p> | |
| 8. | <p>Urgent Care Programme Group</p> <p>Report attached - See Appendix 2.</p> | |
| 9. | <p>Berkshire Healthcare Patient Engagement Strategy</p> <p>The Berkshire Healthcare NHS Foundation Trust asked for input to their patient engagement strategy. This is an early version an opportunity to comment will be made more widely available at a later stage for consultation.</p> <p>Initial comments from the Board were positive and that the document was being prepared by the most suitable author. It was felt that this would need to be referenced to in the other strategies mentioned in the document and the means by which the engagement would be carried out be clearer. Any further comments to be sent to CT by the 18 March 2014.</p> | All |
| 10. | <p>Wexham Park Hospital A+E Visit</p> <p>A visit had been arranged to view Wexham Parks Hospital A+E department on a typical Saturday Night for the 05 April 2014. An aim for this visit was to talk to the patients to establish how many people may be using the service inappropriately and to investigate with them why if this is found to be the case.</p> <p>Literature, signage and accessibility improvements were also being discussed.</p> | |



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| | <p>The Firmly Park Trust acquisition of Wexham and Heatherwood over was looking like it would happen around November 2014. HWBF will continue to work with patient representatives from both trusts during this time to ensure information for local people and patients is forthcoming.</p> <p>JT discussed a general concern based on her experience of neonatal care; in her experience some staff were good, some were not. This led to the question, is the difference staff v agency, is it long shifts, how do these issues get addressed? It was acknowledged there was no simple answer.</p> | |
| <p>11.</p> | <p>Any Other Business</p> <p>Page numbers to be added to future minutes.</p> <p>BAS logo updated on website.</p> <p>CQC listening event, 21 March 2014 being held for Royal Berkshire Hospital ahead of the next inspection there.</p> <p>Positives on CQC reports were discussed with particular reference to the last one carried out for Wexham Park Hospital. In amongst the bad points raised there was a lot of good and it was agreed that this should not be forgotten.</p> <p>KM asked that NHS Citizens be promoted by HWBF, this was agreed. More can be found out about this at http://www.nhscitizen.org.uk/ And http://www.nhscitizen.public.i.tv NHS Citizen was being promoted on HWBF Website under the tab 'Get Involved'.</p> <p>KM asked that HWBF take a look at the CCG development framework this is currently in consultation with CCG. See http://www.england.nhs.uk/2014/03/06/bulletin-for-ccgs-issue-54-06-march-2014/#FrameworkExcellence there should also be an opportunity in the further to comment on a more wide spread consultation version.</p> <p>Triple A will be holding its Annual Meeting at Carnation Hall, Chavey Down Road on Friday 11th April at 19:30. All from Healthwatch welcome to attend.</p> <p>Future Meetings are every second Tuesday of each month, 2.30pm to 4.30pm at The Space, Market Street, except for..</p> <p>08 April 2014 - Open Learning Centre, Bracknell, RG12 7GR</p> <p>13 May 2014</p> <p>10 June 2014</p> <p>08 July 2014</p> <p>12 August 2014</p> | <p>CT</p> <p>-</p> |



Appendix 1

Meetings Attended February-March 2014

- 12 Feb 2014 - CCG Governing Body - Meeting in Public
- 12 Feb 2014 - NHS Berks East Quality Committee
- 13 Feb 2014 - Healthwatch England Pre-Committee Meeting Briefing
- 13 Feb 2014 - Healthwatch England Committee Meeting
- 13 Feb 2014 - Health and Wellbeing Board
- 14 Feb 2014 - Healthwatch/BACCG Meeting
- 19 Feb 2014 - Urgent Care Meeting
- 19 Feb 2014 - Supported Self Care Meeting
- 20 Feb 2014 - Healthwatch/Heatherwood and Wexham Park PPI Meeting
- 20 Feb 2014 - Community Partnership Forum
- 21 Feb 2014 - BAPA - Progress/Update Meeting
- 21 Feb 2014 - Meeting with Rethink
- 25 Feb 2014 - Urgent Care Centre Brants Bridge Walk Through
- 25 Feb 2014 - Martin's Heron & The Warren Community Association
- 26 Feb 2014 - BAPA Practice Managers
- 27 Feb 2014 - Healthwatch/Health Overview and Scrutiny
- 28 Feb 2014 - Healthwatch Meeting Konnections
- 03 Mar 2014 - Better Care Fund Board
- 04 Mar 2014 - Thames Valley Healthwatch Meeting
- 04 Mar 2014 - Thames Valley Healthwatch / NHS England Meeting
- 05 Mar 2014 - Carers Week Planning Meeting
- 05 Mar 2014 - Berkshire Healthcare / Berks Local Healthwatch
- 05 Mar 2014 - Healthwatch/Health Overview and Scrutiny
- 05 Mar 2014 - Youth Board Meeting Present Healthwatch



Appendix 1

Memorandum of Understanding (MoU)

1. Awaiting response from Just Advocacy Re: Complaints sharing
2. Awaiting return from Triple A

All other MoU's agreed and signed by both parties.

Contact Details

Updated and attached - Continue to add and alter any information as necessary and let me know.

Web of Partner Organisations

To be discussed further at the meeting.

Project Management Board Email

Any comments?

Previous Minutes

Attached for comment and approval.

Urgent Care Programme Group

Report attached.

Monthly Comments Received

To be included in next period, been working on CRM system and how these will be presented in an anonymised way.



Appendix 1

Website

Pictures and Info

Updated - for all received.

Outstanding:

- Berkshire Autistic Society
- EbE
- Kids
- Rethink
- Triple A

How we are setup

Updated the following section see - How we are setup

<http://www.healthwatchbracknellforest.co.uk/content/about>

Please check your individual organisation, is everyone happy with the logos, what's been said and the links?

Events Section

Events section created, all meetings added from Feb to March, matching the Project Management Meeting reporting period. Will go back to January.

News

News section was made more prominent.

Accessibility

BrowseAloud Accessibility software has been installed, this includes speech and reading support tools for online content including multiple languages.

Deaf section to be included.

Reports / Inspections

Add CQC inspections section.



Appendix 2

NHS: Berkshire East Clinical Commissioning Groups Bracknell and Ascot Clinical Commissioning Group

**Meeting attended: East Berkshire Health and Social Care
Urgent Care Programme Group**

**Name of representative: Madeline Diver
Date: Thursday 13 Feb 2014**

Main points discussed: WAM 111 Survey Monkey for 111 Services was live.
LA's focus was on community flood support

1. Wexham Park A&E Recovery Plan + Urgent Care Access
 - a. Improvements were enabling more patients to be seen and treated
 - b. There were fewer lengthy ambulance waits despite increased arrivals
2. Discharge + flow through Wexham Hospital
 - a. Discharge team actively working on safe discharge to reduce readmission
 - b. Bucks still had insufficient Rehab beds
 - c. BF 0 delayed patients
3. Winter pressures sustainability
 - a. Unplanned admissions & supported discharge measures working
 - b. numbers from BF very small
 - c. Increased GP appointments & home visiting were under used
 - d. 111 were direct booking GP appointments
 - e. Sharing of clinical records due to start (prior to delay announcement)
4. BACCG now has Frimley winter pressures funding
 - a. Investment in services at Bridgewell and in Community re-ablement
 - b. Could be used for BF inreach services
5. 5 year Urgent Care Plan was presented to develop the three strands
 - a. Strands: Urgent Care Access / Flow through hospital / Improved Discharge
 - b. Discharge would incorporate Winter Pressures innovations
 - c. It was agreed that concentration was on 111 as a channel for:
 - i. pathways
 - ii. using walk in & urgent care centres
 - iii. education schemes
6. SCAS presented their Electronic record forms as the Thames Valley Project
Recent news items mean this is a "watch this space" action or not!

Madeline Diver

