

Project Management Board Meeting

14th January 2014, 2.30pm

Held at The Space, Market Street

Attended by;

Mary Durman (MD) - Wokingham and Bracknell District Mencap

Sally Grant (SG) - SEAP

Chris Taylor (CT) - HWBF Coordinator

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

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

Jeremy Harding (JH) - Triple A

Mark Hooper (MH) - Deaf Positives

Emma Taylor (ET) - Deaf Positives

		Action
1.	<p>Apologies</p> <p>Apologies received from;</p> <p>Rosie Franklin (RF) - Berkshire Autistic Society</p> <p>Clare Turner (CTu) - Kids</p> <p>Alison Dowd (AD) - Just Advocacy</p> <p>Andrea McCombie-Parker (AMcP) The Ark Trust</p> <p>Mark Sanders - (MS) The Ark Trust</p> <p>Alex Pierce (AP) - EbE²</p>	-
2.	<p>Previous Minutes</p> <p>The previous minutes were agreed with a minor adjustment relating to Healthwatch WAM 111 survey and MSD title as shown on these minutes.</p>	-
3.	<p>Presentation</p> <p>As discussed at the previous meeting CT presented to the group a draft presentation for use by all Partners when promoting awareness of Healthwatch Bracknell Forest. The intention is to provide a consistent approach regardless of who is delivering this information.</p>	



	<p>The group reviewed the presentation together and the following changes are to be made:</p> <p>Have your say logo to be made smaller.</p> <p>Slow the speed down.</p> <p>Members Logos Triple A's was required. Mencap is the national logo. Deaf Positives incorrect logo.</p> <p>Rearrange logos to fit better.</p> <p>Your views to have own slide.</p> <p>Include slide with what we do with the views.</p> <p>MH suggested an In-vision version be created. To be reviewed further. Healthwatch England deaf video to be included on website and words used in this video to assist in creating a page for deaf resources.</p> <p>Once presentation is completed MH to provide quotation for creating a version for the deaf.</p> <p>Separate the vision section on rights to 2 per slide.</p> <p>Rights message includes 'We' and 'I'. CT to investigate changing the 'We' to 'I' to make the message consistent.</p> <p>Split and add more detail on Volunteers.</p> <p>Split and add more detail on ways to help.</p> <p>Additionally, a number of grammatical, positional and structural changes were made to the presentation during the review.</p>	<p>JH MD MH</p> <p>MH note</p> <p>CT</p>
	<p>Moving Forward</p> <p>CT advised the Board needed to consider how the functions for Healthwatch Bracknell Forest could be reviewed to be able to expand successfully as we continue to grow and how the Board would aid in this process.</p>	<p>-</p>



	<p>This discussion included but was not limited to;</p> <ul style="list-style-type: none"> • Attendance at various meetings and dividing of this role. • Promotion of Healthwatch by all members. • Collection of public views by all members. • Review of the Project Management meetings - MSD suggested Chair and minute taker of meetings to be separated. • Part-time volunteers to aid in digital media, admin etc. - SG offered assistance. • Signposting - JH offered to assist with Elderly persons. <p>To assist the Board moving forward it was requested that CT outline for the next meeting all the tasks that were required so that they could be reviewed collectively.</p>	<p>CT</p>
	<p>Any other business</p> <p>Health and Wellbeing strategy questionnaire to be shared again.</p> <p>Healthwatch Bracknell Forest contact information to be updated and circulated to all Board members.</p> <p>KM advised the group that she would share the CCG Public Governing Body Meetings Summary Report with HWBF for information.</p> <p>MSD provided Healthwatch WAM's interim report regarding the use of 111 (attached). To be decided if this or something similar is to be included in our future work plan.</p> <p>Future Meetings are every second Tuesday of each month, 2.30pm to 4.30pm at The Space, Market Street.</p> <p>11 February 2014 11 March 2014 08 April 2014 13 May 2014 10 June 2014 08 July 2014</p>	<p>CT</p> <p>CT</p> <p>KM</p>



healthwatch

Windsor, Ascot and
Maidenhead

Healthwatch WAM survey of 111 use

9 January 2013

The survey was launched on 3 January. As yet there are insufficient responses to come to any conclusions. This report is therefore limited to listing the items of information that should be obtainable, so that Urgent Care Programme Group members can identify items of particular interest that can be extracted from the survey. Future reports can then concentrate on what you would like to see.

By comparing the reported outcome of the call with 111 data, we should have an idea if it is representative.

Data can be sorted by the answer to any one question, but ones that might be relevant are:

- Sex
- Age group (0-17/18-65/over 65)
- Day of call (Mon to Fri/Sat/Sun/Bank Hol)
- Time of call (Before 8 a.m./8-6pm/After 6 pm)
- Whether call was direct to 111 or transferred
- Whether the caller spoke English

Other questions are:

- Why the caller chose to call 111
- Perception of time to answer call
- What advice was given
- Whether advice was followed (if not, what did they do?)
- If an appointment was advised, were they able to get one within the recommended time?
- Were they satisfied?
- Would they recommend the service?

We are also collecting general comments

Respondents are asked to provide a post code, so that we can ensure that they are from our area.

Roger Battye
Secretary, Healthwatch WAM



Healthwatch WAM: Charitable Incorporated Organisation (Registered Charity 1151427)

