

Healthwatch Coventry Steering Group 15 October 2019

Held At: Queens Road Baptist Church Centre

Pre-meeting minutes

Attendees: Stuart Linnell (Chair), David Spurgeon, Ed DeVane, Hakeem Adedaja, Dennis Saunders, Tervinder Bhangal, Christine McNaught (FWT), Sue Ogle (VAC)

Staff Present: Ruth Light, Louise Stratton, Jyoti Devi

Apologies: Apollo Economides, Ed Hodson (Citizens Advice Coventry), Karen Keates, Samantha Keogh-Collins (Grapevine)

1 Welcome

SL welcomed everyone to the meeting.

2 Delivery update

SO gave an update on the process which is ongoing for the recommissioning of Healthwatch by the City Council. The current funding agreement ends on 31/03/20. Commissioners are looking at options for the way forward and this had not yet been decided.

The Healthwatch Commissioner at the City Council has attended a Commissioners' workshop held by Healthwatch England which was useful.

The current delivery partners of Healthwatch met to review work undertaken by an external consultant to look at the models of delivery for ten other local Healthwatch. This is to inform discussion of the way forward.

SL said that he had a conversation with local Councillors including the Cabinet member and there was understanding of Healthwatch's position and support. Councillors will look to officer to establish a process.

SL had written to the commissioners on behalf of the Steering Group raising the overall budget for Healthwatch and the importance of maintaining links with volunteers and lay involvement through the Steering Group.

DSPur added that Healthwatch got special mentions during items at the recent joint OSC showing how our work was well regarded.

DSau stressed the importance of local volunteers in Healthwatch.

More information about this will be passed on to Steering Group members once it is available.

ACTION:
<ul style="list-style-type: none">• SG to be kept informed on the process for commissioning Healthwatch from 01/04/20

3 Healthwatch annual conference feedback

The highlights for the annual Healthwatch conference organised by Healthwatch England were discussed.

There was a mixture of plenary speeches and workshops.

RL said that Healthwatch England had set out their priorities. This included the new Quality Framework. This is a self-assessment process to help local Healthwatch reflect on the quality of their approaches under different domains. The intention is for the Framework to also be useful for commissioners and for discussions between Healthwatch and commissioners regarding barriers to achieving in any areas e.g. finance or other local circumstances.

SL said the Simon Stevens, NHS Chief Executive had announced a review of patient transport services in response to the findings of local Healthwatch through the work earlier in the year on the NHS long term plan. Healthwatch had identified that transport and access were issues for people and this was not considered in the Plan.

Conversations also took place about the Healthwatch Branding agreement and adding requirement to this.

4 Other meeting feedback

RL highlighted that the changes to governance structure for the Coventry and Warwickshire Health and Care Partnership were being adopted. Identifying routes of influence for Healthwatch was important.

DSpur attended the Coventry and Warwickshire Scrutiny Board meeting, which was well attended.

DSaun attended the Primary Care Commissioning Group where there was a discussion about re-defining the structure of the CCG.

Meeting closed at 10:45

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Minutes

Attendees: Stuart Linnell (Chair), David Spurgeon, Ed DeVane, Hakeem Adedaja, Dennis Saunders, Tervinder Bhangal, Christine McNaught (FWT), Sue Ogle (VAC)

Additional attendees: Gaile Allen, Simon Wright (CWHCP), Tom Phelan (CWHCP), Rachael Danter (CWHCP), Tracy O'Neill, Barbara Mullenger, Phil Jones, Catherine Smith, Rose Uwins (CRCCG)

Staff Present: Ruth Light, Louise Stratton, Jyoti Devi

Apologies: Apollo Economides, Ed Hodson (Citizens Advice Coventry), Karen Keates, Samantha Keogh-Collins (Grapevine)

1 Welcome and any declaration of interests

SL welcomed members and members of the public to the meeting. There were no declarations of interest.

2 Minutes of the last meeting

The minutes of the last meeting were approved as an accurate record. Matters arising to be dealt with under other agenda items.

3 Health and Care Partnership - The Local Plan

Rachael Danter - System Transformation Director, presented a summary of the work on a local NHS 5 year plan. The context was the national NHS 5 year plan and work carried out over the last 3 years under the 'STP'. It was acknowledged that last time a local plan was produced under the STP, this was not done well as there was insufficient connectivity and engagement.

In the last three years:

- NHS organisations and local councils have been working together.
- There has been additional investment in health services.
- Reduced overall NHS costs by £300m.
- Strengthened partnerships and relationships.
- Place Forum established, two Health and Wellbeing Boards working well together.

- Stroke public consultation now launched to identify future optimum model.
- Out of Hospital care - multi-disciplinary professionals working together and sharing accountability.
- Continued improvement in care for the one million people we serve.
- Example of the red bag scheme for residents of care homes going into hospital to keep all their information , medication and items together

Now the focus is on:

- Prevention - education and support to help lead healthy and happy lives.
- Integrated Community Care - joined up services and less time in hospital.
- Urgent and Emergency Care - the right care, in the right place, at the right time.
- Mental Health - community support to help avert patient crisis.
- Cancer - earlier diagnosis, faster treatment and more personalised care.
- Maternity and Paediatric Services - more choice and personalisation, safe and sustainable services.
- Efficiency - shorter waiting times, faster tests and scans.
- Population Health - improved overall health and wellbeing

80% of the work undertaken needs to be undertaken at 'Place' (ie Coventry, Warwickshire North, South Warwickshire, and Rugby). Patients should be at the centre. Rachael acknowledged the previous local NHS plan (The STP) was done badly as it did not involve patients.

There is duplication in how services are delivered and a workforce challenge.

The final submission to NHS England must be made by 15 November 2019. Comments can be made and also asking if anything has been left out.

DSpur said that the workforce was a huge issue eg nurse recruitment at the hospital and GPs retiring. Rachel said it was important to allow staff to work differently as part of the solution to this. There was also a plan to remove £20 million of agency staff costs.

SL commented that a recent experience had highlighted that there was not seven day working and that patients may not be discharged from hospital at the weekend if they are ready due to this.

DSau said that he had looked at the previous plan and wanted to know if this was any different from previous plans. There seemed to be no tracking of outcomes and evaluation.

CM noted that there are large pockets of the population with no digital literacy and asked how the Partnership worked with existing programmes to add value. Rachael said it was important that the partnership were equal and the VCS need to be around the Place table.

DSau was concerned about the different layers of management being described - System, Coventry Place, Primary Care Network (PCN) and how workable this was.

4 Work programme and activity reports

a) Responses received and actions to take

The Group looked at the response form Coventry City Council to Healthwatch Coventry's recommendations regarding Respite Care. It was agreed that the action plan should be published within the final report.

b) Update on work

RL reported that work is underway on organising Enter and View visits to care homes focusing on how residents' health is supported.

An engagement campaign to gather views about use of technology to support patients; how NHS services communicate with patients; and how can GP services involve patients has been launched under the campaign banner of *What Do You Think Coventry*. This will use all engagement mechanisms including social media and outreach.

A new Quality Surveillance Group for Coventry and Warwickshire provides opportunities for Healthwatch to share intelligence gathered from local people.

5. Healthwatch representation

Members noted reports from Healthwatch representatives on external groups.

Useful reports to look at:

Coventry Safeguarding Adults Board Annual report

https://www.coventry.gov.uk/downloads/233/coventry_safeguarding_adults_board (the report is not there yet)

Adult Social Care Annual report

www.coventry.gov.uk/info/192/adult_social_care_policies_and_training_opportunities/1399/annual_report_for_adult_social_care

6. Coventry and Rugby CCG update

Rose Uwins provided updates on Coventry and Rugby CCG activities:

a) Stroke services

The three local CCGs (NHS Coventry and Rugby CCG, NHS South Warwickshire CCG and NHS Warwickshire North CCG) launched a consultation on proposals for the

future of local stroke services. Over the past five years where people access stroke services, including rehabilitation services and stroke prevention has been reviewed in order to make the biggest difference to the health outcomes of stroke patients.

RL said that Healthwatch Coventry had been involved in a number of pieces of work related to this over the years. The group agreed to look at the document and a response to the consultation.

More information can be found on website: <https://www.strokecovwarks.nhs.uk>

ACTION:

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| <ul style="list-style-type: none">• DSau, DSpur and SL to review the Stroke Services Consultation document |
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b) Senior team

Adrian Stokes is the new Accountable Officer for the Coventry and Rugby and Warwickshire North CCGs - until March 2020.

RL asked about ongoing work regarding the structures of the three CCGs. Rose said that work continued and CCG GP members will be voting in November.

c) APMS GP practices

Tender will go out at end of October for bids to run these four GP practices.

d) Draft maternity and children's services listening document

Stephen O'Hanlon from CRCCG had asked for HW to review this draft document for readability. CM said that she would review the document.

ACTION:

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| <ul style="list-style-type: none">• CM to review the Draft maternity and children's services listening document RL to confirm deadline by email |
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7. Any other business

Community dental services: A review has been undertaken RL asked for members to read the document. DSau and SL agreed to read the document.

SL reported that the City Council was undertaking a review of its Marmot City work.

RL reported that NHS Friends and Family Test is being updated with new questions.

DSpur reported that CCGs will be taking on responsibility for commissioning of pharmacy, dentist and optometry services from NHS England.

HA said he would send through his copy of a report *Dialysis Transport - Finding a way together*. This report provides recommendations on standards for transport for patients who receive haemodialysis treatment.

ACTION:

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| <ul style="list-style-type: none">• DSau and SL to read the review of community dental services document• HA to send through report <i>Dialysis Transport - Finding a way together</i> to RL |
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8. Date and time of next meeting

SL highlighted the date set for the February 2020 meeting: Tuesday 11 February 2020

Next meeting is Tuesday 3 December 2019