

**Tuesday 10th December 2013 at 7.02pm in The Studio, Haverhill
Arts Centre, High Street, Haverhill, CB9 8AR**

Present: **Chair:** **Town Councillor:** **R André**
 Town Councillors: **P Hanlon, M Martin, B McLatchy,**
 D Roach, B Robbins,
 and G Stroud

Also present: 10 members of the public

MINUTES

ACTION

1. **Apologies for Absence**
Apologies for absence had been received from Cllrs Byrne, Carr, Goody, Russo, Samuels, J Stroud and C Turner.
2. **Declaration of Interests**
No councillor declared an interest in items on the agenda.
3. **To Confirm the Minutes of the Meeting held 26th November 2013**
The minutes of the meeting held on 26th November 2013 were agreed.
4. **To deal with any urgent matters arising from the minutes not covered by this agenda**
The Town Clerk on the following issues arising:
 - Work on commemorative tributes to former Cllr Ager was ongoing
 - Further grit bins would be installed once approval was received from the highway authority
 - A meeting was being arranged with Borough Council representatives to discuss tree management. There was no legal avenue that would allow the Town Council to take action unilaterally.
5. **Police Report**
Inspector Ferrie reported on the latest crime statistics for Haverhill as follows:

Type of Crime	Reports This Year	3 Year Average
Total crime	1124	1344
Violence against the person	233	251
Sexual offences	21	24
Drug offences	69	45
Domestic burglary	52	38

Insp Ferrie considered that the rise in drug offences may be related to more proactive work being undertaken by the Police. He also reported

that one offender was probably responsible for the rise in domestic burglary. The number had reduced since a suspect was arrested and remanded.

Insp Ferrie welcomed the reduction in nearly all crime categories apart from drug offences and domestic burglary. He also reported on the most recent SNT meeting. Proceedings were now being streamed online and voting for priorities was also available online. The three new priorities were parking in the High Street, speeding in various areas, and cycling without lights etc.

The Mayor thanked Insp Ferrie for his report.

6. Healthwatch Suffolk

Annie Topping (AT, Chief Executive) and Gill Jones (Senior Community Development Officer) gave a presentation, appended to these minutes, on the work of Healthwatch Suffolk and how people can be involved and empowered with regard to health and social care services.

Councillors raised the following issues and questions:

- Whether lessons had been learned from the West Suffolk Hospital mental health incident. AT said she wanted to see a review of what happened, using an evidence base. This would be a priority for Healthwatch's work programme
- What standards were used for the evidence base in relation to Healthwatch research, e.g. on GP waiting times. AT said they would work with NHS England on GP waiting times, and were planning a piece of work using a researcher from Cambridge, working jointly with universities. AT said her nursing background also helps
- That GPs achieve targets through the use of emergency appointments, masking waiting times of up to six weeks for an appointment with a named GP
- How Healthwatch Suffolk is made up. AT said there was a board of directors with seven members. There were also many volunteers. The make-up drew from a range of social backgrounds and included people with relevant health skills. The AGM in March would see new board elections to ensure that it was representative
- The number of subscriber members. AT said there were so far about 200-300, but that there was no set limit and she wanted to see the membership grow
- Whether there were links with Addenbrookes. AT said that they were closely linked via a formal network and peer support
- What links there were with the Ambulance Trust. AT said she worked with trusts at a regional level to agree strategy, and locally with the East of England Ambulance Trust. She was hoping to get waiting time details and wanted to see a change in public attitudes towards using ambulance services through information and education. She was also looking at winter pressures on services generally
- That people call ambulances due to problems accessing their GP
- How feedback was analysed and by whom. AT said some feedback was statistical, some qualitative. A team of two analysed the information and it was fed through to the Board

- How the power to enter and view was used and prioritised, and whether it applied to both public and private establishments. AT said the power allowed Healthwatch to enter any premises where services were provided so in theory they could enter private premises as well as hospitals etc. There was a need to ensure that the right legal framework was in place. Priorities were according to the bigger picture, e.g. a priority for dementia might guide the use of enter and view powers. Feedback and intelligence also assisted with priorities

The Mayor thanked Annie and Gill for their presentation and invited them to stay to answer any public questions raised in the Public Forum.

The Mayor, with the agreement of the Council, adjourned the meeting at 7.44pm for the public forum.

County Councillor Julian Flood said he had the impression that Haverhill was poorly serviced in health terms and asked AT how he could research this. AT suggested the CCG health needs assessment. Healthwatch was also mapping services as a directory for areas including this part of Suffolk. This should be available early in 2014.

County Councillor Tony Brown said that there was a myriad of health organisations purporting to represent patients but nothing was changing and there was a need to see results. Health professionals needed to step up to the mark. Haverhill residents saw things getting worse not better and this was appalling. AT said that there was a need to capture views and experiences, and she looked forward to doing this in Haverhill. This didn't need to be new evidence.

The Mayor said the town had seen Healthwatch collecting information, and now action was needed.

John Burns spoke about a projected population rise from 27,000 to 40,000 over the next 15 years, and asked what influence Healthwatch could have on both simple and more complex services. AT said that services were keen to work with Healthwatch. There was a need to start small and build on this.

Cllr McLatchy said that the CCG had spent £896,000 on refurbishing the Health Centre; there were now twelve clinics and things were improving slowly. She said that it should incorporate a drop-in centre.

The Mayor thanked Annie and Gill for their attendance.

County Councillor Tony Brown read a statement regarding a potential rise in Council Tax, which is appended to these minutes. The Mayor said there was no space for political discussion about others' positions. Cllr McLatchy said that Cllrs Brown and Flood took an interest in Town Council matters, and asked why this should not be the same for the MP. The figures he had quoted in his press statement were an error, and there was no decision yet on the precept. She was prepared to consider a rise if this proved unavoidable.

Aaron Luccarini read a statement in support of filming of Council meetings, appended to these minutes.

Cllr Flood said that at the SNT meeting people had asked about street lights, especially the First Responders. He had given the mobile phone number for emergency restoration to Inspector Ferrie so that he could follow this up.

There being no further matters raised by the public, the Mayor resumed the meeting with the agreement of the Council at 7.58pm.

With the agreement of the Council, items 7 and 8 on the agenda were reversed.

7. Video Recording of Council and Committee Meetings

The Mayor commented that fewer than half of the Town Council was present, and proposed that this item be deferred to a future meeting to ensure a fuller discussion.

Cllr Roach said he agreed with this. Councillors agreed that the item be deferred as proposed.

The Clerk agreed to circulate a briefing note on the issue to all Town Councillors.

TOWN CLERK

8. Adoption of Committee Reports

Planning Committee

The Council moved the adoption of the minutes of the Planning Committee meeting held on 3rd December 2013.

9. To authorise payments.

The Council authorised the following cheque lists:-

Date	Cheque Numbers	Value
26.11.13	009290 – 009299	£6,909.72
03.12.13	009300 – 009320	£67,216.95

10. To receive urgent correspondence

No urgent correspondence was tabled.

15. Closure

The meeting was closed at 8.01pm.



Haverhill Town Council 10/12/2013

Annie Topping CEO RGN MBA

Outline

- What is Healthwatch Suffolk
- Our roles
- Our operating model
- How can we work together



The Journey to Healthwatch

- **Pre successors:** CHCs, Patient Forums, LINKs
- ***Equity and excellence: Liberating the NHS (2010):*** the Government's vision of a patient-centred NHS.
- **The White Paper:** plans to strengthen the voice of patients and the public through Healthwatch.
- **Health and Social Care Act 2012:** the legal foundations of Healthwatch
- Network went live on 1st April 2013.



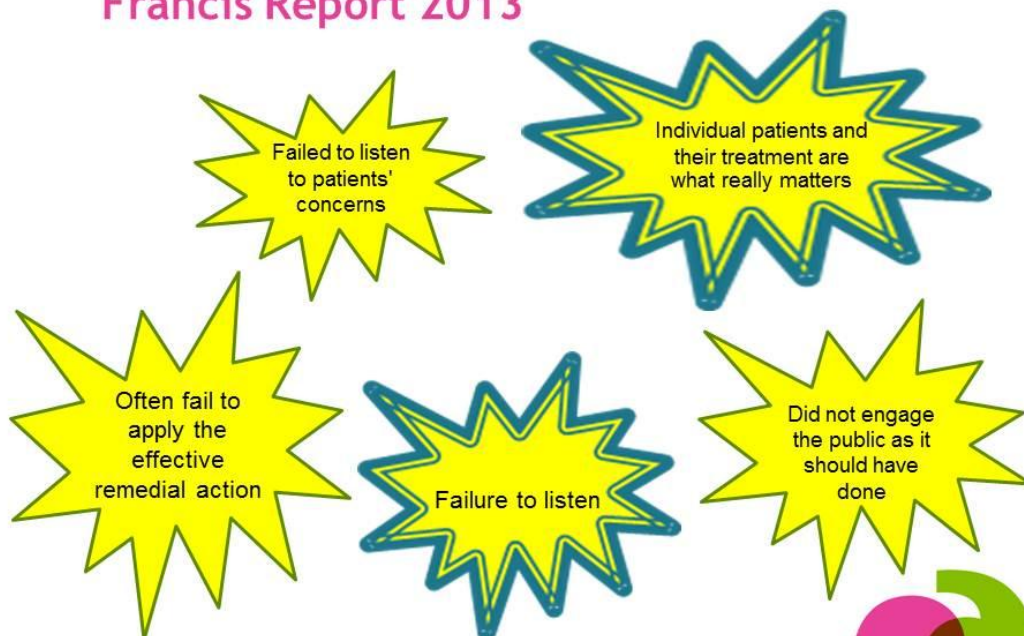
The New Consumer Champion

Our Remits

- the **independent and effective** consumer champion for the public to promote better outcomes in health for all and in social care for adults.
- **representative** of diverse communities.
- provide **intelligence and evidence** to **influence & challenge** policy, planning, commissioning and delivery of health and social care.
- provide **information and advice** to help people access and make choices about services.



Francis Report 2013



Recent Reports

The Keogh Review – July 2013



Looked at the quality of the care and treatment provided by 14 trusts identified as having higher than average death rates in the two years before the start of the review.

NHS complaints handled by the Ombudsman Service in 2012-13 - October 2013



To support the use of complaints to improve services the NHS Ombudsman published detailed statistics on the complaints they received concerning individual NHS organisations from April 2012 to March 2013 - This information fed into the Clwyd Hart Report.

Don Berwick - August 2013



A focus on putting patient safety and experience at the heart of healthcare planning, delivery and evaluation.

Clwyd Hart Review - October 2013



Calls for a “revolution” in the way the health service handles complaints after receiving 2,500 emails and letters from patients, doctors and nurses, which they said revealed a culture of “delay, deny, defend”.



Our Roles



We are powerful...



Right to a response from providers and commissioners within 20 working days.

We can enter and view premises where care is provided to people.

Take issues to the Health Scrutiny Committee.

We have direct links with CQC

Voice of the public on the Suffolk Health and Wellbeing Board.



Enter and View

Healthwatch has the right to enter and view any premises where publically funded care is provided.

Health and Social Care Act 2012 section 186



LINKs collectively visited 2,500 services

Purposes are:

- Assess service quality from the perspective of the community.
- Collect the views of users at the point of service delivery
- Make recommendations to providers and commissioners.
- Ensure the views of users are integral to local commissioning.



Information and Signposting



Information and Signposting

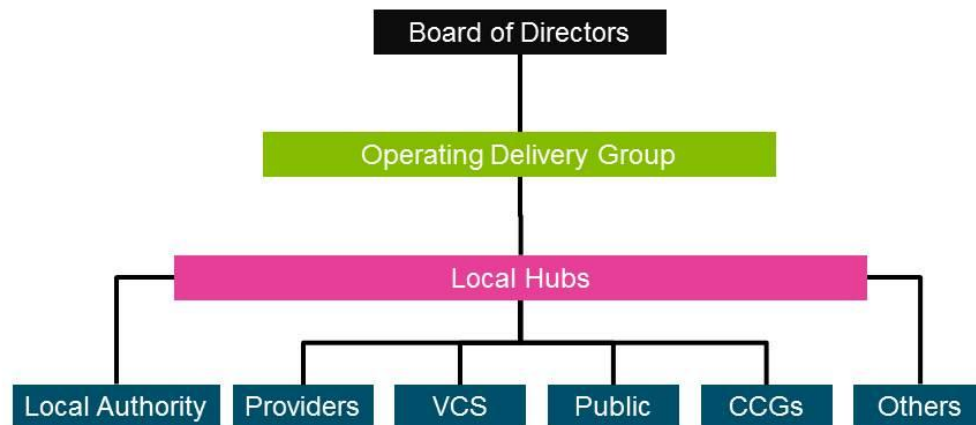
- Work with and provide support to local information providers and networks.
- People have access to good quality information about services.
- Support people to make informed choice.
- Working with the Suffolk Information Partnership to develop an Information Standard.
- Accreditation of service providers and hub hosts.

NOT

- Provide independent complaints advocacy support for health or care services.



Our Operating Model



Get involved

Be involved

Some opportunities to be involved include:

- Being a volunteer - HW Champion
- Enter and View
- Operational Delivery Group and interest groups
- Service reviews
- Hubs
- Others



How to have your say...

Healthwatch Suffolk is local voices influencing the design and delivery of local services. We are independent which means you can have confidence when sharing your views with us.

Have your say...

- By telephone on **01449 703949**
- By email to **info@healthwatchsuffolk.co.uk**
- By using our "Speak Out" form on **www.healthwatchsuffolk.co.uk**
 - Directly with staff at events/meetings
 - On Twitter and Facebook
 - By Freepost



Our Early Work

- Engagement Report: Early Supported Discharge service for stroke service in Suffolk.
- Engagement across Cambs, Suffolk & Norfolk on Liver Metastases Resection Service.
- Mental Health in Highpoint Prison.
- Others
 - Ambulance Trust - Survey on public attitude
 - Community Services
 - GP access etc



healthwatch
Suffolk

How can we work together



Our Offers

- Become a member.
- We have shared objectives.
- We can amplify the voice of people in Haverhill and influence the decision makers.
- Together we can ensure stronger user involvement.
- **IT IS A 'WIN-WIN' SITUATION!**



healthwatch
Suffolk

Any Questions?



Question from County Councillor Tony Brown (Public Forum)

This question is for the Conservative Group. We appreciate the good work that you do for the town but could you clarify your position on the potential small rise of the Town Council precept that may be inevitable due to the withdrawal of the grant from the Borough Council.

When it was discussed at an earlier meeting you seemed to agree to a small rise if needed so that the Town Council could continue to host the excellent events throughout the year that it is known for.

This seems to be at odds with what our MP Matthew Hancock said in his statement last week, he is instead of fighting for the retention of our grant at the Borough, decided to attack our Town Council spending plans which are already under severe pressure from escalating costs.

Would the Junior Minister's precious time be more well spent on fighting for a better deal for Haverhill in the Palace of Westminster than getting involved in Town Council politics. Do you support him in his attack on our Town Council's future spending plans and possible small rise in the precept to cover the cost of worthwhile events in the Town?

Statement from Aaron Luccarini (Public Forum)

I fully support the recording of meetings and it should be seen by councillors as a great way to open up Town Council meetings to everyone who wants to see what happens. Not everyone is able to get to meetings because of various reasons and this is a way of allowing everyone to be able to. After the success of the first SNT stream - which over the night had 28 people watching and at the time of the vote 14 people took part increasing those taking part by 71% - it shows people are interested and support the filming of meetings and it can be successfully done.

This is the chance to show and promote the work the town council is doing to a wider audience.