

Healthwatch Coventry Steering Group 4 June 2019

Held At: Queens Road Baptist Church Centre

Pre-meeting minutes

Attendees: Stuart Linnell (Chair), Andrew Collis (Involve Coventry), David Spurgeon, Dennis Saunders, Ed Hodson (Citizens Advice Coventry), Edward DeVane, Christine McNaught (FWT), Karen Keates, Tervinder Bhangal, Apollo Economides

Staff present: Ruth Light, Samantha Barnett

Apologies: Sue Ogle (VAC), Des Patalong, Hakeem Adedoja

1 Welcome

SL welcomed everyone to the Steering Group meeting including Roschella Griffith, the new ICAS worker who attended the meeting.

2 Delivery update

RL gave an update on the delivery of Healthwatch and highlighted areas of focus:

- i. Following the recent recruitment process for the role of Community Research and Volunteer Co-ordinator a job offer was made but the individual did not accept. We have re-advertised the post and we currently have 11 applications to review. Interviews will be taking place next week.
- ii. There was a Contract Management meeting where a number of areas were discussed:

The quarterly report was submitted which is on the agenda for the Steering Group meeting.

There has been a change in Contract Officer at Coventry City Council, Healthwatch will sit under Adult Social Care with Jon Reading as lead Officer.

Current funding is confirmed until 31 March 2020. The council is looking at what will happen then. Exploratory conversations are beginning between Coventry City Council and Warwickshire County Council regarding the feasibility of some kind of shared arrangement between Coventry and Warwickshire. RL advised that Healthwatch Warwickshire are in year one of a three year delivery contract. Members queried this development and what it might mean. It was hoped that Steering Group members would be able to feed into the conversations. It was noted that linkages to the local Coventry community were very important for effective Healthwatch work.

3 Draft Healthwatch Coventry Annual report

RL advised that it is a statutory duty for Healthwatch to complete an annual report by 30 June and then send it out to a set list of contacts.

Steering Group members were asked to review the draft content and approve. This version has not been designed in full yet and there are still areas to be worked on, areas raised:

DSau said that he has a number of comments which he can send through via email.

DSpu said that there seems to be more case studies this year rather than narrative. RL said that there are the same number of cases studies when compared to last year

Steering Group members agreed the content of the annual report with some specific changes:

- Changing heading on page 3 to achievements
- Rewording paragraph about number of visits to care homes
- Addressing typos

ACTION:

DSau to send through comments on annual report to RL

4 Quality account commentaries

Steering Group members received the approved commentary for UHCW and WMAS for information.

Steering Group members approved the CWPT quality account commentary. RL will send through the approved commentary to CWPT.

ACTION:

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|-------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• RL to send the approved CWPT quality account commentary to CWPT |
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Meeting ended 10:45

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Minutes

Attendees: Stuart Linnell (Chair), Andrew Collis (Involve Coventry), David Spurgeon, Dennis Saunders, Ed Hodson (Citizens Advice Coventry), Edward DeVane, Christine McNaught (FWT), Karen Keates, Tervinder Bhargal, Apollo Economides

Staff present: Ruth Light, Samantha Barnett, Louise Stratton

Apologies: Sue Ogle (VAC), Des Patalong, Hakeem Adedoja

Additional attendees: Rose Uwins (Coventry and Rugby CCG), Maggie McHale (member of public)

1. Welcome and any declaration of interests

SL welcomed everyone to the meeting and asked if there were any declarations of interest, there were none.

2. Minutes of the last meeting

The minutes were agreed as an accurate record.

Matters arising

Safeguarding Adults Board - RL has written to the Support Officer to confirm that Healthwatch will not be attending the Board meetings anymore. The current Chair is staying on for an additional three months until the new Chair has been recruited. RL said that she will meet with the new Chair to discuss Healthwatch and its role.

ACTION:
<ul style="list-style-type: none">• RL to meet with the new Safeguarding Adults Board Chair to discuss Healthwatch and its role.

3 Work programme and activity reports

3.1 Update on work

RL updated Steering Group members on the work programme:

- i. A Healthwatch volunteer has taken a lead on the piece of work looking at gathering views of people about respite care. The Enter and View visits to Ellis Road and Maurice Edelman House have taken place. RL asked who

would like to review the draft report. EH, ED, CM and SL agreed to review the draft report.

- ii. There is a carers conference taking place on Wednesday 12 June. RL sent information about this conference and asked Steering Group members if anyone would like to attend. TB said that she can attend.
- iii. The NHS Long Term Plan survey campaign is now complete. We gathered the views from 332 people, 291 via the survey and the remainder via focus groups. Healthwatch Warwickshire are drafting the report which will be sent to us soon.
- iv. The Quality Account commentaries have all be signed off and will be published as individual documents on the Healthwatch website.
- v. There is a '*Bring Together Pharmacy*' event taking place on 25 June, which DSpu said he could attend. KK also said that she could attend. This is linked to previous Healthwatch work gathering views about community pharmacy.
- vi. We have recruited a volunteer to support with social media and started to think about how we are going to take this forward.

3.2 Responses received and actions to take

We have received the response to our report on experiences of the 'Discharge to Assess' pathways. An updated version of the action plan was tabled to show the recommendations we made and what success would look like

The Steering Group noted that there were some gaps, with some of the recommendations not having actions identified to address them. It was agreed that organisations should be asked to indicate how these recommendations can be addressed

RL proposed that further time was allocated to work arising regarding information for the public and for a follow up meeting with leads for actions in the autumn to reflect on progress.

A summary report has been created. The final report along with the action plan will be added to the Healthwatch website.

ACTIONS:
<ul style="list-style-type: none">• RL to send the draft report gathering views on respite care to EH, ED, CM, SL for input• TB to attend the Carers Conference on Wednesday 12 June• DSpu to attend the Bring together Pharmacy Conference on 25 June• Discharge to assess pathways report to be added to the Healthwatch website

4 Setting work and engagement priorities to March 2020

Due to the vacant post within Healthwatch and also Coventry City Council have indicated that they wish to review how they commission Healthwatch, RL proposed four strategic priorities and suggested work to be taken forward as resources permit:

- 1 **Social care for adults**
Enter and view visits to care homes; and potentially follow up to social care user's survey
- 2 **Improving information: information in a way people can understand**
Follow up work to Discharge to Assess work to ensure better information is produced
- 3 **Changes to the NHS - ensuring people are at the heart of changes**
Further conversations with public about proposals in the NHS Long Term Plan and how these should work locally
- 4 **Carers breaks**
Project to be completed

Information was provided about why it is important to develop Healthwatch Coventry social media reach. LS said that from the recent piece of work on the Long Term Plan, she realised how much time was consumed by outreach and more time could have been invested into social media to help support the process of gathering feedback from people. Significant reach could be achieved.

DSaun asked is there a cost benefit of social media and if there is it would be useful to see it.

SL said that it is important that we know who we need to aim our information at.

Community Engagement priorities

- 1) Developing our social media reach to facilitate engagement with communities including:
 - Revising Facebook page
 - Setting up on Instagram
- 2) BAME and new BAME communities
Continue to look for opportunities to gather the views and feedback from Coventry's BAME communities

The Steering Group agreed the strategic and engagement priorities.

5 Healthwatch representation

Steering Group members received the representatives report of meetings attended for information. Regarding the National and Local Connectivity event, KK clarified that the bullet point saying university students to contribute to projects in the City was a suggestion made by community groups.

DSau agreed to take on the representation role on the Primary Care Commissioning Committee, supported by RL.

Healthwatch had been approached for representative to join the new Diabetes Strategy Group. Following discussion it was agreed DSpu would join the Diabetes Strategy Group for 6-12 months to see if this was useful for Healthwatch.

ACTION:
<ul style="list-style-type: none">• DSpu to attend the Diabetes Strategy Group• DSau to attend the Primary Commissioning Group meetings

6. Patient public engagement update

A. I statements

Steering Group members received a paper, which gave updates to the development of a suite of 'I' statements for older people. This work was started by Coventry Older Voices and Healthwatch provided input and support for further engagement activity.

B. STP work streams:

- i. There is a Respiratory Pathways workshop taking place on Friday 12 July, 12noon - 4.30pm. KK volunteer to attend. RL said that she would get the information forwarded to KK about the workshop.
- ii. The stroke services review has been signed off and will be coming out for consultation soon.

C. Coventry and Rugby Clinical Commissioning Group (CRCCG) update

- i. **Future arrangements of CCGs in Coventry and Warwickshire**
The Governing Bodies of all 3 CCGs have met and the preferred option is 3 - complete merger. This is now out to membership for vote. The deadline is the end of June. There are 68 member practices who all have one vote. Rose said that she would keep Healthwatch updated on the situation.
- ii. **APMS GP practice contracts**
Rose Uwins said that discussions have taken place with patients through different routes with regards to the changes that could take place. Members asked for a copy of the survey used and for information about decisions taken to be sent once this was available.

iii. **POD**

The FAQs have been added to the CCG website but there has been a delay with the leaflet. There is going to be a POD working group which Healthwatch will be invited to sit on.

There have been issues recently with POD due to EMIS software problems, this did impact on bank holiday weekend but POD didn't receive any complaints. RL said that people sometimes are not sure where to complain to.

TB asked if support is offered to people who do not have English as their first language, the link with the pharmacist was always good for this. Rose Uwins did say that people do not have to use POD.

iv. Rose Uwins said that there is potential for events to run following the report on the Long Term Plan Surveys, to have further discussions with service users. RL said that we are awaiting the draft report from Healthwatch Warwickshire. Once finalised, it can be forwarded to the CCG.

v. There have been changes within the Communications and Engagement Team at the CRCCG. Suman has now moved onto a particular strand of work around Diabetes. Three new people have been recruited, one to replace Suman and then two people who will be looking at social media.

ACTION:
<ul style="list-style-type: none">• KK to attend the Respiratory Pathways workshop• Rose Uwins to send the survey used to discuss the AMPS GP practices to RL.• Rose Uwins to update on APMS contracts decision(s)• Invite for POD working group to be sent to Healthwatch

7. Quarter 4 report on Healthwatch delivery

Steering Group members received a copy of the quarter 4 report for information. KK asked why our engagement priorities included talking to people in CV1 and CV4. RL said that following on from a piece of work we completed it was noted that we did not have many responses to surveys from those areas.

8. Any other business

RL highlighted useful documents available at the meeting:

- Our plan - What Healthwatch England wants to achieve in 2019-20 - <https://www.healthwatch.co.uk/report/2019-04-10/year-ahead-our-plan-201920>

- Coventry Joint Strategic Needs Assessment - https://www.coventry.gov.uk/info/190/health_and_wellbeing/1878/coventry_joint_strategic_needs_assessment_jsna
- Summary of results of national survey of local Healthwatch - <https://www.journalslibrary.nihr.ac.uk/programmes/hsdr/1705110/#/summary-of-research>
- The Government's revised mandate to NHS England for 2018-19 - <https://www.gov.uk/government/publications/nhs-mandate-2018-to-2019>
- The Care Quality Commission and Healthwatch: working together https://www.cqc.org.uk/sites/default/files/201902_cqc_healthwatch_workingtogether.pdf
- A letter from David Allcock and Dr Sarah Raistrick

The Healthwatch annual meeting is taking place on 16 July, 9.30-1.15pm. Steering Group members were asked to put in their diaries.

Rose Uwins said that the CCG annual meeting is taking place 3 July in the morning. More information to follow.

8 Dates and times of future meetings

(All 10 am start)

6 August 2019

15 October 2019

3 December 2019

Annual meeting 16 July 2019 - 9.30am-1.30pm