

**Healthwatch Warrington Advisory Board (HAB) Meeting  
held on Wednesday 27 March 2019, 6.00 p.m. - 8.00 p.m.  
The Gateway, Sankey Street, Warrington**

**Present:** Ruth Dales (RD) HW Warrington Advisory Board Chair  
 Dr Louise Bridgford (LB) HAB Member  
 Dida Goode (DG) HAB Member  
 Elizabeth Learoyd (LL) ECS Executive Director  
 Lydia Thompson (LT) HW Warrington Manager  
 Aileen Farrer (AF) ECS Corporate Services Manager (Minutes)

**In Attendance:** Andrew Donnelly Warrington Together (Presenter)  
 Colin Scales Bridgewater NHS Trust (Presenter)  
 Diane White Warrington Wellbeing Service (Presenter)  
 Mike Kenny Northwest Boroughs NHS Trust (Presenter)  
 Isobel Cotgni Warrington Guardian

**Apologies:** Andrea Rees Lifetime Warrington (Presenter)

Item No		Action
1.	<b><u>Welcome and Introductions</u></b>	
	Welcome and introductions were made to the Healthwatch Warrington Advisory Board, press officer, presenters and members of the public present.	
2.	<b><u>Presentations</u></b>	
	Presentations were made and a copy of the presentations are attached to the minutes for reference.  Questions were raised as follows:	
	<u>Colin Scales, Chief Executive, Bridgewater NHS Trust</u>  The focus of the presentation was on the Warrington Integrated Public Health 0-19 service and a copy of the services offer was tabled for members.  <ul style="list-style-type: none"> <li>It was queried whether the Trust had seen an increase in safeguarding issues, and it was confirmed that there has been an increase in safeguarding matters across all children's services. Safeguarding issues has now become a large part of the Health Visitor and School Nurse workload. The service is not commissioned to undertake this level of safeguarding activity and discussions are underway to increase commissioning.</li> </ul>	

Item No		Action
	<p><u>Andrew Donnelly, Warrington Together</u></p> <p>Members were advised the Warrington Together project has been running for 12 months and thanks were extended to Healthwatch Warrington for the support they give to the project. There is a small programme team from agency partnerships and the vision of the project is to have a happier and healthier Warrington. A video was shown which outlined the benefits of multi-disciplinary team working.</p> <ul style="list-style-type: none"> <li>• It was queried how the MDT service manages the issue of patient consent in order for information to be shared with all the agencies involved in the MDT meetings/discussions. It was explained that nominations from GP practices have so far ensured they have gained appropriate consent and that care is taken to ensure only information appropriate to the discussion is shared.</li> <li>• Examples were outlined of where MDT working has improved patient experience and quality of life by practicing patient centred care: The traditional way of working means patients with multiple conditions or needs are often seen by multiple services/practitioners at different times and on different days often without a specific appointment time rendering the individual (and their carer) effectively housebound whilst awaiting appointments. In addition these different services do not liaise with each other and the patient has multiple assessments and multiple care plans in place. The MDT approach allows services to put the needs of the patient at the centre of the decision and co-ordinates care around them rather than fitting the patient around the needs of the service.</li> </ul>	
	<p><u>Diane White, Warrington Wellbeing Service</u></p> <p>A detailed outline of what the services provides was given to members. The benefits of being situated in The Gateway were noted and members were advised the wellbeing service is a national programme of health partners with the aim of improving the lifestyle of Warrington residents.</p> <ul style="list-style-type: none"> <li>• Given that the service receives open referrals and there is no time limit on how long a person stays within the services the question was raised as to how is the issue of capacity addressed. It was confirmed that the service is not at full capacity at the present time and that if this is ever the case it would impact on waiting times. Clients work through the service and can be signed off but they can re-enter the service should they require support again in the future.</li> </ul>	
	<p><u>Mike Kenny, Assistant Director Northwest Boroughs Healthcare Trust</u></p> <p>A generic overview of the clinical delivery of mental health services was given to members.</p> <ul style="list-style-type: none"> <li>• Question was asked as to what issues there currently were around accessing services. Mike Kenny highlighted an issue around a difference in usage</li> </ul>	

Item No		Action
	<p>patterns of the online portal between young males and young females, with males spending considerably less time engaged in the platform. This raises concerns over the acceptability of the platform to this vulnerable group. He also highlighted an issue with the confusion over referral into the service from General Practice due to the split of provision over two different providers.</p>	
	<p>All presenters were thanked for very informative presentations and for their attendance at the Healthwatch Warrington Public Advisory Board Meeting.</p> <p>This concluded the public session and members of the public and press were excluded from the Business Meeting.</p> <p>Dates of future public meetings will be published and the work of Healthwatch Warrington will be included on the website.</p>	
3.	<p><b><u>Minutes of the Meeting held on 23 January 2019</u></b></p>	
	<p>The minutes of the meeting held on 23 January 2019 were agreed as an accurate record.</p>	
4.	<p><b><u>Actions from the Meeting held on 23 January 2019</u></b></p>	
	<p>The action sheet is updated and attached to these minutes.</p>	
5.	<p><b><u>Finance and Staffing Update</u></b></p>	
	<p><u>Finance</u></p> <p>Finances remain on track, the slight overspend on accommodation and stationery/postage were noted. The year end accounts are being prepared and a request was made for all expense forms to be submitted as soon as possible.</p> <p>The Board will have full financial details at the year end as they will have to sign off finances within the Annual Report. The contract value is circa £145,000 per annum and the exact figures will be included in the breakdown of costs.</p> <p>In response to a query raised, it was confirmed that Advisory Board members are not required to have financial knowledge as part of their skills/remit as the Advisory Board does not make financial decisions. The Advisory Board receives contextual information only for scrutiny of the Healthwatch budget lines.</p> <p><u>Staffing</u></p> <p>With regard to staffing, Advisory Board members were advised that Healthwatch Warrington is fully recruited. The Engagement &amp; Information Lead is back working full time with effect from 1 February 2019 and this is having a positive impact on delivery.</p>	

Item No		Action
	<p>Discussion followed on the vital role of volunteers and the possibility of pooling volunteers from different agencies was discussed. Two more volunteers have been recruited in March.</p> <p>A proposal has been submitted by Working Together for HW to set up and manage the engagement functions of this integrated care partnership branded as Warrington Together in the form of a Peoples Panel. As part of this collaborative working arrangement HW will recruit and train volunteers for their People Panel giving scope for joint training between other Working Together Ambassadors and HW Authorised Representatives.</p>	
6.	<b><u>Healthwatch Warrington Work Programme</u></b>	
	<p>A copy of the latest work programme was tabled for members and was outlined in detail with additional points noted as below:</p> <ul style="list-style-type: none"> <li>• There is to be a focus group held on 17 April 2019 at The Gateway, “Speak Up” adults with learning disabilities.</li> <li>• On 25 April there is to be a further event at The Gateway “Tree of Hope” for children and parents. Healthwatch approached Warrington Carers service to be involved in this, but no response was received. Full details of the event were outlined.</li> <li>• Further work on the NHS 10 Year plan engagement include:               <ul style="list-style-type: none"> <li>○ 250 surveys required to be completed by the end of April, HAB to share details through their networks.</li> <li>○ Two different surveys are required - one generic and one condition specific.</li> <li>○ Press release required.</li> <li>○ Performance against target statistics are available through HWE and these will be sent to HAB.</li> </ul> </li> </ul>	HAB
7.	<b><u>Performance Update (Including ICAS and Social Media)</u></b>	
	<p>LT outlined the Healthwatch Warrington priorities and the contents of the February performance report.</p> <p>Commissioners of ICAS require quarterly reports to feed into their reporting timescales, themes of issues were noted, and members were advised that there has been an increase in the complexity of cases being dealt with.</p> <p>Social media statistics were noted, and the information will be contained in the performance report in future months. It was pleasing to record that there has been in an increase in tweets and Facebook.</p> <p>Members noted the performance update and no queries were raised.</p>	
8.	<b><u>Board Issues</u></b>	

Item No		Action
	<p>HAB Members had met together to discuss Advisory Board development and the need to recruit additional members. They were in agreement that once the ECS governance policies in particular the Local HW Decision Making policy have been received, HAB can identify the skill mix required for the Advisory Board and development and recruitment can commence.</p> <p>Strategic meeting attendance remains key and will need to be prioritised.</p> <p>RD is meeting with Robin Morrison, ECS Chair on 3 April 2019 to go through the HAB benchmarking exercise undertaken since the last HAB in January.</p>	
9.	<b><u>Meetings</u></b>	
9.1	<p><b><u>Health &amp; Wellbeing Board</u></b></p> <p>HW Warrington will be asking all stakeholders to undertake a 360-degree audit of HW. Once this has been completed it will allow HAB to address any issues that currently exist.</p>	
9.2	<p><b><u>Overview &amp; Scrutiny</u></b></p> <p>Feedback to HAB after next OSC meeting.</p>	RD
9.3	<p><b><u>Feedback from Meetings</u></b></p> <p>Meeting report forms providing feedback to HAB received for the following:</p> <ul style="list-style-type: none"> <li>• Warrington Hospital</li> <li>• Warrington Adult Safeguarding Board</li> <li>• Warrington Safeguarding Partnership Consultation Day.</li> </ul> <p>No queries raised from the reports.</p>	
10.	<b><u>Commissions/Consultancy Projects</u></b>	
	No further commissions to report on. STP long term engagement plan work discussed previously.	
11.	<b><u>Local Issues</u></b>	
	No items to raise.	
12.	<b><u>Any Other Business</u></b>	
	No items of any other business raised.	

Item No		Action
13.	<p><b><u>Date and Time for Future Meetings</u></b></p> <p>The next business meeting will be held on 22 May 2019, 6.00 - 8.00 p.m. at The Gateway, Warrington.</p> <p>The next public meeting will be held on 17 July 2019, time and venue to be confirmed. It was agreed that this date would also be used for the Healthwatch Warrington Annual General Meeting.</p> <p>Meeting dates thereafter:</p> <ul style="list-style-type: none"> <li>• 18 September 2019</li> <li>• 20 November 2019</li> </ul>	