

# Healthwatch Coventry Steering Group

## Held via Zoom on 7 July 2020

### Pre-meeting minutes

**Attendees:** Stuart Linnell (Chair), Catherine Smith, David Spurgeon, Ed DeVane, Dennis Saunders, Hakeem Adedoja

**Staff Present:** Ruth Light, Samantha Barnett

**Apologies:** Sue Ogle (VAC), Ed Hodson (Citizens Advice Coventry), Christine McNaught (FWT); Tervinder Bhargal, Apollo Economides

## 1. Welcome

SL welcomed everyone to the meeting and apologies were noted.

## 2. Pre-meeting discussion

### A) Updates

RL provided the SG with updates related to the health and social care services system:

- i. Last year HW Coventry flagged issues raised about Coventry Cygnet Mental Health Hospital to the Care Quality Commission (CQC). The hospital was subsequently rated as inadequate by the CQC and has had ongoing involvement from CQC. It has been operating with reduced beds. The company has now decided to permanently close the facility from this Friday. It treats patient with complicated needs. SL asked if they owned any other places? RL said it is run by a national organisation and they do.
- ii. CWPT are reporting an increase in new patients for inpatient mental health services. Community mental health teams are also busy and people seem to be going to A&E with mental health problems.
- iii. UHCW are starting to reinstate normal services which DSpu said is encouraging.

### B) Ensuring meetings are accessible to the public

Ruth informed Steering Group members that there was a need to consider and start making Steering Group meetings accessible the public. It was agreed that a first step would be to trial live streaming at the August meeting

### Actions from the meeting

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| <ul style="list-style-type: none"><li>• RL to contact member individually for views on when and how often the Steering group should meet until the end of 2020.</li></ul> |
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# Healthwatch Coventry Steering Group Held via Zoom at 11:15 on 7 July 2020 Minutes

**Attendees:** Stuart Linnell (Chair), Catherine Smith, David Spurgeon, Ed DeVane, Dennis Saunders, Hakeem Adedaja

**Staff Present:** Ruth Light, Samantha Barnett,

**Apologies:** Sue Ogle (VAC), Ed Hodson (Citizens Advice Coventry), Christine McNaught (FWT); Tervinder Bhangal, Apollo Economides

**Additional Attendees:** Rose Uwins, Senior Communications & Engagement Manager, Coventry and Rugby CCG

## 1. Minutes of the meeting held on 2 June 2020

The minutes of the last meeting were agreed, actions complete and no matters arising.

## 2. UHCW quality account draft commentary

RL thanked AE and DSau for their contribution to the draft UHCW Quality Account commentary. Following a request to work jointly, the Chair of Scrutiny Board 5 has added three points to the commentary.

SG members approved the commentary to be sent to UHCW.

## 3. Locals service updates

### i. Test and Trace

RL and SL attended a new Test and Trace group which is a sub group of the Health and Wellbeing Board. This meeting is linked to the local Covid-19 outbreak implementation plan.

RL said that the recent events and further local down in Leicester illustrated the kinds of response which could be made to a local outbreak of Covid-19. This may also include actions such as closing a workplace or a school

DSPu asked whether Coventry and Warwickshire are confident with their plan following on from the Leicester local lockdown. RL said yes, Public Health are confident at dealing at a local level. However, there seem to have been issues in Leicester of data being passed from the national to the local level in sufficient detail.

DSPu noted that he had read that 75% of the postal tests had not been returned by those who had received them. This is a big percentage.

ED asked if we had adequate resource to manage Test and Trace? RL explained that Test and Trace is a national programme, local areas will only be involved where Public Health can interface to help make contact with individuals.

RL said that it is useful for Healthwatch Coventry to be a part of this group and we could potentially support it in relation to effective communication with the public.

## ii. CCG update

Rose Uwins from CRCCG, provided an update to the Steering Group about the CCG merger vote. Following the vote, it has been agreed to have a full merger. The next stage will be to apply to NHS England for authorisation. Key documents will need to be gathered and prepared.

Since Covid-19, concentration has been on responding to this but the merger is a priority too. Work is needed on the strategy for a single CCG and how it will be taken forward.

RU said that there will be an opportunity for Healthwatch to be involved in the Communications and Engagement Strategy.

DSau asked how this merger will impact on the patient? RU said that it shouldn't make a difference immediately but communication and commissioning will be better in the longer term leading to improvement to services.

SL said that the organisation should be financially better off following the merger.

RL said that it would be useful for Healthwatch to have something built into the governance of the new CCG to make it clear with we sit and our route to feed in via the CCG structure. RU said that perhaps we can arrange a brainstorming workshop? This needs to be discussed further.

RL said that we have the opportunity to be involved in a meeting about the CCG constitution. SL and DSpu said that they would both like to attend.

We have also been asked to be involved in the recruitment panel for the Accountable Officer role. This will be taking place on 20 August. SL said he will attend and RL will send round the details to SL.

RL said that she is presenting at a PCN lead session next week and asked if any SG members would be available to attend too. DSau and SL said that they are available to attend.

### **Actions from the meeting**

- RL and RU to discuss Healthwatch involvement
- SL and DSpu to attend the CCG Constitution meeting
- RL to send details of Accountable Officer panel meeting to SL

## **4. Healthwatch work**

- a) Healthwatch England intelligence update report  
Steering Group members received the latest intelligence report from HWE. This shows that the top issues for people collated nationally from local Healthwatch are:

- Testing for Covid-19
- Digital and telephone care
- Dental care
- Vitamin B12 injections

- b) Healthwatch activity

RL gave an update on HW activity:

- The HW Coventry annual report has been published.
- The next national campaign from Healthwatch England will be starting tomorrow called #BecauseWeAllCare. HWE have provided all LHW with a toolkit and support to promote the campaign. For the first two weeks it will be trying to get people to provide general feedback of their experiences. The campaign will then be looking more specifically at hospital discharge.
- We are involved in a trial for uploading our reports onto the HWE website. We have attended the training and are currently uploading reports. We have been asked to feedback on the process to inform future development.
- LS is leading on a new approach for engagement involving making phone contact with contact in different services
- RL raised work priorities and said due to the current situation we don't have our normal work priorities set but it could be useful to produce priorities based on the current focus of Healthwatch Coventry:
  1. Ensure local people get information which is meaningful for Covid-19 and restoration of services
  2. Finding new ways to gather feedback from people who are using health and care services
  3. Feeding into the process for the merger of the three local CCGs for the benefit of the interests of patients and the public

DSpu said he thought that it would be useful to have a piece of work which involved looking at GP websites to see how and what they are communicating with the public at the moment. RL said this could be a piece of work rather than an overarching priority.

There was also priority of:

Working to make sure the views and needs of local people are taken into account in the use of digital and other non face-to-face ways of providing NHS and care services.

It was agreed that RL would draft a list of priorities to send around all Steering Group members for approval.

#### **Actions from the meeting**

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| <ul style="list-style-type: none"><li>• RL to circulate draft a list of priorities to members for approval</li></ul> |
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#### **c) Representatives reports**

SG members received the representatives report for information.

ED reported back from the CRCCG Primary Care Commissioning group. ED was informed that he would need to go through an IT contact to get a response to the questions he asked. SG members discussed the remit of this group and how they feel that Healthwatch input was not being received particularly well and also concerns about making the meeting accessible whilst it cannot be held face to face.

#### **Actions from the meeting**

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| <ul style="list-style-type: none"><li>• RL to circulate the terms of reference for the group to ED and DSa.</li></ul> |
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#### **d) Healthwatch Week 2-6 November 2020**

There will not be a Healthwatch England national conference this year but instead there is going to be a Healthwatch week online. This will mean that more people will be able to be involved compared to the usual conference.

### **5. AOB**

#### **Steering Group membership**

RL confirmed that Andy Collis has decided to step down from his seat on the Steering Group and thanked him for his contribution.

#### **Additional papers**

Additional papers were circulated for information:

- Extract from Reaching the NHS and adult social care in England for COVID-19, by National Audit Office

- The new normal Balancing COVID-19 and other healthcare needs, the Kings Fund
- COVID-19 INSIGHT,CQC

## **6. Future dates of meetings**

11/8/20 - this meeting is going to be live streamed in order to allow for members of the public to watch

Dates after the August meeting to be confirmed after RL makes contact with SG members regarding meeting frequency.