

**Healthwatch Coventry Steering Group pre-meeting**  
**At: 10.00 am on 15 August 2017**  
**Held At: Queens Road Baptist Church Centre**

**Minutes**

**Attendees:** John Mason (Chair), Steve Banbury (VAC), Taruna Chauhan, Ed Hodson (CAB), Marcia Jarrett (Tamarind Centre), Karen Keates, Des Patalong, Derek Rawle (Koco Community Resource Centre) Dennis Saunders, David Spurgeon, Gaile Allen, Hakeem Adedoja

**Staff present:** Ruth Light, Ruth Burdett, Sam Barnett, Rob Allison, Louise Stratton

**Apologies:** Carol Fawkes; Jim McCabe (Age UK Coventry), Kyla Craig (Grapevine), Nobby Clarke, Penny Collard (H2H)

## **1. Welcome**

John welcomed everyone to the meeting.

## **2. Feedback from Healthwatch Annual Meeting**

Steering Group members received a report analysing the completed evaluation forms from the Healthwatch Annual Meeting. It was noted that most comments received were positive, negative comments were related to the issues with the sound system.

RL reported that the slides and write-ups from the group work are now on the Healthwatch website. Comments about Stroke Services collected at the meeting has been sent to the CCG. Following comments made in the discussion at the meeting an additional Stroke Service engagement meeting was held in Coventry by Coventry and Rugby CCG.

Dennis said that there was some confusion with people thinking that Healthwatch are in charge of the STP. Ruth said that it is important that people understand that this is not the case and will give this some thought.

David said he had received positive feedback on the day.

### **2.2 Responses to Healthwatch**

#### **2.1 Ward visits to UHCW**

- i. Ruth provided an update on this piece of work and an initial response from UHCW was shared. A further series of 4 ward enter and view visits were underway.

- ii. There has been a change of personnel at UHCW with Paula Lloyd Knight taking on the role of Associate Director of Quality.
- iii. It was agreed to produce one final report of this piece of work to include the findings of the current visits along with those of previous visits and to add information about other initiatives UHCW has put in place around patient communication within the relevant appendices. Final recommendations will also be considered.
- iv. A meeting will then take place with Paula Lloyd-Knight, Barbara Hay, Head of Equalities and Diane Etringham, Associate Director of Nursing, to discuss the report and produce an action plan.

## 2.2 Information request: macular degeneration

- i. An information request has been sent to Coventry and Rugby CCG regarding macular degeneration services and non emergency patient transport. CRCCG has advised that they are holding meetings with UHCW to discuss the points Healthwatch raised. RL will chase for a formal response to the information request and keep the Steering Group updated on progress.
- ii. It was noted that if health services are going to be more centralised, under NHS plans, then this will mean that there will be a reliance on patient transport for some patients.

Actions
<ul style="list-style-type: none"> <li>• RL to contact Coventry and Rugby CCG for a formal response to the information request about Macular Degeneration and keep the Steering Group updated on progress</li> </ul>

## 3 Report of the Safeguarding Adults Board Meeting

DP summarised the Safeguarding Adults Board highlighting two items about the UHCW Acute Frailty Unit and Terrorist attacks.

DP highlighted the involvement of Age UK Coventry in hospital frailty work and raised a concern about the growing role of voluntary sector organisations in statutory sector provision; identifying a potential conflict of interest with voluntary organisations' original mission and campaigning roles.

RA said that the frailty work aimed to look more broadly than the medical model of 'fixing' a person, to take into account issues which has housing impacting on an individual's wellbeing and as such went beyond statutory sector responsibilities to an individual. DS said that voluntary organisations could be better placed to support individuals than statutory sector organisations. RL said that the Healthwatch role was usually to focus on whether a service is working for patients/service users/carers rather than taking a view on which organisation should provide a service.

There is a Safeguarding Conference planned for 9 November, which DP is planning to attend.

Meeting ended 10:50

**Healthwatch Coventry Steering Group meeting**  
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**Staff present:** Ruth Light, Ruth Burdett, Sam Barnett, Rob Allison, Louise Stratton

**Apologies:** Carol Fawkes; Jim McCabe (Age UK Coventry), Kyla Craig (Grapevine), Nobby Clarke, Penny Collard (H2H)

**Additional attendees:** Molly Gillespie (Grapevine), Shelly Phelps (BBC Coventry and Warwickshire)

## **1. Welcome**

John welcomed everyone to the meeting. No declarations of interest were noted.

## **2. Minutes of last meeting and matters arising**

Minutes of the last meeting were reviewed and agreed.

### **Matters arising**

- 2.1 The Healthwatch Coventry annual report has been published, added to the Healthwatch website and sent to relevant organisations
- 2.2 Quality account commentaries have been published and the new round of Quality Account meetings will start in the autumn.
- 2.3 With regards to plans to support hospital discharge there has been no further contact from Glynis Washington about how Healthwatch can support with the patient information leaflet

<b>Actions</b>
<ul style="list-style-type: none"><li>• RL to contact Glynis Washington about the patient information leaflet and if Healthwatch can support in any way</li></ul>

### **3. Update on plans and commissioning of local NHS and social care services**

#### **3.1 Summary: updates on STP**

RL highlighted recent developments regarding Better Health Better Care Better value work streams in Coventry and Warwickshire including:

- i. The outcome of the out of hospital collaborative bidding process and the next steps
- ii. Strokes services engagement was extended with an additional engagement event taking place in Coventry.
- iii. National directives such as that relating to recruitment of more mental health staff are now being directed at STPs
- iv. National data has been compiled by STP geography in order to produce the first ranking of STP areas.

#### **3.2 Report presented at Scrutiny Board**

DSP fed back on a discussion about the STP at the last Health and Social Care Scrutiny Board meeting. It was reported to the Board that 'all residents of Coventry and Warwickshire have received a leaflet to their homes explaining how data will be shared...' DSP said that there was a discussion and for the people in attendance at the Board meeting not everyone had received this letter.

Steering Group members agreed that the purpose behind the letter is a positive but expressed disappointment that the input Healthwatch Coventry had provided, aimed at improving its readability was not implemented fully and the distribution method has resulted in not everyone receiving or noting receipt of it.

### **4 Healthwatch Coventry work programme**

#### **4.1 Update on work priorities**

RL provided an update on the current work programme:

- i. Second programme of visits to wards have begun to gather information about communication with patients.
- ii. Information has been sent to Healthwatch members who are interested in reviewing the current CHC booklet.
- iii. Volunteer induction training has been held
- iv. The survey of how people get to medical appointment will be launched soon
- v. RL has joined the Pharmaceutical Needs Assessment Steering Group and presented the findings and lessons learnt from Healthwatch pharmacy survey
- vi. A seminar being arranged focusing on discharge pathways (17 October)

#### **4.2 Links with Healthwatch England**

Healthwatch England have published a report *What is it like to live in a care home: findings from the Healthwatch network*. Healthwatch Coventry Care

Home findings have been used. The report is available on the Healthwatch England website: <http://www.healthwatch.co.uk/care-homes>

### 4.3 CQC inspection of Coventry system 2018

RL reported that the Care Quality Commission (CQC) have been asked to undertake a programme of local system reviews of health and social care in 12 local authority areas including Coventry. This review will look at how people move between health and social care, including delayed transfers of care. The focus will be on people over 65.

Members queried the purpose of the visits and discussed what Healthwatch should do to prepare prior to the CQC asking for information.

It was agreed that Healthwatch should send information requests to a number of organisations to help gather intelligence (LA, CWPT, UHCW and CCG) asking what they consider the issues to be, what forums exist to address discharge delays and what work they are involved in.

There is potential to have a forum, which includes organisational leads and members of the Steering Group.

DSa said that it may be useful to weave some of these questions into the hospital discharge seminar which is planned for October. RA replied that the linkages have been noted.

Actions
<ul style="list-style-type: none"><li>Information requests to be sent to a number of organisations relating to delayed transfers of care and the reasons behind it.</li></ul>



## 5 Reports from external meetings

### 5.2 Reports from Healthwatch reps on external groups

Steering Group members received reports from Healthwatch representatives on external groups and bodies for information.

DSp highlighted that at Adult Social Care Stakeholders meeting members were asked how they might be able to grow the membership of the group? It was agreed that it needs to be clear about the role of the group. LA do have lists of service users already which they could utilise?

DR and HA fed back from the Coventry and Warwickshire cancer work programme meeting there has not been any follow up information. It was noted that there were no clear next steps and the meeting resolved that Healthwatch should ask what will happen next.

TC and JM fed back from the Community Pharmacy Services Regional Workshop there has not been any follow up information so it was resolved to ask for this.

### 5.3 Feedback from Healthwatch England Annual Conference

JM reported back from the Healthwatch England Conference, highlighting the workshops he attended. John had discussions with the Chair of Healthwatch England who is very supportive of the Healthwatch network.

Healthwatch Coventry were commended in the network awards for the piece of work about gathering intelligence from local people about pharmacy services.

RL added that it had been a positive conference and an excellent networking opportunity.

DSp asked RB what she had thought of it and RB said it had been very useful for putting her work in to context as part of the Healthwatch network.

Actions
<ul style="list-style-type: none"><li>• RL to make contact with the lead for the Coventry and Warwickshire cancer work programme for feedback following the meeting in June</li><li>• SB to contact the lead for the Community Pharmacy Services Regional Workshop for the meeting notes.</li></ul>

## 6 Healthwatch contract

RA introduced the quarterly report to the City Council for quarter 1 April-June 2017 and highlighted:

- i. One of the case studies illustrates Healthwatch ICAS using the Health Ombudsman's powers to full effect with an apology, payment and review of transfer of care policy required as a result

Members asked how long it had taken this complaint to be dealt with and RL replied it was nearly a year.

- ii. The contract management meeting is taking place next week. Questions will be asked to the LA about funding after March 2018.

## 7 Any other business

7.1 Additional papers were circulated to Steering Group members for information.

7.2 Steering Group members were asked if Healthwatch should respond to the consultation on *Items which should not routinely be prescribed in primary care*. The potential significance of this consultation was noted by members, especially for those on low incomes who may not be able to afford to buy certain medications or glute free foods if needed. Steering Group members agreed to produce a Healthwatch response.

7.3 There were two meeting invites and it was agreed these should be circulated by email to Steering Group members.

<b>Actions</b>
<ul style="list-style-type: none"><li>• RL to send the consultation electronically with a deadline for Steering Group members to respond.</li><li>• RL to send invites to meetings/events to Steering Group members. Steering Group members to let Sam know if they want to attend any of them.</li></ul>

**8 Dates of future meetings:**

10 October
5 December

Meeting closed 12:15