



the care forum

Speakers

Questions and Answers

Kirsty Matthews – Managing Director, Virgin Healthcare B&NES speaking on Virgin's approach to working with voluntary sector organisations.

Q – Pat Foster asked if we can be part of the Quality Safety Committee as Healthwatch reply to Virgin Care Quality Account and would be useful to have a volunteer involved in quality meetings so they are informed and can implement their quality priorities.

A – Kirsty would love Healthwatch to be involved. Pat to email Kirsty directly.

Q – Roger Tipping asked why Virgin Care provide people with disabilities such as his, visual or with learning disabilities, communication in an accessible way because he can't access information and this standard is now law.

A – Kirsty thanked Roger for raising this question and would look into it and will respond directly to Healthwatch

Q – Anne was involved in the tender for 'you care your way' and has not been asked to join the citizen panel.

A – Kirsty said she would talk to Martha Cox who runs this and find out why. Kirsty stressed the importance of having people who want to help which we aren't accessing, needs addressing.

Q – Roger Thompson questioned why there was a lot of engagement during tender however once the contract was awarded, engagement has not been encouraged.

A – It was important to focus initially ensuring we were running a high quality service, now we need to look at and focus on engagement. Kirsty stressed how they cannot support people without partnership and engagement.

Julia Clarke – CEO, Bristol Community Health speaking on BCH's considerable experience of working with the third sector.

Q - Sarah Ambe thanked Bristol Community Health for partnership with Healthwatch. It was interesting to hear about Volunteer Passes (Virgin) and the possibility of this working across organisations and make it work in Bristol.

A - Matthew (Bristol Community Health) to look into how we can work collaboratively to create a pool.

Q – Rosa Hui asked why Bristol Community Health haven't engaged with the Chinese Community or other small BME communities?

A – Julia reiterated that this had been raised at an earlier meeting and is being addressed.