

**Healthwatch Coventry Steering Group pre-meeting**  
**At: 10.00 am on 6 June 2017**  
**Held At: Queens Road Baptist Church Centre**

**Minutes**

**Attendees:** John Mason (Chair), Carol Fawkes, Dennis Saunders, Kyla Craig (Grapevine), Nobby Clarke, Steve Banbury (VAC), Taruna Chauhan, Karen Keates, Moira Pendlebury (Age UK Coventry), Jim McCabe (Age UK Coventry), Hakeem Adedoja

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

**Apologies:** Des Patalong, Ed Hodson (CAB), Gaile Allen, David Spurgeon

## **1. Welcome**

John welcomed everyone to the meeting.

## **2. Draft Healthwatch Coventry annual report**

RL explained that every year every local Healthwatch has to produce an annual report and the Steering Group has the role to approve the content along with the Here2help Board.

The final version of the annual report has to be sent to a number of organisations including - NHS England, Local Authority, CCG, NHS Providers.

Steering Group members asked for a number of minor changes and clarifications:

- Ensuring that readers are clear on what a *NHS Trust* is
- *Contact Point* definition to be included in the glossary

Moira said that she liked the *Highlights of our year* section. Karen said that it is good that we have quotes in the annual report as this brings it to life. Ruth said that Healthwatch England have provided guidance on best practice for the case studies.

Steering Group members were asked to email through any typos to Sam.

Steering Group members approved the text for the annual report. The draft report has been approved by the Here2Help Board.

<b>Actions</b>
<ul style="list-style-type: none"><li>• Ruth to make amendments to annual report</li><li>• Steering Group members to send through any typos from the draft annual report to Sam</li></ul>

### 3. Draft Commentary on CWPT quality account

The draft commentary on CWPT quality account has been co-ordinated with Healthwatch Warwickshire and Scrutiny Boards for Warwickshire and Coventry. Steering Group members approved the commentary for the CWPT Quality Account.

Actions
<ul style="list-style-type: none"><li>Ruth to send the approved Quality Account commentary to CWPT</li></ul>



### 4. Pre-discussion to brief on items on agenda

RL provided updates on activity regarding the STP and the Steering Group discussed items on the Steering Group meeting agenda including the item from the CCG.

RL suggested that as part of the Care Home Enter and View visits we could concentrate on the homes who offer beds as part of the re-enablement package.

RA said that as a follow-up to the hospital discharge piece of work he led, it might be useful to involve either Glynis Washington or a member of her team at the CCG

#### Macular degeneration unit appointments

RL said that Healthwatch had received intelligence about issues related to delays for people who attend appointments for macular degeneration and issues in accessing patient transport to get to appointments.

It was agreed that Healthwatch send an official letter to the CCG to ask questions about the process in place in order to make sure that patients are having their appointments set at the correct intervals.

Actions
<ul style="list-style-type: none"><li>Ruth to write an official information request letter to Coventry and Rugby CCG about macular degeneration appointments</li></ul>



### 4 Report of the Safeguarding Adults Board meeting

Steering Group members received the report of the last Safeguarding Adults Board for information.

Meeting ended 10:45

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

**Apologies:** Des Patalong, Ed Hodson (CAB), Gaile Allen, David Spurgeon

**Additional attendees:** Glynis Washington (Acting Chief Nurse, Coventry and Rugby CCG)

## **1. Welcome**

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

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

Minutes of the last meeting were reviewed and agreed.

### **Matters arising**

- 2.1 The pharmacy report has been published and response letters have been received from 3 organisations.
- 2.2 Coventry and Rugby CCG have now taken on full delegation for GP Commissioning. This means that Healthwatch will have a seat on the Primary Care Committee.
- 2.3 Ruth and John met with Andrea Green from CRCCG
- 2.4 The UHCW ward report has been sent to UHCW for response.

## **3. Healthwatch Coventry work priorities**

### **3.1 End of year report 2017-18 work priorities**

Steering Group members received a report on the work complete in the 2016-17 work programme:

- i. **Communication and person centred care on hospital wards** - the report is currently with UHCW for response. Consideration needs to be given on whether additional visits to wards will take place.
- ii. **Residential social care services for older adults** - outcomes from recommendations made were highlighted
- iii. **Study of people moving housing within care home setting** - a response has been received from Coventry City Council

## 4. Healthwatch activities

### 4.1 Work programme

Steering Group members received a report which outlines the responses to Healthwatch recommendations.

- i. **Hospital discharge** - Steering Group members were asked if further information is needed:

It was noted that there seemed to be an established process in place but they are confusing, there are lots of different initiatives in place.

It appears not all frontline staff are clear about the different pathways available for hospital discharge.

RA will be running a focus group which could involve going through the process with staff to see if it does match with what has been said in the response. It was agreed it would be useful to come up with flow diagrams for specific scenarios for patients who are going through the discharge process.

- ii **Pharmacy services**

RL is chasing NHS England for a response as this has not been received.

RL will meet with the POD manager at the CCG to pick up on the points which have been raised through the recommendations.

LPC response is positive and will look at creating quality markers for pharmacies.

- iii **Housing with care**

RL met with Coventry City Council to discuss the report and a response has been received, which is positive.

## 5. Plans to support hospital discharge

Glynis Washington, Acting Chief Nurse for Coventry and Rugby CCG attended the Steering Group meeting to discuss the plans in place to support hospital discharge.

There are three pathways to this new campaign of support:

1. A patient will go home and receive short term domiciliary care
2. A patient will eventually be able to go home after receiving a re-ablement package of care including therapy input. This will take place in a care home setting
3. A patient who is unlikely to go home due to complex needs but will be discharged to a care home for assessment and then a decision can be made as to where they will go permanently.

Glynis said that a 'No Choice Policy' is being put in place meaning that a patient will not have any choice about the location of the assessment placement but can choose the location of the permanent placement. A workshop has taken place where the final draft of the 'No Choice policy' was discussed.

Glynis confirmed that it will be the CCG who pay for the assessment placement and then financial assessments will be taking place in order to work out if any funding will be provided to the patient. Glynis was asked who would be providing the budget for funding. Glynis said that Coventry City Council and CCG are going to align their budgets.

A patient information leaflet needs to be created and Glynis said that this could be an area for Healthwatch to provide input. Steering Group members agreed that this would be something Healthwatch could look at.

Carol asked what would be the length of time an individual will stay in the 'no choice' setting? Glynis said that it should take a week for the individual to have an assessment but there will be a maximum of 6 weeks before an individual will then either move back home or into their permanent choice of care home.

Carol also noted that the wording 'No choice' is not a positive use of language and should be changed? Other members agreed.

RA asked Glynis if a member of her team could attend the hospital discharge focus group he is organising. Glynis said yes.

Glynis indicated that there had been some issues with transport, which they were looking at

RL asked about the resources available for rehabilitation support and Glynis said that additional capacity had been commissioned for CWPT. The beds commissioned for the therapy pathway were also being increased.

Actions
<ul style="list-style-type: none"><li>• Glynis and Ruth to discuss Healthwatch input into the patient</li></ul>

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| <p>information leaflet which is going to be created</p> <ul style="list-style-type: none"> <li>• Rob to contact Glynis when a date is in the diary for the hospital discharge focus group</li> </ul> |
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## 6. Healthwatch Coventry work priorities

### 6.1 Discussion and agreement of work priorities for coming year

Steering Group members discussed the proposed work priorities for the coming year.

RL highlighted:

- i. **Care at Home** - This will need to be brokered through the Local Authority and will involve pairs of authorised reps going to service users homes.
- ii. **Continuing Healthcare (CHC)** - LS met with the contact at the CCG for a scoping meeting. Steering Group members agreed that it was not Healthwatch role to write and design this leaflet but to input into the content based on what lay people and service users think is useful information and clear.
- iii. **Involvement in STP** - engagement activity related to Stroke services is starting - Healthwatch will promote
- iv. Suggested priorities have been received from City Council and CCG

The following work priorities were agreed for 2017-18 by those at the meeting and subsequently by email by those Steering group members who were not present:

1	Care at home (domiciliary care)	To gather the views and experiences of service users and family carers about home care services following service re-commissioning exercise  Work with Coventry City Council to contact individuals and identify a sample for interview and investigate other ways to gather views
2	Getting to medical appointments	Gather views and feedback from local population about the location of outpatient and diagnostic tests outside of Coventry and the impact of this.
3	Continuing Healthcare (CHC)	Work with CRCCG to input into the text for a leaflet/ booklet about continuing healthcare by reviewing current literature and talking to a sample of service users.
4	Primary care commissioning	Take up seat on primary care commissioning committee of Coventry and Rugby CCG and complete associated work around role

5	Communication with patients on hospital wards	Identify examples of good practice and issues/gaps in person centred communication on hospital wards. Undertake phase 2 of visit to ward gathering views on patient centred communication
6	Visits to residential and nursing care homes	Gather the views of people living in care homes in Coventry - focusing on quality of life factors.  Add a focus on rehabilitation/intermediate care placement following hospital discharge - to gather feedback from patients/service users on this new approach
7	Involvement in Coventry and Warwickshire STP	To lobby for and support STP partner organisations to do good quality patient/public engagement at the right points in the STP work stream timelines which genuinely shapes plans.  Healthwatch Chief Officer sits as an observer on the STP board.
8	Co-ordination of Quality Account Task Groups	Follow up of NHS Trust quality priorities and input into the setting of future quality priorities

## 7. Healthwatch activities

### 7.1 Reports from Healthwatch reps on external groups

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

## 8. Any other business

8.1 Additional papers were given out to Steering Group members:

- Summary of Cancer Patient Experience and Proposal for Patient Engagement
- Guide for local Healthwatch on using NICE resources
- Diabetes Education Event 5<sup>th</sup> April 2017 - Feedback

8.2 Ruth said that bookings have opened for the Healthwatch annual meeting

## 9. Dates of future meetings:

15 August	5 December
10 October	Annual meeting - 11 July (9:30 - 1 pm)

Meeting closed 12:35