

Healthwatch Coventry Steering Group 6 August 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, Apollo Economides, Samantha Keogh-Colins (Grapevine), Joanne Tasker (Grapevine)

Staff present: Ruth Light, Samantha Barnett, Louise Stratton

Apologies: Sue Ogle (VAC), Hakeem Adedoja, Karen Keates

1 Welcome

SL welcomed everyone to the Steering Group meeting.

2 Delivery update

RL gave a verbal update on the Healthwatch delivery:

Staff:

1. Following on from the last meeting we recruited a person to the Community Outreach and Volunteering Co-ordinator post but unfortunately this person pulled out of the role last minute. RL has an alternative plan which needs signing off by Sue Ogle. RL will let Steering Group members know once the plan is signed off.
2. RL has met with the Healthwatch volunteers and they are keen to take part in some more Enter and View visits. RL said that the work programme will be re-organised so Care Home Enter and View visits can be arranged as a priority.
3. We have had notification to say that Varinder Kaur - Contact Points lead is on long term sick. Discussions will need to take place with partners about cover for this area of work
4. The new ICAS worker is in post and working on cases. We need to keep a watch on capacity and make sure the caseload is not too high. This will be discussed in the Operations meeting.

Healthwatch Contract:

1. The new contract leads from the City Council (Jon Reading and Jason Bejai) are attending the Steering group today to get a feel for the part the Steering Group play in Healthwatch
2. At the recent Contract Manager meetings there have been positive conversations taking place about the funding, possibly extending the funding to more than one year. RL has connected Jon reading up with a

lead at Healthwatch England and he is booked onto a workshop with them

3. RL and DSpur will be meeting with Cllr Caan to discuss Healthwatch. The approach will be to try and provide relevant information in order to promote Healthwatch and to see the importance of our role
4. DSpur asked if discussions are still taking place about the merging Healthwatch Warwickshire and Coventry? RL said that a meeting has taken place between both Healthwatch, Coventry City Council and Warwickshire County Council. Healthwatch Warwickshire are in the first year of a three year contract so the option of merging will not be going forward as an option
5. RL said that at the next Contract Managers meeting she will be presenting about how Healthwatch is ran to give an overview to people who are new to Healthwatch
6. DSaun asked about whether we had enough funding. RL confirmed that at the moment Healthwatch only gets 60% of the funding
7. SL said that the relationship with Jon Reading has been refreshing and positive

3 Updates from meetings and on Place planning

3.1 Steering Group members reviewed a paper, which gives an overview of the Coventry and Warwickshire NHS plans and Place.

3.2 RL confirmed that the STP is now known as Coventry and Warwickshire Health and Care Partnership. This is in preparation for the Integrated Care System approach.

3.3 The new approach which is in development stresses the importance on four places for Coventry and Warwickshire: Coventry, Rugby, North Warwickshire and South Warwickshire.

3.4 The Coventry area already had GP clusters set up so we have been ahead of some areas.

3.5 There was a discussion about the importance of Patient Participation Groups (PPGs) but some similarity across all GP surgeries is needed in order to make them successful. AE said that he used to attend a regular joint forum which he found useful. RL said that they don't take place now as the number of attendees went down. Some thought needs to be given to this.

3.6 DSau asked whether social care is going to be included in this system. RL that no this will not be included at the moment.

3.7 DSpur asked about the local Place Forum. In the document it talks about Coventry needing to create/adapt from an existing group? RL that there have been discussions about setting up a new group but at recently there have been

discussions about the Place Forums taking place within the Health and Wellbeing Board. Further discussions will take place about this.

4 Feedback from HW Annual meeting

4.1 RL gave a brief overview of the feedback reviewed from our annual meeting:

- 25 of the 55 attendees completed an evaluation form
- The comments were positive around the group discussions
- There were a few suggestions but nothing significant

4.2 DSpur said that a number of the members of Coventry Older Voices who attended and they have all spoke to DSpur positively about the meeting

4.3 RL said that a report has been created from the table discussions which is available from the Healthwatch website -

<https://www.healthwatchcoventry.co.uk/our-open-meeting-2019-0>

4.4 DSaun did say that he found that there was not much context given around the table discussions to start with. RL did say that this was the point of the discussions to find out what people know especially around enabling technologies.

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), Apollo Economides, Samantha Keogh-Colins (Grapevine)

Staff present: Ruth Light, Samantha Barnett, Louise Stratton

Apologies: Sue Ogle (VAC), Hakeem Adedaja, Karen Keates

Additional attendees: Hardepp Dhillon (CWPT - Associate Director of Communications and Engagement), Stephen O'Hanlon (CCG - Head of Communications & Engagement)

1. Welcome and any declaration of interests

SL welcomed everyone to the meeting and apologies were noted.

2. Minutes of the last meeting

The minutes were agreed as an accurate record. All actions are either complete or included as agenda items apart from:

- RL to meet with the Safeguarding Adults Board Chair - this is pending until the new Chair is in post
- KK was not able to attend the respiratory pathways workshop

3 Patient public engagement update

a) CWPT - Hardeep Dhillon

3.1 Hardeep Dhillon, CWPT - Associate Director of Communications and Engagement attended the Steering Group to provide an update on engagement and involvement (the paper has been sent out to Steering Group members).

3.2 Hardeep went through the different routes that CWPT have developed to engage with service users, carers and local communities which include:

- Public Governors Group - this group included members of public and staff
- Equal Partners Group - this group includes operational staff
- Equal Partner Assembly - this group includes service users and carers who work alongside the Equal Partners Group

3.3 There are currently around 900 members who received a survey from CWPT. There were also involvement events and visits to Voluntary and Community Groups. The main themes from this survey found:

- Lack of knowledge and awareness of what was happening in CWPT
- Access to services and making the patient and carer journey easy
- People don't know what has happened following their feedback
- What changes have been implemented following a survey
- Lack of representation from diverse communities
- Engagement can be felt, it should not just be lip service
- Literature in easy read formats needed

The next steps following the feedback it to have a clear timeline produced of work

3.4 Steering Group members were asked if they had a questions:

- i. D'Saun asked who the main target for engagement was? HD said that it was inpatient and outpatient service users
- ii. D'Saun asked the media used to engage with people? HD said that it has been done electronically, hard copy and face to face. D'Saun said that he took part in a piece of research work at Warwick University and one way they collected feedback was through a video box. HD thanked D'Sau for this information
- iii. A question was asked about how outreach is carried out in community groups? HD said that there is a dedicated person within CWPT who go out to existing groups i.e Asian Blind Association, Ekta Unity and Bengali Group
- iv. AE noted that following up with the with people is a key part of the process

b) Coventry and Rugby CCG - Stephen O'Hanlon

3.5 SO said that following feedback from 700 people it has been decided that a procurement exercise will take place for the APMS GP practice contracts. There is going to be a market engagement event taking place for organisations who potentially want to bid for the APMS contracts to come along and find out more information. SO said that there is potential for Healthwatch to feed into the patient/public questions but he just needs to check when the deadline is for this. D'Spur asked when the timescales are for this? SO said that he would confirm for definite but possibly 8-10 weeks

3.6 There is going to be a system wide engagement plan which is going to be looking at some of the gaps including cancer, COPD, LD/autism and finance

3.7 A document has been created which gives an overview of what the CCG will take into account when planning or commissioning new services or making changes to existing ones.

Areas covered in this are:

- You want better access to services
- You want joined up services
- You want a focus on self-care and prevention
- You want services centred around you
- You want the best quality services
- You want better communication, advice and guidance

This document was given out to Steering Group members.

3.7 The CCG received feedback from 400 people about planned care. RL asked SO what is meant by the term 'planned care'. SO said that it is everything that isn't a GP appointment or visit to A&E.

3.8 The second round of engagement for the maternity/paediatrics has taken place. This involved going back out to people to check that the feedback written up is correct

3.9 SO confirmed that the CCG received a Green star rating for the quality patient and community engagement

3.10 SO confirmed that the CCG received improved results from the latest 360 survey

3.11 SG members were asked if they had any questions/comments:

- i. DSpur said that it is crucial that the GPs play a vital role, at the moment they don't seem to mirror the engagement which takes place. A discussion about the Patient Participation Groups (PPG) and the important role they could place. DSpur asked if the PPGs were written into GP contracts. SO said it is in the contract but not too sure what it stipulates in the contract. SO said that there is a piece of work taking place at the moment looking at revamping PPGs. RL said that there is an opportunity for Healthwatch to link in
- ii. ED asked if we could have copies of the questionnaires which were used for engaging with people on the APMS contract

3.11 SO said that a campaign called care for your career has been launched. There are a number of short videos which are helping to raise awareness about the positives of living and working in Coventry. SO said that there is a possibility that Healthwatch could create a video too.

ACTIONS:
<ul style="list-style-type: none">• RL and SO to discuss the possibility of Healthwatch creating a video for the care for your career campaign• SO to send through a copy of the survey used when engaging with people about APMS contract

- SO and RL to discuss the possibility of Healthwatch creating a video for the care for your career campaign

4 Work programme and activity reports

a) Responses received and actions to take

- i. We have received an updated action plan from City Council to our recommendations. Jon Reading said that they are grateful for Healthwatch completing this piece of work
- ii. DSpur asked what two acronyms meant - ICES and D2A. Jon Reading confirmed that ICES is Integrated Community Equipment Service and D2A is Discharge to Assess
- iii. RL confirmed that she is setting up a task group to look at paper resources which will include nominated people from UHCW, CWPT and City Council. RL asked if Jon Reading could confirm the name of the City Council nominated person.

b) Responses received and actions to take

The final report of the Healthwatch Warwickshire and Coventry findings has been published. Positive discussions have taken place with Healthwatch England around the process taken for the Long Term Plan

RL has created a Coventry only report which gives more detail about the focus groups which we ran. This will be published on our website.

c) Work plan

RL gave an overview of the activity taken place since the last Steering Group meeting:

- i. We recruited to the Community Research and Volunteering Co-ordinator post but the person decided at last minute that they did not want the job. RL has been working on a contingency plan and will be able to confirm the plan, once signed off by Sue Ogle.
- ii. Positive feedback has been received from the annual meeting.
- iii. We are developing our social media reach and are asking for people to like our facebook page in order to support this. RL asked members to like our page if on Facebook
- iv. We have responded to the CCG Primary Care Strategy
- v. Conversations started related to better information for patients. RL asked if there were two Steering Group members who would be interested in sitting on the resources task group. Ed Devane and Christine McNaught volunteered
- vi. We will be organising some Care Home Enter and View visits and it was agreed that the questionnaires would be reviewed and include more questions on health

d) Consultations

RL asked Steering Group members to volunteer if they are interested in reviewing particular consultation documents and feedback to RL:

NICE consultation on data and analytics statement of intent - Dsaun volunteered to review

Government published new green paper on prevention - SKC and EH volunteered to review

ACTION:

- Jon reading to confirmed who the City Council person will be to sit on the task group for paper resources
- Link to the Coventry Long Term Plan report to be sent to Steering Group members
- Steering Group members to like the Healthwatch Coventry Facebook page to help increase our reach
- RL to contact ED and CM with more detail about the information task group
- Care home questionnaires to be reviewed and include more questions on health
- DSau to review NICE consultation
- SKC and EH to review consultation

5 Healthwatch representation

Steering Group members received the representatives report of meetings attended for information.

6. Healthwatch England Policy positions register

Steering group members were given a document which gives an up to date policy position for Healthwatch England on a number of areas.

7. Any other business

- i. RL highlighted useful documents available at the meeting:
 - Supporting-carers-in-general-practice-a-framework-of-quality-markers-v2 - <https://www.england.nhs.uk/publication/supporting-carers-in-general-practice-a-framework-of-quality-markers/>
 - Interim NHS People Plan - <https://improvement.nhs.uk/resources/interim-nhs-people-plan/>

- PSNC Briefing 026/19: A Summary of the Five-Year Deal on the Community Pharmacy Contractual Framework - <https://psnc.org.uk/contract-it/the-pharmacy-contract/cpcf-settlement-2019-20-to-2023-24/>
 - Personalised care: giving people more choice and control - <https://www.england.nhs.uk/publication/personalised-care-giving-people-more-choice-and-control/>
 - Community Pharmacy Contractual Framework service development grid <https://psnc.org.uk/our-news/a-summary-of-the-five-year-deal-on-the-community-pharmacy-contractual-framework/>
- ii. There was a discussion on the December Steering Group meeting as SL is on annual leave and not due back until the day before. RL confirmed that we have looked at different dates but no rooms are available so it was agreed that the meeting would still take place on 3 December and if SL could not attend then another Steering Group member could Chair in his place.

8 Dates and times of future meetings

(All 10 am start)
15 October 2019
3 December 2019