

Meeting: Health Ambassador Meeting

Date: 06 March, 2017

Location: Trades Club, Frenchgate, Doncaster

Present:

Name	Organisation
Julia Burns	DCC (Doncaster Conversation Club -AS&R)
Peter Nicholson	DDC (Doncaster Deaf Community)
Mary Jones	DDC (Doncaster Deaf Community)

In Attendance:

Name	Organisation
Andrew Goodall	HealthWatch Doncaster
Tom Mc knight	Doncaster CVS
Curtis Henry	HealthWatch Doncaster
Sarah Cox	BSL Interpreter

1.	Welcome and Introduction	Actions
	A round of introductions was made before the start of the meeting	
2.	Apologies	
	Cath Fox (LGBT Community) Mary Ellis (Platform 51 Vulnerable women / Sex workers) Rob Tame (Voicability- Learning Disabilities) Violet Cannon (Doncaster CVS - Gypsy & Travellers) Paula Nicholson (Doncaster CVS - Gypsy & Travellers) Post apologise were received from the chair, Dennis Atkin due to a mix up over the date and venue for this meeting.	
3.	Notes of the last meeting	
	The summary notes/ minutes from the previous meeting held on 16 th January 2017, were approved as an accurate reflection of the meeting.	Initials of person responsible for each action
4.	Agenda item as per agenda	

	<p>C, Henry provided members with a verbal update on his secondment to HealthWatch Doncaster, which commenced on the 1st March, 2017. The placement at HealthWatch Doncaster is agreed will continue for a period of one year. Curtis spoke about his new role as an Engagement Co-ordinator at HealthWatch Doncaster and gave assurance regarding continuing his involvement/ contributions within Ambassador meetings, in the same way as done within the previous role with NHS Doncaster CCG.</p> <p>C, Henry explained, due to the shortfall in attendance at this meeting, the agenda would be adapted to take account of this- representatives at this meeting all agreed to the suggestion /plan to re structure the remainder of the meeting to accommodate the shortfall in attendance by Ambassadors</p>	
5.	Structure of Ambassador meetings – Support and resources required I.e.: Admin Support, out of pocket expenses, venue for meetings	
	<p>This agenda item was initially put forward by the chair (D, A.) with the aim of attempting to identify the necessary resources to sustain the delivery of Health Ambassador meetings. HealthWatch Doncaster will have responsibility for overseeing and facilitating meetings. Also, providing the necessary resources to continue with delivering meetings for the foreseeable future.</p>	
6.	Re energising the Ambassador scheme	
	<p>Due to the more recent shortfall in attendance at meetings, participants involved within this meeting were asked about what they felt was required to re-energise the ambassador meeting arena. The feedback received on this highlighted the need to</p> <ul style="list-style-type: none"> • Extend the invitation to attend meetings wider to include / involve other seldom heard groups who have not presently received an invitation to attend meetings • identify a ‘consistent’ venue to host meetings in future and • Better marketing and publicity of meetings to raise the profile of meetings. In turn, the public ‘s awareness of meetings to increase involvement and attract new members <p>Action: C, Henry. to discuss the plan based on the bullet points for re-energising the meeting arena.</p>	
7.	Future Partnership work involving HealthWatch Doncaster	
	<p>A, Goodall (HWD) spoke about the arrangements for HealthWatch Doncaster and new responsibilities for overseeing/ managing Health Ambassador Meetings.</p> <p>A, G. expressed how the new arrangements are envisaged will assist to create a more ‘at arm’s length’ working relationship between the original host, NHSD, CCG and Health Ambassador forum. The role of HealthWatch as the health & social care consumer champions was key within the</p>	

organisations ability to represent the views and opinions of service users and to escalate issues and concerns regarding local, health and social care service provision within Doncaster.

Ambassadors present at this meeting were assured, the previous levels of support available for the network through NHSD, CCG was envisaged, will remain at the same level as it was, prior to this HealthWatch involvement.

STP Conversations

A, Goodall shared information with members, regarding HealthWatch and its role within the delivery of 'conversations' across the community about STP's (Sustainability and Transformation Plans). The aim of this activity is to collect public opinion on the proposed changes, then produce a regional report to capture all the viewpoints raised.

Andrew raised awareness of the HealthWatch offer for community groups and organisations to receive an STP Conversation, session. The offer to arrange the STP Conversation is available until 30th March 2017.

Discussion took place between A, G. (HWD), Peter Nicholson and Mary Jones, (Health Ambassadors Deaf Community) to confirm the arrangements around a plan to deliver two STP sessions for members of the Deaf community.

The sessions will be delivered on two different time slots during one day (Day time & Evening events), with the aim of target different audiences from the deaf community.

Julia Burns also expressed interest in arranging an STP session for AS&R members of her client group. Considering this, the date; 21/ 03 /2017 was agreed as a suitable one for delivery.

A further agreement was made to discuss the finer points/ details for delivering to an audience with limited understanding of English language. Also, limited understanding and awareness of NHS provision.

-Action C, H to forward all STP information to allow Julia Burns to review the presentation material and make suggestions for any amendments around the structure and format of information being utilised, prior to delivering the session.

Andrew Goodall reiterated his point, about the approach being adopted by HealthWatch Doncaster toward these consultations, who described this as having a conversation with people, collecting their 'stories' and 'information' which can be fed back to higher authorities.

8.	AOB	
	<p>Tom McKnight (Doncaster CVS) T, McKnight took this opportunity to share information about a forthcoming community focused, engagement event being arranged by Co- Create. The event is being planned to take place in/ around May. The aim of this event is to involve community members in activities which may assist them develop skills for becoming ‘community journalists’ or developing interests in activities which can contribute toward this such as photography etc.</p> <p>It’s envisaged, the half day event will aim to support participants develop their interest and/ or skills which in turn may be utilised within community settings to ‘capture stories’ and/ or ‘events’ involving local people. Health Ambassadors at the meeting were asked to share ideas with regards to the specific type of skills/ activities which would be useful / required. More detail on this event will be shared once more specific information is made available for community group members – any Ideas or suggestions for activities should be forwarded to Curtis.henry@Healthwatch.co.uk</p> <p>Mary Jones (DDCC) M, Jones spoke about the experiences of an individual from the Deaf community and their relatively negative encounter /experiences when accessing health services. The issue was surrounding the availability of a BSL interpreter when accessing secondary care services (hospital appointments at DBH). Mary expressed, this was not the first occasion this had occurred and felt there was a systemic problem for why patient needs are not being met appropriately. A, Goodall (HealthWatch) explained the role /remit of the Advocacy service, highlighting how the service can be utilised to raise a concern/ complaint if felt necessary.</p> <p>On the other hand, Mary also spoke positively about her own GP Practice Highlighting the more positive experiences she encounters, when attending medical appointments with them. Mary articulated, how her GP Practice often asks if she requires a BSL interpreter for appointments</p> <p>Next meeting date Considering the low turnout for this meeting, a decision was undertaken to discuss and identify the next steps for future meetings. The plan is for HealthWatch representatives to arrange a meeting involving the Chair (D, A) with the aim of taking a review of the current situation and determine the way forward for future ambassador meetings.</p> <p>contact will also be made with wider representatives of the scheme to understand their level of interest /involvement for future.</p> <p>Action: C, H. to contact Health Ambassador representatives to discuss this.</p>	

9.	Date and Time of the Next Meeting	
	Monday, 24 th April, 2017	