

Project Management Board Meeting

13th May 2014, 2.30pm

Held at The Space, Market Street

Attended by;

Mary Durman (MD) - Wokingham and Bracknell District Mencap

Chris Taylor (CT) - HWBF Coordinator

Alison Dowd (AD) - Just Advocacy

Jeremy Harding (JH) - Triple A

Sarah Macadam (SM) - Thames Valley Positive Support

Mark Hooper (MH) - Deaf Positives

Sally Grant - SEAP

Louisa Jones (LJ) - EbE²

		Action
1.	<p>Apologies</p> <p>Apologies received from;</p> <ul style="list-style-type: none"> Andrea McCombie (AM) - The Ark Trust Mark Sanders (MS) - The Ark Trust Karen Maskell (KM) - Bracknell and Ascot Clinical Commissioning Group Alison Summersbey (AS) - Rethink Mental Illness Jenny Plumb (JP) - Kids Rosie Franklin (RF) - Berkshire Autistic Society Sue O'Sullivan (SS) 	-
2.	<p>Previous Minutes</p> <p>April's meeting was in public, the minutes from the meeting in March were reviewed and agreed.</p>	
3.	<p>Introductions</p> <p>The group introduced themselves to each other and welcomed Thames Valley Positive Support.</p>	-



<p>Last GP surgery in Bracknell Forest will change from using a 0844 number in June 2014.</p> <p>Researching new houses proposed in and around Bracknell and lack of amenities such as GP's.</p> <p>Quality Accounts being completed.</p> <p>Visit to Frimley Park arranged for this week.</p> <p>Ongoing work with Patient Assembly.</p> <p>GP's service side meeting to be arranged.</p> <p>PLACE Assessments being carried out.</p> <p>Volunteering information packs to be completed and advertised to assist with community events and enter and view.</p> <p>JH raised whistle blowing as a concern and that work should be done to support this. CT advised that work was being done with Heatherwood and Wexham Park Trust, a section on the HWBF website was dedicated to this, and the Trust have said they will actively promote this to their staff.</p> <p>How to make complaints was discussed. It was proposed that this be worked on by us to show people clearly how to make complaints. Such as where does PALS fit into this process, is it the same for each Trust, etc.</p> <p>SG advised that PALS deal with low level complaints and NHS complaints deal with high level.</p> <p>MD - Asked what sort of promotion had occurred in Wokingham about the Urgent Care Centre at Brants Bridge as she had encountered none and others had been asking.</p> <p>The type of food in vending machines, and stock levels over holiday periods, was noted as a possible concern in hospitals. Over these periods the issue can be more prominent as café may also be closed. Lack of drinking water was also discussed.</p> <p>An issue over the cost of car parking charges was discussed. This was raised as a concern by a member of the public who was visiting for a long period to Frimley Park. A weekly ticket was available which significantly reduced the cost, but the question was raised how do people find out about this?</p>	
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	<p>Everyone was asked to review a draft memorandum of understanding between HWBF and Bracknell Forest Voluntary Action as comments to be sent to Chris. (Appendix 1).</p> <p>NHS England are launching the Friends and Family Test for all, all members were asked to look at the relevant easy read versions and provide any comments to Chris for collation. The final date for consultation is the 18 June 2014.</p> <p>http://www.england.nhs.uk/ourwork/pe/fft/</p>	<p>ALL</p> <p>ALL</p>
6.	<p>Any other business</p> <p>Future Meetings are every second Tuesday of each month, 2.30pm to 4.30pm at The Space, Market Street.</p> <p>10 June 2014 08 July 2014 12 August 2014 09 September 2014</p>	



Appendix 1

Memorandum of Understanding between Healthwatch Bracknell Forest and Bracknell Forest Voluntary Action

Purpose of the document

This memorandum of understanding document (“Protocol”) sets out the respective commitments between Healthwatch Bracknell Forest (“HWBF”) and Bracknell Forest Voluntary Action (“BFVA”).

The aim of this Protocol is to support both organisations to operate effectively, be clear about their respective functions, inter-relationships and roles and responsibilities and set out how aims, objectives, principles and values can be aligned to deliver a shared and joint ambition for a stronger voluntary sector with improved opportunities for engagement to improve health outcomes and reducing health inequalities for Bracknell Forest residents.

Agreement of this Protocol is not intended to be a binding contract; it is a statement of intention of how the two organisations will commit to partnership working.

HWBF

Independent consumer champion for patients, carers and all people using or intending to use health and social care services in Bracknell Forest.

BFVA

Provides support, resources and development opportunities for the community and voluntary sector in Bracknell Forest.

It is hereby agreed by and between HWBF and BFVA as follows:

- BFVA will distribute communications from HWBF to its membership through the use of BFVA’s e-bulletins
- HWBF and BFVA will work together to ensure that the work of the previous health and well-being voluntary sector forum by incorporating into “Healthwatch Voices”
- HWBF and BFVA will work together to ensure that where possible health and social care information and consultations are distributed to the community in an accessible, consistent and timely manner
- HWBF and BFVA will work together to ensure that individuals and community groups are supported to engage
- HWBF will signpost new and emerging community and voluntary groups to BFVA



- BFVA will signpost health and social care concerns, complaints and compliments to HWBF
- BFVA will where permitted, provide details of health and social care groups to HWBF for the purposes of engaging them in “Healthwatch Voices”
- HWBF will refer to its working relationship with BFVA as appropriate and ensure that BFVA has a presence on the HWBF website
- BFVA will refer to its working relationship with HWBF as appropriate and ensure that HWBF has a presence on the BFVA website

HWBF and BFVA will review the terms and implementation of this Protocol as necessary but no later than the 12 month anniversary of the agreement of this Protocol.

We, the undersigned have read and agree with this MOU and have the authority within our own organisation’s to sign it:

Signature:

Signature:

Name (print):

Name (print):

Position:

Position:

Date:

Date:

