

**Healthwatch Coventry Steering Group pre-meeting**  
**At: 10.00 am on 28 March 2017**  
**Held At: Queens Road Baptist Church Centre**

**Minutes**

**Attendees:** John Mason (Chair), Carol Fawkes, David Spurgeon, Derek Rawle (Koco Resource Centre), Kyla Craig (Grapevine), Nobby Clarke, Steve Banbury (VAC), Taruna Chauhan, Ed Hodson (CAB), Karen Keates, Moira Pendlebury (Age UK Coventry, Hakeem Adedoja

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

**Apologies:** Dennis Saunders, Des Patalong, Gaile Allen, Marcia Jarrett (Tamarind Centre) Penny Collard (H2H Board)

## **1. Welcome**

John welcomed everyone to the meeting.

## **2. Draft pharmacy report**

Steering Group members received the draft Healthwatch report *Pharmacy services in Coventry: what is important to local people* to approve the content. Ruth noted that the document has not been fully proof read to date so there will be typos and grammatical errors. A discussion took place about whether all of the main themes had been identified and about what recommendations should be made and to which organisation/bodies these should be directed.

Comments noted:

- i. JM noted that 58% of people said that they would consider using a pharmacy rather than booking an appointment to see a GP but if this is the case then it is important that people understand what services can be delivered by a pharmacy. There are definite gaps in what people know and what is actually provided in pharmacies.
- ii. DS said that the GPs are at the heart of this and could support service users in knowing which services are provided in pharmacies.
- iii. KK said that there is a pharmacy in Coventry that has won awards for providing healthy lifestyles services. Ruth said that there is a scheme which pharmacies need to sign up to become a Healthy Living Pharmacy.
- iv. Information about which pharmacies run the New Medicines review has not been found. These reviews could take some workload of GPs.
- v. Rob said that he has found the Family Information Services Directory a useful tool to search for family services and this was produced by the CCG and the Council and therefore provided a potential model.
- vi. Discussions took place about the audience for the report - Coventry and Rugby CCG, Local Authority, STP Board, Health and Wellbeing Board

Steering Group members agreed that recommendations should include information on:

1. Consideration of better information provided to the public about the services which are provided at each pharmacy along with an easy read format
2. Healthy living pharmacy services to be promoted
3. Quality markers for pharmacies
4. Prescription Ordering Direct
5. Recommendations aimed at specific organisations, e.g. CCG to keep website up to date, GPs to direct people to pharmacies for particular services i.e. phlebotomy; public places to promote information about pharmacy services i.e. libraries, GP surgeries
6. CCG and Public Health to work together to create a communication plan

RL will update the report with summary and recommendations. Steering Group members approved the content of the report and agreed that JM would sign off the final version of the report.

| Actions   |
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| <ul style="list-style-type: none"><li>• Ruth to contact LPC about Healthy living services</li><li>• Ruth to update the pharmacy report for John to sign off the final version</li></ul> |

### **3. Draft report on tenants experiences of housing with care scheme closures**

Steering Group members received the draft Healthwatch report *Tenants experiences of changing accommodation due to closures of Housing with Care schemes* for approval. The group considered potential sensitivity around the publishing of this report due to the potential for individuals to be identified from descriptions of the personal circumstances. It was therefore agreed that a summary report will be produced to be publicised once discussions have taken place with Coventry City Council and their response is received.

MP observed concerns that there was no mention of Care Act Advocacy, a service provided through Age UK Coventry. LS said that this information will be included in the report and that two initial respondents were in receipt of this.

The group discussed amendment to wording to make the recommendation clearer and stress that individuals should have a care plan which goes with them to their new home.

Steering Group members agreed that the report should be sent to the LA for formal response. A summary report will be created which highlights the issues, recommendations and actions. The summary will be the published.

Steering Group members agreed that JM would sign off the final version of the report.

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| <b>Actions</b>   |
| <ul style="list-style-type: none"><li>• LS to make updates to the report and JM to sign off final version</li><li>• LS and RL to meet with Local Authority to discuss the report</li></ul> |



Meeting ended 11:00

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

**Apologies:** Dennis Saunders, Des Patalong, Gaile Allen, Marcia Jarrett (Tamarind Centre) Penny Collard (H2H Board)

**Additional attendees:** None

## **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**

Provider Escalation Plan (PEP) meetings - Ruth has chased Jon Reading about Healthwatch attending the PEP meetings but has not had a response to date.

JM and RL met with Andrea Green which was a useful meeting as information about Healthwatch and the work programme was provided. There seems to be a willingness to work with Healthwatch, further discussions will need to take place.

## **3. Sustainability and Transformation Plan (STP)**

Steering Group members received an update on the STP from RL. An NHS Briefing from Simon Stevens is due out this week and will be circulated.

## **4. Healthwatch work planning process and initial ideas**

Steering Group members were asked to consider initial potential topics for 2017/18 work programme and Ruth briefed that Steering Group on the suggestions and was asked about the extent of any further external consultation about potential work programme priorities.

RL said that the work programme for 2017/18 will need to be complete by end of March 2018 due to the funding for Healthwatch after that date has not been confirmed.

It was noted that the Steering Group had previously agreed to explore a potential work priority regarding Care at Home (domiciliary care) and the Steering group agreed that this should still be a priority.

It was agreed that the NHS Sustainability and Transformation Plan (STP) and its work streams would be significant in the coming year and therefore Healthwatch would need to undertake work related to this - this may be related to public consultation about service changes. Linked to this it was agreed that Healthwatch should seek views and information from the public regarding getting to hospital appointments and if transport is a factor in decision making about this.

RL reported that CRCCG has approached Healthwatch to ask if Healthwatch could undertake work to develop a patient information leaflet / pack to offer as a simple guide through the Continuing Health Care (CHC) process by reviewing the information available and work with patient groups to develop one for our patients that works for them. The timeframe is within 6 months (by Sept 17). The Steering Group approved this piece of work subject to staff confirming the scope and boundaries of Healthwatch involvement with CCG Officers.

The current piece of work regarding patient centred communication on hospital wards is currently part way through and there will be an impact with one of the Healthwatch posts becoming vacant and a recruitment process running on the timeline for this. Also it has become apparent that it is harder than anticipated to identify relevant patients on wards.

RL highlighted two potential areas where there are local issues: A&E hospital discharge and waiting time delays for outpatients and elective operations. Here how choose and book is working is related. DS said he was currently on a waiting list to join a waiting list. The Healthwatch issues log will be reviewed once all data up to the end of March 2017 to identify if there are other themes identified.

The Steering Group agreed that a more limited external consultation to feed into the Healthwatch work programme will take place: writing to key contacts in organisations regarding potential suggestions for Healthwatch work programme.

Formal agreement of the Healthwatch work programme will take place at the June Steering Group.

## **5. Healthwatch activities**

### **a) Work programme**

Ruth highlighted areas of work:

- i. Four visits to UHCW wards have taken place. The aim is to produce a report per ward. Ruth asked Steering Group members to identify a group of members

to approve the reports on behalf of the Steering Group (EH, DS, KC, CF volunteered)

- ii. LS met with phlebotomy lab manager at UHCW following evidence Healthwatch has gathered with regards to the new electronic patient logging in system for blood taking in outpatients. One of the main issues is the wifi is not fit for purpose which is an area the IT team are looking at. Service users are being given unrealistic waiting times and also not all service users know that they can book an appointment now.
- iii. Coventry and Rugby CCG will be taking on primary care commissioning from April 2017 which means Healthwatch will be offered a seat on non-voting the Primary Care Committee. Ruth recommended that that Healthwatch should take up this offer. Steering Group members agreed in principle and Ruth said she would find out more information.
- iv. RL highlighted an additional paper which was circulated. Healthwatch Coventry took part in a piece of work led by Healthwatch England, looking at *Are people experiencing problems accessing social care support?* The findings that have been published show that a number of other Healthwatch experienced the same problem of obtaining relevant data from their Local Authority.

| Actions   |
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| <ul style="list-style-type: none"><li>• RL to find out more information about the Primary Care Committee</li><li>• UHCW ward reports to be sent to all Steering Group members and sign off to be from the four members who volunteered (EH, DS, KC, CF)</li></ul> |



## b) Agree process for sign off of Quality Account commentary for UHCW

Due to the changes in the time line the commentary for UHCW will need to be approved before the June Steering Group meeting. Steering Group members agreed that JM would approve the final version.

The CWPT commentary will be on the June agenda for approval.

It is currently unclear when the WMAS Quality Account will be received so Steering Group members agreed that JM would approve the final version.

| Actions  |
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| <ul style="list-style-type: none"><li>• JM to approve the UHCW and WMAS Quality Account Commentaries</li><li>• Steering Group members to approve CWPT Quality Account Commentary at the June meeting</li></ul> |



## c) Reports from Healthwatch reps on external groups

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

Areas highlighted:

- i. There have been two interesting reports published which were discussed at the last Health and Wellbeing Board *The West Midlands Combined Authority Mental Health Commission Report* and Director of Public Health's annual report
- ii. David has attended the Adult Social Care Stakeholders Reference Group meetings on behalf of Healthwatch on an interim basis. Steering Group members agreed that David should continue to attend the group.
- iii. MJ has attended the UHCW patient property group and there was a discussion about a potential linkage with Healthwatch assisting in seeking to understand patients' views on the care of their property whilst in hospital. Steering Group members agreed that this is not the role Healthwatch wished to take on and that UHCW should be able to do this through their own PPI channels.

### **Any other business**

None

### **Dates of future meetings:**

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| 6 June                                 | 10 October |
| 15 August                              | 5 December |
| Annual meeting - 11 July (9:30 - 1 pm) |            |

Meeting closed 12:35