

**Healthwatch Northamptonshire (HWN) Board Meeting  
Draft minutes  
Thursday 25 January 2018  
10.00 a.m. - 1.00 p.m  
Sunley Conference Centre, The University of Northampton  
Northampton**

**Present:** Teresa Dobson (Chair), Sandra Bell (Vice Chair), Susan Hills, Jo Moore, Helen Statham, Morcea Walker, Dora Shergold, John Rawlings, Jill Spilby, Simon Barter, Rob Mason, Rashmi Shah,

**In attendance:** Kate Holt, Jo Spenceley, Mary Clarke, Julie Curtis ( Minutes)  
  
Dawn Cummins, Chief Executive Voluntary Impact Northamptonshire.  
Lee Brentnall, Ambulance Operations Manager, EMAS.  
Anna Earnshaw, Managing Director, Northamptonshire Adult Social Services.  
Tim O’Donovan, Senior Programme and Transformation Manager, Nene and Corby CCG’s.

**Apologies:** Ric Barnard, Julia Hardcastle, Judith Glashen, Rutendo Nyatsine, Margaret Moss, Jennifer Dixon, Councillor Sylvia Hughes, Pauline Woodhouse.

Item No.	Item	Action
1.	<p><b>Welcome and introductions:</b></p> <p>Teresa welcomed everyone to the meeting and gave out the apologies of attendance.</p> <p>Teresa mentioned that sadly Ian Topp had recently passed away and Sandra, Sonia Bray and Will Pope had attended his funeral on the 19.01.18. The Order of Service was at this meeting should anyone wish to look at it.</p> <p>Teresa announced that Pauline Woodhouse had now resigned as a Board Member and thanks had been given to her.</p>	
2.	<p><b>Anna Earnshaw, Managing Director, Northamptonshire Adult Social Services:</b></p> <p>Anna showed a partner presentation from the Adults and Wellbeing Services on the reconfiguration of NASS, Olympus Care and First for Wellbeing which was “How will they address the Challenge” - which covered the Top 10 Priority Projects going forward. Julie to send electronic presentation to all.</p>	Circulated 29.01.18

<p>3.</p>	<p><b>Presentation - Tim O'Donovan, Senior Programme and Transformation Manager, Nene and Corby CCG's:</b></p> <p>Tim gave a presentation on “ Looking at Best Practice Models around Stroke Care” which was making sure that all patients have access to specialist services.</p> <p>Tim explained that there had been a workforce assessment of NGH and KGH to bring all staff together to reduce risks and to bring the resources together to focus on the areas needed. If someone was suffering from a stroke, they should be directed to NGH though there would be clinical exceptions depending on the presentation of the patient, which may mean that they would need to go to KGH. The CCG's were working with EMAS to ensure the swift delivery of patients. Tim reported that getting the best care will help people recover and remain in their own homes.</p> <p>Susan confirmed that this is under review at the moment but within a month it should be ensured that the correct services we have within the county are used.</p> <p>Tim confirmed that he would be happy to be invited to attend a Planning Group within the next few months to give an update.</p> <p>Lee from EMAS informed all of what is happening now. They are still in the phase of realigning rotas. The 2<sup>nd</sup> April 2018 will be the start of when they are measured against the new targets of reducing response cars, and sending more ambulances to more patients when very unwell. Currently there are 11 ambulances available at night and this will be increased to 16. Extra staff will be brought in for urgent care and there will be four paramedics based in surgeries to assist the GP Services for community work. The paramedics would work in partnership with the GP's to obtain a clinical view to possibly manage patients in their homes. This would be a three month trial.</p> <p>The question was asked whether people were taken to Corby Urgent Care Centre by ambulance and it was confirmed no.</p> <p>The question of what service do you provide for the homeless? Lee said this is a huge challenge as ambulances were only allowed to currently flag addresses but this has been raised with the Safeguarding Team.</p> <p>Lee gave statistics on the winter pressures between November - December 2017 were CAT 1 - 16.38% more calls and CAT II - 19% increase. The bad news was that NGH and KGH were the worse turn around for ambulances within the 15 minute target, NGH were 27 minutes and KGH 32 minutes. Reviews were being held with people who had to wait time to see if any harm had been caused.</p> <p>EMAS were leading a campaign against Violent Knife Crime and were also working with Emergency Service Cadets aged 13 - 17 years providing first aid training for them and using them for community engagements.</p>	<p>Becky sent invitation to Tim</p>
-----------	--	-------------------------------------

3.	<p><b>Outstanding Declarations/Conflicts of Interest:</b></p> <p>Teresa reported that not all declarations had been completed and returned to the office. Julie to email all those who had not completed.</p>	Actioned.
4.	<p><b>Draft minutes of meeting 19.10.2017:</b></p> <p>These were signed by Teresa as being a true recording of the meeting. It was recorded to ask David Loyd-Hearn, from the Nene Clinical Commissioning Group to a future Planning Group meeting.</p>	Becky to send invitation
5.	<p><b>Matters Arising:</b></p> <p>None.</p>	
6.	<p><b>CEO Updates:</b></p> <p><b>NCC Contract:</b> Kate reported that the submission date for the HWN tender was the 15 February 2018. The contract would run for 2 years only and would automatically end in June 2020.</p> <p>Kate reported that another contract monitoring meeting would be taking place with Kay King from NCC on the 22 February 2018.</p> <p><b>Premises:</b> A general discussion was held regarding future premises. All recommendations would be discussed in Part II of this meeting but the general consensus was that Angel Square should not be considered for various reasons, i.e. parking problems and also that HWN is meant to be independent, we would find it difficult to be seen as an independent watchdog if based within NCC. It is also not a public friendly building.</p> <p>Premises to be discussed at the Task and Finish Group on the 6<sup>th</sup> February 2018.</p>	
7.	<p><b>Updates:</b></p> <ul style="list-style-type: none"> <li>i) Enter and View training completed.</li> <li>ii) Planning Group: Young Healthwatch had been having meetings and had been involved with the consultations. There are two Planning Meetings scheduled in February to discuss progress going forward. Kate to send out the updated workplan.</li> <li>iii) Corby Urgent Care Centre: A lot of engagement has been done with the people in and around Corby. The preference is to have a new model of care, similar to what currently exists. The CCG are making amendments to the future contract. Kate asked whether HWN Volunteers should take a questionnaire out to the public and provide a report? Sandra</li> </ul>	Actioned.

	<p>raised concerns about our capacity to do this? Teresa suggested that we should look at the paper that came out on the 24 January first and then have another meeting to discuss this.</p> <ul style="list-style-type: none"> <li>iv) Sustainability and Transformation Partnerships: Esther and Kate met with Richard Bailey at the CCG regarding Engagement with Young People and around Mental Health and Wellbeing.</li> <li>v) Unexpected deaths letter: NHFT had reported these deaths before investigations had taken place. Six of these deaths have now been reclassified.</li> <li>vi) KGH/NGH: had a CQC visit in November 2017. The report is due at the end of January. Sheila and Wendy would be doing ward visits at KGH in February 2018.</li> <li>vii) Teresa to do a 360 degree CCG review on behalf of the Healthwatch Board.</li> <li>viii) ACE's project: This is under the Health and Wellbeing Board. Jill to be part of this.</li> <li>ix) CQC/NCC Review: HWN to be involved.</li> </ul>	
8.	<p><b>Consultations:</b> All finalised. Noted by the Board.</p>	
9.	<p><b>Other meetings:</b></p> <p><b>Armed Forces:</b> The survey has gone to the Focus Group, piloted and will be going live from the 1 February - 9 April 2018.</p> <p><b>Homelessness Project:</b> We need a representative. The Board to consider. Teresa mentioned with the new Homelessness Act there is a duty to refer homeless people. Morcea said she would consider her involvement with this. Mary said that she would assist and deputise on this if required.</p>	
10.	<p><b>AOB:</b></p> <p>None.</p> <p>Date of next meeting: 26 April 2018 - Sunley Conference Centre, The University of Northampton, Boughton Green Road, Northampton. 10.00 a.m. - 1.00 p.m.</p>	MW/MC

Signed as being a true record of the meeting:

Teresa Dobson, Chair, Healthwatch Northamptonshire

.....

Dated:

24 March 2018

.....