

GOV/17/07/17f

## HEALTH AND WELLBEING BOARD

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### **DRAFT MINUTES OF THE HEALTH AND WELLBEING BOARD MEETING HELD ON 18 MAY 2017 AT THE KENNET ROOM - COUNTY HALL, TROWBRIDGE BA14 8JN.**

#### **Present:**

Dr Peter Jenkins (Vice Chairman), Dr Andrew Girdher, Dr Toby Davies, Dr Richard Sandford-Hill, Christine Graves, Dr Gareth Bryant, Carolyn Godfrey, Chief Executive or Chairman Salisbury Hospital, Chief Executive or Chairman Bath RUH, Tracey, Toby Sutcliffe, Chief Executive or Chairman Great Western Hospital, Cllr Laura Mayes, Cllr Baroness Scott of Bybrook OBE (Chair) and Cllr Jerry Wickham

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#### **95 Chairman's Welcome, Introduction, Appointment of Vice-Chairman and Apologies**

The Chairman welcomed all to the meeting. Apologies were noted from Dr Andy Smith, Mike Veale, Nerissa Vaughan and Cllr Ian Thorn.

#### **Election of Vice-Chairman**

The Chairman invited nominations for the position of Vice-Chairman. Councillor Jerry Wickham, duly seconded, that Dr Peter Jenkins be appointed as Vice-Chairman.

There being no further nominations, and following the agreement of the meeting, it was;

#### **Resolved**

**That Dr Peter Jenkins be appointed Vice-Chairman of the Health & Wellbeing Board**

#### **96 Minutes**

The meeting considered the minutes of the previous meeting.

#### **Resolved**

**That the minutes of the meeting held on the 9 February 2017 be approved as a correct record.**

97 **Declarations of Interest**

There were no declarations of interest.

98 **Chairman's Announcements**

The Chair drew the meeting's attention to the announcement on the Sustainability Transformation Plan.

99 **Public Participation**

There were no questions submitted, but the Chairman reiterated her wish that if a member of the public had a question during the meeting they were encouraged to raise it.

100 **Update on recent Healthwatch Wiltshire Engagement Activity**

Emma Cooper, Chief Executive and Lucie Woodruff from Healthwatch Wiltshire presented an updates on: the latest engagement with people that are living with dementia; and the Young Listeners project which is engaging with children and young people. A volunteer young listener gave their perspective on the impacts of the scheme on service users and for volunteers themselves.

Issues highlighted in the course of the presentation and discussion regarding dementia included: how other advocacy groups are worked with to avoid duplication; that primary care is, often, the main point of contact for people accessing services; that people value a clear diagnosis and information, along with a further review and ongoing support; the approach of the GP practice to these issues, and that taking a carer-friendly approach, significantly impacted on the quality of life; the further engagement work and how providers would use the information; the further work with Alzheimers Support, and the next steps to identify where support groups are and where gaps in provision are; the reluctance of individuals to acknowledge the reality of their diagnosis.

Issues highlighted in the course of the presentation and discussion regarding the young listeners project included: where support is available in educational settings; that since the project had started, Healthwatch Wiltshire had decide to launch dedicated youth arm which would be launched during volunteers week; the continuing work with schools to identify students to undergo further training to become Young Listeners; that Police, CCG and Council had helped to deliver a Youth Summit to spread the word about youth involvement; the need to give young people a platform, and how training allowed young listeners to develop rapport to enable people to open up; the efforts to address waiting times for services, and how digital solutions had been used to improve access.

**Resolved**

- i) **To note the outcomes of the extensive engagement that has taken place in Wiltshire since March 2016**
- ii) **To note the key messages within the 3 reports included as appendices**
- iii) **To recognise the commitment of Healthwatch Wiltshire's Young Listeners and the part they have played in listening to children and young people across the county;**
- iv) **To recognise the constructive partnership approach between the voluntary sector, commissioners and providers which ensure that local people's experiences are collected and taken into account;**
- v) **To confirm its commitment to the voice of local people influencing the commissioning and provision of services**

#### **101 Update on Children's Community Healthcare Services**

Jayne Carrol and Val Scrase, Virgin Care, presented an update on progress made one year after the recommissioning of Children's Community Healthcare Services. Stuart Hall, Wiltshire Parent Carers Council, also attend to offer the view of families receiving services.

Issues highlighted in the course of the presentation and discussion included: that work had been undertaken, over the year since the start of the contract, to bring together 15 services and 4 organisations to create a single service for Wiltshire; that these included universal services, such as school nurses, and targeted services; the need to create a consistent model of provision; the need to listen to the views of families and carers; the journey to create a single electronic record for patients to communicate needs better; the vision to create a single point of contact and to co-locate teams; the efforts to work with teams to establish shared visions and values – including team spirit and empathy; the road map for change over the 5 year life of the contract, and what had been achieved in the first year; the challenges in bringing teams together; that a CQC inspection had taken place, the results of which would be published; how staffing gaps were addressed; how waiting times were addressed; and how views from children and families are recorded and other engagement work.

The Chair thanked the officers from Virgin for the presentation and Mr Hall for offering the perspective from parents and carers.

#### **102 Outcomes Based Commissioning Peer Challenge**

Carolyn Godfrey, Wiltshire Council, provided an update on the findings of the recent Outcomes Based Commissioning Peer Challenge and the implications for delivery.

Issues highlighted in the course of the presentation and discussion included: the key matters that came out of the peer challenge; the need for clarity on engagement; the positive work done by the Area Boards and the potential to do more; the need for joined up workforce issues; how access to Adult Social Care (ASC) can be confusing and required more work; the action taken to address these issues; and that these will be included in the developing ASC transformation plan.

### **Resolved**

**To note the update.**

## **103 Better Care Plan Commissioning Intentions**

James Roach presented the report, which sought the Board's approval of the proposed commissioning intentions for the Better Care Plan (BCP) in 2017/18 and the use of additional money for adult social care.

Issues highlighted in the course of the presentation and discussion included: the progress made since 2014; the record on integration and how increased investment had aided transformation; the changes to governance made following a recommendation from the Scrutiny Task Group; how the BCP had been expanded to include some equipment issues; the performance compared to other authority areas; the challenges that remain, particular in DTOCs; the demographic challenges and the increase in care needs; the major challenges in dealing with workforce issues;

In response to the issues raised about workforce challenges, the Chairman suggested that this could be a topic for further discussion at the Board.

The Chairman thanked Mr Roach, who was leaving his post, for his hard work in the area.

### **Resolved**

- 1. To approve the priorities outlined in the BCP strategy for 2017/18;**
- 2. To approve the commissioning intentions for 2017/18;**
- 3. To approve the themes and priorities outlined for the use of the additional £5.8 million into adult social care during 2017/18;**
- 4. To approve the BCP budget for 2017/18 including the alignment of the community equipment budget;**
- 5. To approve the governance process outlined in the document and continuation of the section 75 agreement; and**

**6. To agree that any further changes to the BCP plan for 2017/18 due to pending national policy guidance will be subject to Chair and Vice Chairs action and sign off.**

**104 Right Care**

Mark Harris and Tracey Cox, Wiltshire CCG, presented an update on the Right Care Programme.

Issues highlighted in the course of the presentation and discussion included: how the programme used national benchmark intelligence to reduce unwarranted variation where that impacts on patient outcomes in Wiltshire; the aim to ensure commissioning for value; how the programme and its information are integrated with other work programmes; the relative spend on early intervention and the outcomes achieved; the links to projects piloted in the Strategic Transformation Plan; the next steps in the programme and the involvement of public health; and the possibility of further reports once more outcomes achieved.

**Resolved**

**To note the update.**

**105 Health Education England**

Clare Hines, Associate Director, Health Education South West (HESW), gave a presentation on the role of Health Education England (HEE), the latest local Business Plan and workforce activity in the STP; and the development of Community Education Provider Networks.

Issues highlighted in the course of the presentation and discussion included: the composition of the workforce in the NHS in the South West; that unpaid/voluntary workers and carers represented three quarters of all health care workers but that there appeared to be no formal training being made available in this area; that annual demand forecasts were undertaken for workforces; the likely increase in demand for paramedics; the links to specific regional and national recruitment programmes including those for Pharmacy and Maternity services; the impact of moving nurses from bursaries to loans, and that training posts would be filled; that smaller courses, such as podiatry, may have viability issues to address; that other post-registration and post-graduate course are supported outside of the student loans; other programmes for recruitment including apprenticeships and those returning to work; the implications of financial restraints; and the funding support for training up paramedic staff.

In response to issues raised during the discussion, James Scott stated there was a workforce workstream as part of the Strategic Transformation Plan, and

that she would refer the matter of creating multi-skilled health and social care workers.

The Chairman thanked officers for their update.

### **Resolved**

#### **To note the update.**

## 106 **Mental Health and Wellbeing**

a) Francis Chinemana, Wiltshire Council, and Ted Wilson, Wiltshire CCG, gave an update on progress implementing the Mental Health and Wellbeing Strategy Action Plan.

Issues highlighted in the course of the presentation and discussion included: that information had been presented to the Joint Strategic Assessments (JSAs) at the Community Area level; the six main areas of focus in the strategy, including early intervention and awareness raising; the increased priority given, across the Community Areas, to mental health in the plans developed in response to the JSAs; the closer engagement work with users, carers and families; the potential for Healthwatch Wiltshire engagement on issues such as transitions and post traumatic stress disorder to fully inform work; and how integrated working, and shared training, can have positive impacts.

The Chairman thanked officers for their update.

### **Resolve**

#### **To note the update.**

b) Julia Cramp, Wiltshire Council, gave an update on the provision of Child and Adolescent Mental Health Service.

Issues highlighted in the course of the presentation and discussion included: the recent national report measuring performance of local authorities; that Wiltshire was one of only a third of local areas to meet its targets, on a relatively low spend; the opportunities for pastoral care in schools; increased use of tools such as online counselling and other digital resources; the improved performance to address waiting times; that the local performance scorecard would be published; that Oxford Health were the preferred bidder allowing the council to refocus their work in target areas such as vulnerable children and eating disorders; how national funding has been beneficial to help drive change; and how early intervention can reduced strain on other services.

### **Resolved**

- 1. To note the progress to date on the implementation of the CCG Local Transformation Plan for Children and Young People's Mental Health and Wellbeing;**
- 2. To scrutinise the Local Transformation Plan and its performance to ensure it is reflective of local needs, is compliant with national expectations and is targeting efforts and resources in the right way to improve services;**
- 3. To note the progress being made to develop a new child and adolescent mental health service, to go live on 1 April 2018.**

#### **107 Mental Health Crisis Care Concordat**

Ted Wilson, Chair of the Concordat Action Group, presented the update which followed the September 2016 Mental Health Crisis Care concordat paper, detailing progress in Wiltshire to improve Crisis Care Pathways. Dr Toby Sutcliffe, AWP, and Keith Pople, Alexander Technique, were also in attendance to provide additional information.

Issues highlighted in the course on the presentation and discussion included: the focus on completing the actions agreed for the first year; that the year 2 action plan, going forward, is to be agreed; that a single suite with increased capacity would be achieved; the balance to be struck between the benefits of joint working across the region, whilst maintaining facilities for the use of Wiltshire residents; the excellent work that had taken place with under 18s in Wiltshire; how case studies were used to test the new models; and where processes have been improved to reduce duplication (such as triage).

Following a short debate, the meeting;

#### **Resolved**

- 1. To note the development in combining the Swindon and Wiltshire Crisis Care Concordats.**
- 2. To approve the draft Terms of reference for the Swindon and Wiltshire Crisis Care Concordat.**
- 3. To considers the latest available data against key indicators at Appendix 3.**

#### **108 Military Healthcare**

Col Sharon Woodhouse, Defence Primary Healthcare Central and Wessex Region, attended the meeting to provide a verbal update, regarding developments in military healthcare – including support for army rebasing and transitions.

Issues highlighted in the course of the presentation and discussion included: the reorganisation of regional governance; the army rebasing programme and its impacts; the transition of some staff into the NHS; the use of e-learning for training staff in more remote locations; the challenges of getting people signed up as veterans and signed up to GPs; the impact of GP shortages; the good working relationship with CCG, PH and NHS England; whether the needs to the Wiltshire military and veteran community were being met; the challenges faced by veterans and the issue of substance abuse; and the potential to recruit health and social care staff from military families.

## **Resolved**

### **To note the update**

#### **109 Carers**

Due to time constraints, it was agreed that consideration of the item be deferred to the next meeting.

#### **110 Date of Next Meeting**

It was noted that the date of the next meeting would be 13 July 2017.

#### **111 Urgent Items**

There were no urgent items.

(Duration of meeting: 10.00 am - 12.52 pm)

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