



MINUTES OF THE PIP AGM HELD ON 26th JUNE 2019

Present:

Jane Belcher – PIP Chair, Volunteer
Hazel Burgess – PIP Treasurer & Volunteer
Jane Jefferies – PIP Management Committee & Secretary, Volunteer
Elizabeth Recaldin – PIP Management Committee, Volunteer
Adrian Barker - PIP Management Committee & Patient Panel
Mary Blackett – PIP Management Committee and West Berkshire Council
Tim Cooling - PIP Management Committee & CCG
Carolyn Taylor - SEAP Advocacy Service – Guest Speaker
Di Mesbah – PIP Volunteer
Karen Westall - PIP Volunteer
Margaret Wirth - PIP Volunteer
Christine Wolstenholme - PIP Volunteer
Richard Wolstenholme – PIP Volunteer
Cllr Billy Drummond - for Mayor of Newbury
Garry Poulson – Volunteer Centre
Mike Fereday – Healthwatch
Alice Kunjappy-Clifton - HealthWatch
Keith Endersby – Rosemary Appeal
John Holt – West Berks Therapy Centre
Shirley Jackson – Macmillan
Christine Cowap – Macmillan
Richard Carrow – Macmillan
Jennifer Knight – Hungerford Cancer Support Group
Yvonne Gillies– Hungerford Cancer Support Group
Stuart Stephens – Chair League of Friends

Apologies:

Andrew Sharp - PIP Management Committee & HealthWatch
Erica Tipton – PIP Management Committee & Patient Panel Chair
Brien Beharrell – PIP Volunteer
Mary Lailey – PIP Volunteer
Susan Plumridge – PIP Volunteer
Jane Wilder – PIP Volunteer
Jill Bosley – PIP Chair to 2015
Veronica Clifford – Past PIP Volunteer
Siggy Torngaard – past PIP Volunteer
Maureen Chapman – SEAP Advocacy Service
Trevor Lyalle – Patient Advice and Liaison Services
Mayor of Thatcham
Mayor of Hungerford
John Bagshaw – RBH Governor
Robert Tayton – West Berkshire Community Hospital Trust
Christine Stockwell – Berkshire Health Foundation Trust
Kelly Warren - Berkshire Health Foundation Trust
Lesley Bell - Berkshire Health Foundation Trust
Kamal Bahia – Burdwood Practice Manager
Tandra Foster – West Berkshire Council
Arthur Bavister – Thames Valley NPC
Janette Bell – Charles Clore Unit
Kate Green - Advocate
Alice Gostomski – Fibromyalgia Support Group
Gwen Mason – Disability Alliance
Helen Milroy - Newbury Cancer Care
Alex Osteritter – It's my Life
Meryl Praill – Newbury Soup Kitchen

1. Welcome and Apologies

Jane Belcher welcomed everyone to the meeting, Jane Jefferies summarised the apologies as above.

2. Minutes of the last AGM on 31st May 2018

The minutes of the previous AGM were reviewed; acceptance was proposed by Hazel Burgess, seconded by Richard Carrow and agreed by all.

3. Report from the Chairman

Jane Belcher read the Chairman's Report as attached at Annex A. Jane thanked the PIP Volunteers and Management Committee members as well as the Volunteer Centre who have helped recruit new Volunteers. Jane summarised the highlights of the PIP visitor statistics, which identify the topics of interest to PIP users, and the awareness campaigns that have been supported. Key points noted included:

- One of our Volunteers undertakes Patient Experience Tracking surveys each week for the WBCH wards.
- The PIP has worked closely with Healthwatch West Berkshire and PALS as well as with many local voluntary and health service groups over the last year. Communication within the voluntary and health sectors has been important to maintain awareness of the PIP, recruit Volunteers and ensure joint working where appropriate.
- More needs to be done to promote the PIP within the wider area of West Berkshire to engage with those who are isolated or vulnerable, which is dependent on the recruitment of more Volunteers – an ongoing activity.

Garry Poulson congratulated Jane Belcher on a full, detailed report on the work of the PIP over the past year.

4. Report from the Treasurer, including accounts

The Summary Accounts were circulated to those present at the AGM and are attached at Annex B. Hazel Burgess, PIP Treasurer, noted the key points of the accounts, including:

- Stationery and printing costs.
- Volunteer expenses.

Garry Poulson queried if the funds provided from Greenham Trust were still restricted – Jane Belcher noted that the last AGM had agreed that these funds should be used to support the PIP work rather than be restricted for mini PIPs, the Management Committee had endorsed this and the funds are now included in the current funds.

Hazel thanked Clare Denner for auditing the accounts. Mike Fereday proposed the accounts be accepted, seconded by Gary Poulson and agreed by all.

5. Report from the Secretary

The Secretary's report was circulated at the AGM and is attached at Annex C.

Jane Jefferies, PIP Secretary, noted the number of meetings held, both for Volunteers and of the Management Committee as well as the training presentations provided to Volunteers. She noted the work undertaken to ensure compliance with the new data protection regulations (GDPR) and asked those present to endorse the continued membership of the Management Committee – all attendees agreed to the continuation of the Management Committee members.

6. Election of Officers

In all cases there were no new nominees for the PIP Officers and all incumbents were willing to stand for another year. Attendees agreed to their re-election unopposed.

- **Chair** – Jane Belcher.
- **Vice-Chair** – Jane Jefferies.
- **Treasurer** – Hazel Burgess.
- **Secretary** – Jane Jefferies.

7. Guest Speaker – Carolyn Taylor, seAp Advocacy, West Berkshire

Jane Belcher introduced Carolyn, an Independent Advocate who spoke about the work of seAp – a charity which provides advocacy services under contract to the Local Authority for West Berkshire clients – some of whom may be in Reading or Swindon care homes, paid for by West Berkshire. Presentation slides are attached at Annex D.

The role of a seAp Advocate is to listen, support, and empower each individual client to make their own decisions and to help the client to communicate those decisions to others; where necessary the Advocate signposts other support agencies. A key aim of seAp is to give a voice to the vulnerable, to ensure they understand their options and are able to express their views, wishes and feelings. Another role of an Independent Advocate is to ensure a vulnerable person is getting the care they have been prescribed. An Advocate can take action on behalf of their client when they have their consent to do so.

Carolyn outlined the seAp services provided in West Berkshire and those for whom this advocacy is provided; for example under the Care Act Advocacy an Advocate will meet with a person with learning difficulties to discuss their needs and wishes for their Care plan; through the Independent Health Complaints advocacy the anger of a complaint can be diffused so that the objective of the complainant can be established. SeAp also support Self Advocacy through “It’s My Life”.

Carolyn noted that seAp could no longer offer a general service to those who are not supported by the Local Authority.

Billy Drummond asked how long they supported a client – Carolyn answered that this varied from a single meeting to as long as 6 months.

Gary Poulson queried the approach when asked for help outside their remit and noted that the Volunteer Centre could provide help if needed.

Jennifer Knight queried how seAp was funded – Carolyn replied that much of the funding comes from Local Authorities, although some specific advocacy work is funded by central government.

Stuart Stephens asked if seAp Advocates supported people in privately funded care homes, Carolyn replied that this is so if the client is under DoLS (Deprivation of Liberty).

Tim Cooling queried if there was a waiting list – Carolyn replied that there was a prioritised waiting list, with any safeguarding case dealt with on an urgent basis.

Mike Fereday queried the number of care home visits and if the number of Advocates was increased with an increase in the number of the cases – Carolyn noted that this is covered by complex arrangements depending on the funding source.

Jane Belcher thanked Carolyn for a very informative presentation.

8. Any Other Business

There was no other business, attendees were thanked for their time and the AGM was closed.

9. Date of next AGM proposed as 30th June 2020.

Annex A – PIP Chairman's Report 2018

Can I again welcome you all to this year's AGM for the Patient Information Point, we are so very happy to see so many of you giving up your evening to come along and join us for this meeting.

As the Chair I get to report to you on what the PIP has been doing and has achieved over the past year, and I must admit this gives me a lot of pride and a sense of achievement, not only for me but also on behalf of all the volunteers that give up their time to work in the PIP, week in and week out, summer and winter.

First of all I want to say a big thank you to all the volunteers and the members of the Patient Information Point Management Committee, whose help and expertise we could not do without, so our thanks go to Tim Cooling CCG, Mary Blackett WBC, Ian Mundy BHFT, Andrew Sharp Healthwatch, Erica Tipton and now Adrian Barker, Patient Panel. As some of you will know Erica Tipton has now stood down from the chair of the PPG and Adrian has taken the job on. We welcome him, but we are also glad Erica as agreed to continue coming to some of our meetings; without these people the PIP would not be able to survive. You have all given me so much support and help over the past year, thank you.

As with other years, the PIP has lost some Volunteers, but we have also taken on 3 new Volunteers and we are in the process of recruiting another 2 new Volunteers. We are very grateful to the Volunteer Centre's Garry Poulson and Chris Reed for their continued help with recruitment. Recently I was very grateful to receive a call from Hampshire NHS following a recruitment programme with the Daily Mail for Basingstoke and Winchester Hospitals; they had received several replies from the Newbury Area, and asked if we would be interested and could they give out the PIP email address, I was not going to say no as I am always looking to engage more volunteers!

I am delighted to report another positive year; we have welcomed 3098 visitors into the PIP, between June 2018 and June 2019, 1841 people came through the doors in the (5) morning sessions, and 1257 in the (4) afternoon sessions; both figures I am pleased to say are up on last year when we had 2827 visitors to the PIP.

From our survey data, we can tell that this year the most information requested was on the health conditions under Cancer, Dementia, Eyes, Gastrointestinal, Rheumatology and Orthopaedic.

I do love figures so I hope you will not mind me giving you a few more, as I said last year to the PIP Volunteers, they are very important; it's one of the ways we know which leaflets and booklets we should be stocking in the PIP.

The PIP has had 1010 people browsing, 97 people looking for information on Benefits, 147 people wanting Care & Caring information, 724 wanting information on Health Conditions, while only 81 wanted Healthy Living information. 108 were recorded as "Need to Talk" which in some cases I find quite sad, 146 required Support Groups and 160 Transport. But we have also had 35 complaints, sadly up on last year, and we have had 10 PALS Referrals. We have also had 618 other requests; these include, do we sell newspapers, do we have cash for the parking machine, where do we leave old books, directions within the hospital, is there a cash machine in the hospital ... - you would be surprised what the Volunteers get asked.

Our Volunteer Christine is still undertaking the patient experience tracker surveys on both of the wards, and I can tell you that this year she has completed 366 for the hospital.

The PIP is still undertaking and promoting national health awareness days, months and weeks, on our carousel located just outside the Patient Information Point room. It seems to be a very popular part of the work the PIP undertakes. The topics that we have covered are very varied; as normal

we did Dry January and Stoptober, we have also done Death Awareness, Prostate Cancer and Carers week and coming up in the next few months are Healthy Living, Vascular Disease, Organ Donation and Healthy Eating. We would like to do more of this over the next year and again hope to engage more with Public Health and also with the clinics held here in the hospital, as we have done with the Stroke Clinic and now with other clinics. On looking at our figures from all the Awareness Campaigns 1075 leaflets or booklets were taken.

I am pleased to say PIP is still working very closely with Healthwatch, as well as with PALS who have booked sessions in the PIP room on a regular basis every month. We are also working with Fairclose, with Mental Health's "Open for Hope" and have helped the local Fibromyalgia Support Group.

We are also working closely with Strawberry Hill Medical Centre, who have started a mini PIP and we are liaising with them on what they should be stocking for the surgery patients.

I am sorry to repeat myself from last year, but it must be said again, and again, the work of the Patient Information Point is not recognised by some of the health providers for what it does do, though I must say I think we are now seeing more staff from the wards and clinics using the PIP, we still need to promote the Patient Information Point going forward.

The PIP certainly does have a future in this hospital, and from what people say who come into the PIP they appreciate it very much. We supported the hospital open day for staff recruitment last year and we got many positive comments on the service we provide, which is unique to the area.

Lastly I must again give my thanks to the volunteers for their support over the last year and to the members of the Management Committee for their continued support of the Patient Information Point, my special thanks go to Jane Jefferies for all the help she has given to the PIP and to me over the past year and to Liz Recaldin for keeping the statistics; without these we would never know how valuable the PIP is. I said this last year but I must put in the report again this year, Liz your assistance and knowledge is very much appreciated. Thanks also to Hazel for keeping the accounts.

And finally thanks to you all for your continued support of the Patient Information Point.

Jane Belcher
Chair

**Patient Information Point
Accounts for Year Ended 31 March 2019**

	2019			2018
	Un- restricted £	Restricted £	Total £	
INCOME				
Grants				
Misc. Income	2,000.00		2,000.00	
TOTAL INCOME	£ 2,000.00		2,000.00	
EXPENDITURE				
Co-ordinator cost				
Co-ordinator expenses				
Publicity and marketing				
Depreciation on equipment	32.00		32.00	227.00
Volunteers travel	765.45		765.45	664.63
Volunteer training				
Volunteer recruitment				
Volunteer other costs	200.00		200.00	60.00
Stationery and consumables	212.67		212.67	20.50
Printer cartridges	512.16		512.16	281.93
Other expenditure				92.40
TOTAL EXPENDITURE	1,722.28		1,722.28	1,346.46
SURPLUS / (DEFICIT)	277.72		277.72	(1,346.46)
ASSETS				
Bank Balance			7,668.31	7,409.89
Cash			100.00	100.00
Equipment Cost			1,445.78	1,445.78
Equipment Depreciation			(1,445.78)	(1,413.78)
Debtors				
Less: Creditors and prepayments				(51.30)
TOTAL ASSETS			7,768.31	7,490.59
FUNDS				
Funds Previous Year:				
Unrestricted	7,490.59		7,490.59	5,837.05
Restricted for cancer information				
Restricted Greenham for Mini PIP				3,000.00
Surplus / (Deficit)	277.72		277.72	(1,346.46)
FUNDS CURRENT YEAR	7,768.31		7,768.31	7,490.59

H. Burgess (Treasurer)



J. Belcher (Chairman)



I have examined the accounting records and relevant documentation and confirm that the financial statements are in accordance with them.

Independent Examiner

C. Denner



Annex C – Secretary’s Report

PIP Secretary’s Annual Report 2018-19

During the year 8 volunteer meetings were held, with an average of 8 of the 15 volunteers attending each meeting.

Presentations to the meetings covered Public Health and Adult Social Care from the WBC, BHFT Quality Improvement Programme, WBC development past, present and future, Newbury Cancer Care, Dementia Awareness and the work of the Patient Panel.

At each meeting Volunteers discussed issues and improvements for the work of the PIP, with key issues being IT access problems and cost of information booklets, with many more providers now charging for them. The Volunteers also reviewed the organisation of the information we hold against that provided and requested.

During the year 5 Management Committee meetings were held, when an average of 6 of the 9 members attended each meeting. Management Committee members were Tim Cooling of the CCG, Mary Blackett of WBC, Erica Tipton, Chair of the Patient Panel, Andrew Sharp from Healthwatch and Ian Mundy from BHFT. The Management Committee oversee the PIP finances, provide direction on training topics for volunteers, help to resolve IT issues as well as monitoring and supporting volunteer recruitment. With the new GDPR regulations issued last year the Management Committee provided advice on the data held to ensure compliance with these new data protection regulations. The PIP officers reviewed the data held and reduced the information in soft and hard copies to ensure no personal information was held where it was not required for PIP business. In December we had a joint Management Committee and Volunteer meeting which gave the Management Committee and Volunteers a chance to meet each other.

In line with the PIP constitution, I would like to propose that all PIP Management Committee members be re-elected to the Management Committee for the next year.

Jane Belcher shares the outcomes of her liaisons with other health related groups (CCG, GP surgeries, Healthwatch etc.) at both the Management and Volunteer meetings and where appropriate requests volunteer support for some events.

An Awareness Calendar was maintained for the year, identifying local and national health awareness campaigns which PIP supports by providing extra information leaflets on a carousel outside the PIP. Uptake of this information is recorded as part of our PIP database.

Going forward we hope to have presentations to the Volunteers on the Respect programme and the work of Age UK amongst other topics.

Jane Jefferies
PIP Secretary



seAp Advocacy West Berkshire



Carolyn Taylor
Independent Advocate

Who we are




- We are called **seAp**
- We are a charity which provides Advocacy Services
- We work across the South of England including much of Berkshire. Our HQ is in Hastings.

The  of seAp

Support Empower Advocate Promote



What is advocacy?



According to people who use our services:

- “Advocacy is help to speak up for myself
- “Getting the help I need”
- “Getting people to listen to me”
- “Being treated fairly”



What is advocacy?




Advocacy is to make sure that people, particularly those most vulnerable in our society, are able to express **their** views, wishes and feelings

Make sure people clearly understand options and choices they have

And to receive the health and social care services they need

Who advocates?




- Family and carers
- Friends
- Care workers & support staff
- Social workers, nurses and other professionals
- Independent Advocates, like seAp

Why an Independent Advocate?

- has no other involvement in the person’s life and so avoids conflicts of interest or hopefully prejudices
- is free to act on the instruction of the person for whom they are advocating

Advocacy principles

Advocacy should always be:

- Independent
- Free
- Confidential
- Empowering
- Not concerned with making a judgement about the person's best interests

Services in West Berkshire



In West Berkshire we provide now:

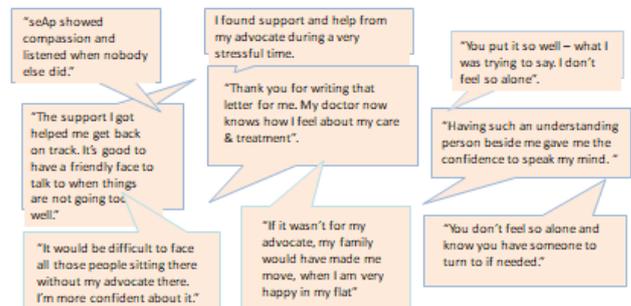
- **Care Act Advocacy** – help with your Care Plan & Review
- **Independent Health Complaints Advocacy** – help if you are unhappy with your NHS care
- **Independent Mental Health Advocacy** – help if you are a patient at Prospect Park hospital or elsewhere
- **Military Advocacy Service** – help if you were in the Army, Navy or RAF

West Berks Council commissions us to provide these services or we bid for other funding.

Services in West Berkshire

- **CAMHS Advocacy** – help if you are a young person referred to Child & Adolescent Mental Health Services
- **DoLS/ RPR Advocacy** – help if you are an older person needing to be kept safe in a care home or your own home
- **Self Advocacy Groups** – It's My Life

Our Clients have the final say



NB DoLS = Deprivation of Liberty,
RPR = Relevant Persons Representative

Thank You



Referrals to:

seAp Advocacy
0300 343 5735 (Local Rate)
info@seap.org.uk
www.seap.org.uk

