

**Healthwatch Coventry Steering Group Pre-Meeting
DRAFT Minutes
Britannia Hotel, Fairfax Street, Coventry, CV1 5RP
At 10:00 am on 28 March 2023**

Attendees: Stuart Linnell (Chair), Catherine Smith, Mia Hutchinson

Staff Present: Ruth Light, Samantha Barnett

Apologies: Christine McNaught (FWT), Claire Dale (Carers Trust HofE), Steven Hill (C&W Mind), Last Mafuba, Sue Ogle (VAC), Rose O'Malley, David Spurgeon

1. Welcome Introductions

Stuart Linnell (SL) welcomed everyone to the meeting.

SL noted that the meeting was not quorate.

2. Steering Group recruitment – proposed co-options

Two co-options to the group were proposed: Sanjay Jagatia and Ghulam Vohra. These were agreed by those present.

Action
<ul style="list-style-type: none">Steering Group members not present to be asked to confirm approval of co-options <p>Update this was confirmed by email after the meeting</p>

3. Approach to work planning in Healthwatch Coventry

Ruth gave a presentation providing background information about how Healthwatch Coventry has carried out its work planning in previous year (prior to pandemic). The principles and requirements that sit behind decision making related to work priorities for a local Healthwatch were also covered.

The simplified approach should focus on:

- Equalities foremost
- Practicality important (resources, timing, ability to influence)
- Use a colour coding system similar to HWE issues showing project work, areas being coped and are being monitored.

This was agreed.

4. Updates from the group on any matters for future consideration

Community diagnostic hubs

RL provided an update on developments and published information stating Healthwatch is undertaking a joint project was discussed. The Chair expressed concerns that the name Healthwatch had been associated to a bid without Healthwatch Coventry involvement in decision making around this.

Healthwatch Coventry Steering Group Meeting
DRAFT Minutes
Britannia Hotel, Fairfax Street, Coventry, CV1 5RP
At 11:00 am on 28 March 2023

Attendees: Stuart Linnell (Chair), Catherine Smith, Mia Hutchinson.

New members: Yasmin Taha, Ghulam Vohra

Staff Present: Ruth Light, Alison Manning, David Spurgeon

Apologies: Christine McNaught (FWT), Claire Dale (Carers Trust Heart of England), Steven Hill (Coventry & Warks Mind), Sue Ogle (VAC), Rose O'Malley, Last Mafuba, Rose O'Malley

Other Attendees: Marion Dalton (UHCW), Dennis Saunders, Tom Garroway, Nick Darlington, Rebecca Houghton (Coventry and Rugby GP Alliance), Pat Murson (Coventry and Rugby GP Alliance)

1. Welcome Introductions

Stuart Linnell (SL) welcomed everyone to the meeting.

SL asked if there were any declarations of interest. There were none.

SL noted that the meeting was not quorate and said that a follow up online meeting would be organised in order to fully agree work priorities.

2. Minutes of the previous meeting

Minutes from the previous meeting were approved as an accurate record. There were no matters arising.

3. Healthwatch activity

RL presented the activity report highlighting key areas of work completed since the last Steering Group meeting.

Lots of conversation have taken place about potential Healthwatch involvement or developments that are happening locally including:

- Community Diagnostic Centre engagement piece of work – inequalities – had a number of discussions

- Community Diagnostic Centre at Paybody building Coventry which is in the design phase – asked for HW to be able to input
- UHCW and complaints and PALS handling been raising issues with them
- Conversation about the Local Maternity and Neonatal Partnership

Work that is coming up includes: a household letter leaflet drop to 10% of Coventry households of Healthwatch Coventry postcard. It was noted this would not reach people who do not read English, other methods will be needed for this.

Dennis said it was notable that many places have removed leaflets and posters due to previous COVID-19 restrictions but have not put them back.

A photography competition will be launched as part of Healthwatch Coventry anniversary. Work is also beginning to plan annual meeting and anniversary celebration.

Data entry and report writing support for the remaining VCS grant funded projects is ongoing.

A Healthwatch Coventry annual meeting and 10th anniversary celebration is being planned for Wednesday the 5th of July 2023 in the morning. The venue will be Coventry transport museum. Tom asked if there would be a volunteer celebration event as that wasn't a Christmas party. Ruth said a celebration could be organised perhaps in volunteer's week at the beginning of June.

RL said it will also be time to write the Healthwatch Coventry Annual Report which will come to the next Steering Group meeting or approval.

GV said that they ran a successful Health and Wellbeing event recently which 300 people attended. Healthwatch were part of this event.

4. Discussion about Healthwatch Coventry strategic priorities

Ruth gave a presentation highlighting:

a) Things Healthwatch Coventry needs to do, including:

- Supporting our volunteers
- Building and maintaining external relationships
- Building our volunteer team including volunteers to support community outreach
- Developing our data systems to make it easier to report from the intelligence we gather and to fulfil requirements to share information with Healthwatch England

- Building our reach through our communications – so more people know about us share experiences and use our information
- Joint work with Healthwatch Warwickshire

b) Community outreach

Ruth said every Healthwatch needs to have a community engagement strategy and plan. It is time to update this. After looking at gaps in our reach and other priorities locally such as the NHS inequalities focus through 'CORE 20 Plus 5' the proposed priorities for this aspect of work for the next 6 months are:

- Geographic focus on Hillfields
Begun a focus on this area due to its deprivation and CV1 postcode and health inequalities. City of Coventry Health Centre is in this area and there are active community and faith groups
- Focus on Boating community
Community which may be excluded from communication and have challenges accessing services. Ties to local priority

Questions were asked about the nature of the boating community. Ruth and Stuart explained it was a mixed community of people who lived on boats and barges on rivers and canals. Some have permanent moorings, and some are non-moored and therefore need to move on every couple of weeks. The nature of this lifestyle can make it hard to access NHS services and get information.

Dennis said that people will only be motivated to share their experiences if we go back to people.

Gulam said there are existing groups in Hillfields to link with.

There are two other areas all off potential interest for work, if they can be organised through further grants two voluntary groups. These are children and young people and reaching more men. All local organisations obtain less feedback from males in the local population, there is a skew to women responding. Healthwatch Coventry did previous work in schools to reach young people and the learning was that this work can be time consuming and requires skills and resources in the staff team. Some Healthwatch have done a lot of work with children and young people however this is normally specifically funded.

This approach was agreed by those in attendance.

c) Influencing

The group discussed priorities for influencing. RL said Healthwatch Coventry needs to work by influence. We get many invites to join groups and

committees, more than our capacity allows for. Ruth flagged the following as of a high priority for building and maintaining influence, so the Healthwatch is connected to the right conversations:

- Coventry Place/ emerging care collaborative
- UHCW
- New GP structures
- Quality – focus of patient experience.

These were agreed.

Members raised issue related to pathways and how difficult they can be. A Steering Group member gave an example of seeking treatment for a child with Strep A and how hard it was to get antibiotics as they were not in stock in pharmacies.

The group discussed potential factors impacting on Trust in the NHS. Members said there was less trust that the NHS would be there when people need it. Also, some people are losing trust then what health professionals said to them.

SL raised the issue of pharmacy, a concern due to funding, pressure on pharmacy. RL said that the concerns are valid but not sure where this would sit currently. Pharmacy contracts are decided nationally, and this isn't being flagged up as a concern with local people yet. SL said it should be a focus for Healthwatch England.

Tom asked about potential enter and view to GP services. Ruth said Healthwatch Coventry had gathered lots of feedback on GP services through other routes. Ghulam agreed that the issue with GP service are known and had also been flagged through community session run by the Integrated care Board. Stuart added the issues in GP services were quite complex.

Action
<ul style="list-style-type: none">• It was agreed to hold a further online meeting to discuss work priorities so that agreement with other members not present could happen

5. Reports from meetings

Reports from Steering Group Reps who attended external meetings were shared and noted. There was an additional report tabled from Stuart from the Integrated Care Partnership meeting.

6. Health and care system updates

Members noted a paper giving summary information on key areas of work and service developments with a local impact. The information is largely taken from the ICB Board papers.

The groups also noted a summary of recent CQC inspection findings including UHCW maternity services and a summary of pharmacy changes.

SL spoke about the increasing issue for community pharmacy and the number of closures of threats of closure and suggested this should be a national focus for Healthwatch England

7. Items for information

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

- a) [Healthwatch England annual report](#)
- b) [CQC published *interim* guidance on how it plans to carry out its new remit to assess and rate how well every local authority meets its legal duties on people's social care needs](#)
- c) [The Public Accounts Committee published its report on the elective backlog](#)
- d) [The Equality and Human Rights Commission findings from inquiry into how older and disabled adults and unpaid carers can challenge local council decisions about social care support](#)
- e) DHSC and the Department for Education have published the [SEND \(special educational needs and disability\) and alternative provision improvement plan](#)

9. Any Other Business

The date for the Healthwatch Coventry annual meeting is 5th of July 2023.

10. Date and time of future meetings

Next Steering Group meeting is on 6 June 2023. Members meetings start at 10am. Meeting in public starts at 11am.

Date of future steering group meetings are:

- 1 August 2023
- 3 October 2023
- 5 December 2023

All meetings to be held at the Britannia Hotel, Fairfax Street, Coventry, CV1 5RP (Three Spires meeting room).