

**Healthwatch Coventry Steering Group Pre-Meeting
DRAFT Minutes
United Reformed Church, Warwick Road, Coventry, CV1 5FR
At 10:00 am on 06 December 2022**

Attendees: Edward DeVane, Catherine Smith, Last Mafuba (Inini), David Spurgeon, Steven Hill, Sue Ogle, Noreen Bukhari

Staff Present: Ruth Light, Samantha Barnett, Fiona Garrigan, Ridhwana Sheikh, Alison Manning

Apologies: Stuart Linnell (Chair), Christine McNaught (FWT), Rose O'Malley, Claire Dale

1. Welcome Introductions

Edward Devane (ED) gave apologies for Stuart Linnell (SL) who was unable to attend the meeting and informed everyone that he would be chairing today's meeting. Steering Group members wished Stuart a speedy recovery.

ED welcomed everyone to the meeting.

2. Steering Group Recruitment

Ruth Light (RL) informed the Steering Group that it has come to the end of their first term for Catherine Smith (CS) and David Spurgeon (DS). CS and DS have requested to stay on for another term. The Group was asked for their approval, and this was agreed by those who attended the meeting.

RL said Apollo Economides is unable to continue on the group due to personal circumstances.

Another member who has also come to the end of their term is Pamela Nkpuluaku. She has moved away from Coventry and is at the end of her year of co-option on the group.

ED thanked Apollo and Pamela for their contributions.

Two applicants for the Steering Group are being interviewed. Interviews to be carried out by RL, Stuart Linnell (SL) or Fiona Garrigan (FG) if Stuart is not able to.

More advertising of the Steering Group roles will be done in the New Year. Update on this will be provided at the next steering meeting.

Noreen Bukhari (NB) asked how many Steering Group members you are looking for and if they had any flyers, they could email her as she would be happy to circulate the information.

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| <ul style="list-style-type: none">• FG to send the Steering Group Recruitment poster to NB |

3. Updates on developments and information sharing

Healthwatch Week

It was Healthwatch Week, which was run over 3 days, 15th – 17th November 2022. RL asked those who had joined sessions to update the group.

CS gave a brief update on the sessions she attended, which was 'Putting a face to unmet needs – the role of Healthwatch'. The session was about what was deteriorating and how to produce a quality report to Care Boards, on what works and what doesn't work. CS has got some notes, she will type these up and send it to us.

FG updated on the sessions she attended around inequalities and how getting different communities to comment on the services they received difficult. Last Mafuba (LM) added it was more to do with Healthwatch's across the country finding it hard to engage with people in current cost living crisis.

Mental Health Care collaborative

RL fed back on a development day for the new Mental Health Care Collaborative she attended. This had been a positive discussion of potential priorities and the role the care collaborative will fulfil in the Integrated Care System.

It was agreed Ruth should continue involvement with the emerging collaborative although it was noted that the resource and sustainability of attending meetings will need to be considered again.

Healthwatch Warwickshire

Meeting and discussions are ongoing to develop collaborative working.

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Staff Present: Ruth Light, Samantha Barnett, Fiona Garrigan, Ridhwana Sheikh, Alison Manning

Apologies: Stuart Linnell (Chair), Christine McNaught (FWT), Rose O'Malley, Claire Dale

Other Attendees: Rose Uwins (Coventry and Warwickshire ICB), Marion Dalton (UHCW), Rebecca Haughton (CRGPA) Ghulam Vohra (Coventry Muslim Forum), Sanjay Jagatia (EKTA Unity), Nick Darlington, Tom Garroway, Mary Burns, Mark Harrison

Last Mafuba (Inini) was called away.

1. Welcome Introductions

Edward DeVane (ED) welcomed everyone to the meeting.

ED asked if there were any declarations of interest. ED said that he works as a Policy Advisor at the Department for Health and Social Care, however he attends these meetings as a volunteer. There were no other declarations of interest.

2. Minutes of the previous meeting

Minutes from the previous meeting were distributed and reviewed by the Steering Group members. Those who attended have approved them as an accurate record.

3. Updates on work in the NHS to address demand pressures and the development of the Integrated care Strategy

Rose Uwins (Head of Communications and Public Affairs – Coventry and Warwickshire Integrated Care Board) joined the meeting.

A) Demand pressures

Rose Uwins (RU) gave a presentation highlighting a number of different initiatives the local NHS is in order to help people and to help with the access pressure in NHS services. Rose covered:

- Alternative services to help people who have had a fall in their home to prevent them being taken to hospital when this is not needed; the Community Urgent Response team and Falls Response team
- Virtual health care including virtual wards at home and online monitoring systems – Docobo in care homes
- Access to GP services - national figures show that appointment levels are above pre-pandemic levels. The enhanced access service provides additional urgent and pre-bookable appointments locally. Work is underway to develop how Out of Hours GP services fit better with other services
- The challenges with 'hospital flow' of patients into hospital and patients being discharged and why this was happening. A single discharge hub is one of the initiatives to try to support timely hospital discharge
- There is a focus on trying to keep people well and promoting NHS111 online.

ED asked how current pressures compare to 2019; which services are time limited (for winter); and how are new measures assessed to see if they are working?

RU responded that the new GP service was a core service. This winter there are different workforce issues. The NHS is pressured nationally and locally.

A member of the audience raised concerns about access to face-to-face GP appointments and the impact this is having on patient care giving an example of a friend who rang their GP was sent to NHS111, then to the Urgent Treatment Centre and then prescribed antibiotics. This used a lot of time and resource for a simple prescription. Also, online booking for GP appointment had been turned off at their practice.

ED added what support is being put in place for GPs?

RU said the issues regarding GP access were understood and had been raised by people in recent engagement work. New GP support is being investigated, to free up GPs to see more patients. GP practices should have online booking systems for appointments.

DS raised the problem of a difference between the theory of services and the reality. He gave an example of the policy of putting people in a 6-week re-enablement package. However, this is not always the best plan of action.

RU responded that home is best wherever possible for people. RU re-iterated that it is difficult in certain services and the schemes she has spoken about are to try to help.

Ghulam raised the problems faced by those who do not understand the services and the system and who have communication or language barriers.

RU said services need to be simple as it has been shown that trying to educate the population about which service to use has not worked because people cannot triage themselves. The NHS is trying to streamline services, to make it easier for people to follow.

ED asked again how initiatives will be evaluated and effectiveness measured?

Noreen said the GP front door is really important and therefore it needs to be got right otherwise people cannot get to the other services they need.

An audience member raised concerns about the reactive nature of the responses when preventative would be better.

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| <ul style="list-style-type: none">• The Steering Group asked Rose to take away their concerns about- The evaluation of new schemes and methods of access to see how they work- The importance of access to GP services |

B) Update on the Integrated Care Strategy

Rose provided an update on the drafting of the local Integrated Care Strategy.

For the engagement activity 668 local people had taken part face-to-face, 244 online and 75 via paper survey.

The priorities in the Strategy are:

1. Prioritising prevention and improving future health outcomes through tackling health inequalities
2. Improving Access to health and care
3. Tackling immediate system pressures and improving resilience

The engagement exercise with local people highlighted that people were concerned about waiting times. Digitalisation will play a large part of the solution for this. However, the NHS must recognise those who cannot access these resources. We also need to account for those who have lost their trust in NHS services.

RL said this coincides with the feedback Healthwatch Coventry has been hearing.

SO asked if the strategy will show what we are going to do – are there clear milestones?

RU responded, the strategy lays out the aspirations. There will be a plan to set out what the ICB will do to deliver these priorities. The plan will be published in March.

4. Healthwatch Activity

A) Work Update

Paper two provided an update on what has been carried out since the last Steering Group meeting. RL highlighted that the first pilot enter and view visit has been completed to Youell Court and it went well. We are planning to visit another two care homes early next year in 2023. Clear information volunteers have also been reviewing a new ICB leaflet for the public.

B) Policy Update

Information was provided to the group about recent national policy announcements. Including the Secretary of Health, Steve Barclay's speech on 16 November. A newly announced review of Integrated Care Systems and Statistics on appointments for GP Practices for October 2022; and new guidance for Guidance for Health and Wellbeing.

C) Census findings for Coventry

Information on the population of Coventry was shared with the Steering Group, according to a recent report that was published by Census in November 2022.

D) Healthwatch England Update

RL shared information regarding the new Healthwatch England Chair Belinda Black as news on the departure of Sir Robert Francis QC was announced. A new Healthwatch England campaign will focus on the costs of living and a pack of resources is due just before Christmas.

5. Reports from meetings

Reports from Steering Group Reps who attended any external meetings were shared.

ED gave a brief update on the Health and Social Care Scrutiny Board meeting.

Stuart Linnell sent a brief report on the Coventry Care Collaborative meeting he attended. SL attended the meeting as the voice of the residents on behalf of Healthwatch Coventry. This was tabled.

6. Service Updates

A) CQC Inspection findings

Information was received regarding three care home inspections that have been carried out recently by the Care Quality Commission (CQC). These care homes have been rated as requires improvement.

Another care home in Coventry won West Midlands Care Home Team of the Year.

Kenyon Medical Centre GP practice has had an overall 'Good' rating after inspection.

Members raised concerns about the state of the care home sector and the growing pressures on social care.

B) Health Determinants Research Collaboration

The group received information from the Director of Public Health about £5 million of funding to create a Health Determinants Research Collaboration within Coventry. Members welcomed this and its focus on health inequalities. This information had been sent for noting, however members felt that this area of work was very close to the focus of Healthwatch and that discussions should take place about the potential for Healthwatch to be part of this work in some funded way. In other areas of the country the role of Healthwatch had been enhanced and supported via local initiatives in creative ways with very positive results.

| Action |
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| <ul style="list-style-type: none">Letter to be sent to Director of Public Health expressing Healthwatch interest in this work |

c) Pharmacy Services Update

No significant changes to report.

7. Items for information

SG members received web links to useful information and reports covering:

- A report into the experiences of being in hospital for people with a learning disability and autistic people - CQC report about physical care at hospitals for people with learning disabilities and autism based on visits to eight trusts
- Managing NHS backlogs and waiting times in England - National Audit Office (NAO) report - Plans to cut the NHS backlog of operations and improve cancer care by 2025 are at "serious risk", according to the National Audit Office (NAO)
- Carers UK has published the latest version of the State, of Caring survey - State of Caring survey - Carers UK
- Why can't I get older people's experiences of care and support - Age UK report
- Invisible – the maternity experiences of Muslim women

8. Any Other Business

There was none.

9. Date and time of future meetings

Next Steering Group meeting is on 7 February 2023.

- Members meetings start at 10am.
- Meeting in public starts at 11am.

All meetings to be held at the United Reformed Church, Warwick Road, Coventry, CV1 1EX

Date for next meeting in April 2023 TBC.