

Health Ambassadors Action Points

Meeting: Health Ambassadors




Date: Tuesday 29 August 2017

Location: Trades Club, Frenchgate, Doncaster, Room 9

Members Present: Dennis Atkin (DA) – Chair
Cath Fox (CF)
Julia Byrne (JB)
Carmel Harold

Apologies: Andy Martin (AM)
Peter Nicholson (PN)
Mary Webb (MW)
Shell Arliss (SA)
Curtis Henry (CH)

In Attendance: Andrew Goodall (AG) – Chief Operating Officer, Healthwatch Doncaster

	Agenda Item	Action	By
1.	Welcome Introductions Housekeeping	DA welcomed everyone to the meeting	
2.	Apologies	Andy Martin (AM) Peter Nicholson (PN) Mary Webb (MW) Curtis Henry (CH)	
3.	Minutes of the last meeting and matters arising	<p>The actions notes of the last meeting were agreed as a true record.</p> <p>JB asked for the email with the notes to be resent – it is also attached here:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Cover email for </div> <div style="text-align: center;">  Health </div> <div style="text-align: center;">  Health </div> </div> <p>action notes from 3'Ambassadors - forw Ambassadors - ment</p>	

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<p>4.</p>	<p>Setting the context of the Health Ambassadors project</p>	<p>Andrew Goodall gave an overview of the Health Ambassadors project from the perspective of Healthwatch Doncaster:</p> <p>Health Ambassadors represent people and people's views and opinions who are from communities and communities of interest who are less well heard</p> <p>Health Ambassadors should be able to gather views, opinions and evidence and then use this information to identify opportunities for improvement in services – these recommendations can be made to NHS Doncaster CCG</p> <p>Healthwatch Doncaster's role is to support the Health Ambassadors project and to ensure that the meetings are supported and facilitated</p> <p>Healthwatch Doncaster will provide support to pull together evidence and information based on the questions asked by the Health Ambassadors and then collate this into a report for discussion at:</p> <ul style="list-style-type: none"> • Health Ambassador meetings • NHS Doncaster CCG's Engagement and Experience Committee (EEC) • Health and Wellbeing Board • Overview and Scrutiny Committee 	
<p>5.</p>	<p>Structure of the Health Ambassador meetings</p>	<p>DA set out his vision for the Health Ambassador meetings:</p> <ul style="list-style-type: none"> • The meetings need to be more structured • The terms of reference need to be reviewed and approved • Meetings should be Chaired by the Chair or in their absence another Health Ambassador • All business for the Health Ambassador meetings needs to be conducted through the Chair <p>There was a discussion about meeting frequency – bi-monthly meetings are an option in principle</p> <p>There was a proposal about a series of bi-monthly meetings running in alternative months – one set of meetings would focus on the business planning and development of the Health Ambassadors programme, the other would focus on the information/evidence</p>	


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		<p>gathered from members and a discussion with the commissioner/provider lead for the topic area i.e.</p> <p><u>Meetings</u> July: Information/Evidence meeting August: Business planning meeting September: Information/Evidence meeting – Mental Health October: Business planning meeting November: Information/Evidence meeting – Doncaster Place Plan December: Business planning meeting January 2018: Information/Evidence meeting – Communication and access to information February 2018: Business Planning meeting March 2018: Information/Evidence meeting – Primary Care</p> <p>There was agreement to trial the meeting structure and review in 3 months (December 2017)</p>	
6.	<p>Membership of the Health Ambassadors project</p>	<p>The Health Ambassadors recognised that membership had dropped off and that attendance at meetings was sporadic.</p> <p>AG updated that ChAD was being supported by Healthwatch Doncaster and that an approach could be made to ChAD for a rep from the LD community – this would enable Voiceability to represent a wider community of people who needed specific Advocacy support</p> <p><u>Actions</u> CH to talk to each Health Ambassador and get their commitment to attend meetings – this can be done over the phone or face-to-face – to be completed before the next meeting on 25 September 2017 – DA wanted a decent turnout for the next meeting</p> <p>Health Ambassadors to have a discussion with to get commitment: Deaf community – Peter Nicholson Learning Disabilities community – ChAD via Sue Millward Physical Disabilities community – Brendan Fox</p> <p>Gaps in Health Ambassador representation: Homeless community Gypsy Traveller community</p>	CH

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		<p>Dementia community Settled BME communities Economic Migrants</p> <p>DA asked if Violet Cannon could be approach re: representation of the Gypsy Traveller community</p> <p>It was also identified that the Dementia community could be represented by the Chair of the Doncaster Dementia Partnership</p>	
7.	Planning for each meeting	<p>The agenda for each meeting needs to be agreed with the Chair before each meeting</p> <p>The following items need to be standing items on the Business Planning meetings:</p> <p>CH: Health Ambassadors update – collating activity and outcomes – this can also double up as the bi-monthly report to NHS Doncaster CCG’s Engagement and Experience Committee (EEC)</p> <p>DA: Feedback from EEC – discussion and outcomes</p> <p>CH: Workplan review – what is planned and what has been completed – what are the outcomes?</p> <p>Presentation from an area of interest – the programme of these needs to be agreed and set up – topics might include health area, social care area, Health Ambassador community etc.</p> <p>The following items need to be standing items on the Information/Evidence meetings:</p> <p>CH: Sharing the evidence and information report</p> <p>ALL: Discussion with the commissioning/provider lead for the topic area</p> <p>ALL: Discuss and agree the questions for the next topic area and how to gather the information and evidence</p>	<p>CH</p> <p>DA</p> <p>CH</p> <p>ALL</p> <p>CH</p> <p>ALL</p> <p>ALL</p>

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8.	Support for Health Ambassadors meetings	<p>Action points, notes and paperwork will be supported by Emily Green from Healthwatch Doncaster</p> <p>The Health Ambassadors recognise the good work done by Curtis Henry.</p> <p>Health Ambassadors would like the project plan to come to each Business Planning meeting for an update and discussion</p> <p>Interpreters must be booked for all meetings in advance i.e. book BSL interpreters for all future meetings</p>	<p>EG</p> <p>CH</p> <p>EG</p>
9.	Terms of Reference	<p>The Terms of Reference were discussed and changes agreed.</p> <p>The Terms of Reference are attached here:</p>  <p>DRAFT Terms of Reference - Health A</p>	
10.	Any Other Business	<p>Cath Fox made the Health Ambassadors aware that a film had been made by Doncaster Pride – the Health Ambassadors are interested in an opportunity to encourage as many people as possible to view the film.</p> <p>AG agreed to look into hiring the Second Space at CAST in Doncaster and promoting it as a Health Ambassador/Healthwatch Doncaster event and invite as many people as possible from local communities and groups.</p> <p>CF to let AG know when the film can be shared so that the venue can be booked and the session planned</p>	<p>AG</p> <p>CF</p>
11.	Next meeting	<p>The next Health Ambassadors meeting will be on 25 September 2017 at 2pm in the Trades Club, Doncaster</p> <p>The meeting is an information/evidence meeting with a focus on Mental Health.</p> <p>The lead Commissioner for Mental Health from NHS Doncaster CCG – Ellie Gordon – has been invited to the meeting to discuss the issues identified by the Health Ambassadors</p>	<p>AG</p>