

## Local Leadership Board Notes

10th September 2019

Rob Jefferson (Chair)	RJ	Present
Irene Kohler	IK	Present
Hazel Dunnett	HD	Present
Andy Mintram	AM	Apologies
Emma Leatherbarrow	EL	Present
Stacey Plumb	SP	Present
Joanna Wittels	JW	Present
Jo Woodsford (notetaker)	JWd	Present for items 1 & 2
Heather Wyper (Minutes)	HjW	Present from Item 2 onwards

<b>Item</b>
Apologies were noted as above.
<p><b>1. Minutes from previous meeting</b></p> <p>Minutes from August meeting agreed with one change: add JW to attendance list.</p> <p>Action tracker updates:</p> <ol style="list-style-type: none"> <li>HW Banes and HW Swindon had welcomed the idea of a joint meeting of board/chairs but date not yet agreed. SP to chase.</li> <li>PPG support messaging - timeframe extended to end of Oct</li> <li>Make initial links with boards at SFT and GW - timeframe extended to end of Oct</li> <li>Salisbury Medical Practice feedback - shared with PPG but no response yet. AM to follow up.</li> <li>Help &amp; Care (H&amp;C) &amp; LLB relationship - EL confirmed that working with the LLB to set priorities and reflect the views of Wiltshire residents was a requirement of H&amp;C's contract with Wiltshire County Council. H&amp;C's trustees receive a quarterly summary of all their local Healthwatch (IHWs). H&amp;C recruiting Healthwatch Hub Lead - will encourage better sharing of information and good practice across its LHWs. It was suggested that fledgling boards (e.g. Croydon, Portsmouth) could meet for support. EL to report back at next meeting.</li> </ol>
<p><b>2. Healthwatch update</b></p> <ol style="list-style-type: none"> <li><b>Military Families</b> (volunteer-led research project) - to assess ease of access to health and social care services for the spouses and family members of incoming military personnel (focusing on Tidworth). Liaising with various organisations including Carers Support. JW recommended Tidworth Children's Centre as another useful channel. HW Isle of Wight's research officer had helped them design questionnaire. HD hoped to trial it with SEND<sup>1</sup> families on 20 Sept. SP reported that a higher than average proportion of the returning children were on the autism spectrum.</li> <li><b>Improved Access</b> (Primary Care) - Visits to 14 surgeries booked in Sept-Oct. Report planned before Christmas.</li> <li><b>Advice &amp; Contact</b> (Adult Social Care) - Questionnaires will be sent to people who contact the service on six randomly selected days across Sept-Nov. Mystery shopper exercise end Oct.</li> <li><b>Young Healthwatch</b> - launched. Jo attending Freshers Fair and meeting health and social care students over the next few weeks.</li> </ol>
<p><b>3. 'How to be an effective trustee' workshop</b> (report by HD).</p> <p>Run by Jane Butler at Wiltshire Community Foundation. HD tabled handouts (attached with minutes).</p> <p>HD confirmed that the way that the LLB operated generally reflected good practice - her only</p>

<sup>1</sup> children with special educational needs & disabilities

recommendation was to introduce a skills audit/matrix. HD would circulate a suggested draft. Board indicated their continuing commitment to published LLB minutes on HW Wiltshire website - accessible to staff and general public.

#### **4. Military covenant**

H&C would need to sign but could specifically name HW Wiltshire as a partner. (EL would ask permission to use logo on H&C and HW Wiltshire websites.) It was agreed that references to employees should be changed to 'employees and volunteers'. EL would bring final draft to November meeting. It would need to be approved by H&C's trustees.

#### **5. Quality Framework (from HW England)**

To be launched in October. Draft circulated with agenda. EL keen to use it as self-assessment tool for Boards. She suggested HW Wilts use facilitator to assist - it was agreed this should be in New Year once new Board member in place and after doing preparatory work themselves first. The Board agreed in principle to use the HW England Quality Framework as a basis for reviewing the LLB's effectiveness. Would be tackled in 'bite-sized chunks', focusing on areas of weakness; and followed up with action plan for improvements, integrated into annual workplan, and reviewed annually.

#### **6. CCG merger and BSW integrated health and care strategy**

a) CCG merger - SP had given verbal feedback to Sarah MacLennan (leaving 20 Sept). Written statement required by 19 Sept - Board members to send any changes to Linda by Mon 16 Jan.

b) BSW integrated health and care strategy - the following concerns were raised:

- community and voluntary sector liaison (how & with whom?)
- wider determinants of health
- access to GP appointments - can be preventative, supports self-care
- balancing information and choice with expertise and advice
- in many cases people cannot travel far due to health/disability/public transport limitations
- importance of understanding practical impact on people - talk to them and do it early

It was agreed that HW Wiltshire responses should focus on a few key points.

SP would circulate updated draft - Board members to send any further changes by end of Mon 16 Jan.

#### **7. Board recruitment**

Recruitment pack (including person specification but reduced) almost ready - would be available week ending 20 Sept. Closing date for applications: 15 Oct. Interviews: 21 Oct. Panel to comprise RJ, Mark Sharman (H&C CEO), and either HD (if afternoon) or IK. EL to e-mail whole pack (including advert) to LLB to circulate via their personal networks. Linda would distribute through usual channels.

#### **8. Agenda for Alison Ryan<sup>2</sup> visit on 17 October**

LLB agreed draft agenda circulated with agenda. Coffee at start, lunch at end. Linda to send to AR's PA. June Barnes (represents HW Wilts on RUH Patient & Carer Experience Group) also invited.

RUH user feedback raised by LLB: transport/travel, communication, appointment availability. EL would ask Matt to run a CRM report to extract RUH data. SP/staff team would request report from HW Banes. (EL suggested asking RUH to commission future joint reporting by HW Banes, Swindon and Wilts)

#### **9. Feedback from recent meetings**

Board members gave updates of the recent external meetings that they had attended.

#### **10. AOB**

The LLB expressed best wishes to Stacey on her forthcoming wedding and presented her with a card.

#### **Dates for next meetings:**

**Thursday 17<sup>th</sup> October** - 10-12 Meeting with Alison Ryan; 1-3pm Board meeting (lunch will be provided) - Independent Living Centre

**Tues 12 November** (2-4pm) - to include 1hr session on CCG merger (how to ensure users are not adversely affected during transition)

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<sup>2</sup> Chair - Royal United Hospital (RUH), Bath