

# Healthwatch Coventry Steering Group 3 December 2019

## Held At: Queens Road Baptist Church Centre

### Pre-meeting minutes

**Attendees:** Stuart Linnell (Chair), Apollo Economides, David Spurgeon, Ed DeVane, Dennis Saunders, Karen Keates, Christine McNaught (FWT), Sue Ogle (VAC)

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

**Apologies:** Ed Hodson (Citizens Advice Coventry), Hakeem Adedaja, Tervinder Bhangal, Andrew Collis (Involve Coventry)

## 1 Welcome

SL welcomed everyone to the meeting.

## 2 Delivery and commissioning of Healthwatch Coventry

SO gave an update on the process regarding the recommissioning of Healthwatch by Coventry City Council. A co-design meeting has taken place which included Stuart Linnell, Ruth Light, Sue Ogle, the Law Centre and two members of the Steering Group as well as officers from the Council. The officers are proposing a 3 year grant for Healthwatch delivery. However, this needs to be approved by the Council's Cabinet and due to the upcoming election this will not be until February 2020. Therefore, an extension of the current grant has been requested in order to safeguard delivery. The Council is looking at this but has not yet responded.

The commissioning officers are running a feedback survey about Healthwatch Coventry. The survey has been sent to Healthwatch membership including individuals and voluntary groups. It has also been sent to key people within NHS organisations.

SL said that the indication is good but we need to wait for confirmation.

RL also said that there is no definitive answer for the financial aspect either.

DSpur said that the mood seemed quite positive at the meeting.

<b>ACTION:</b>
<ul style="list-style-type: none"><li>• SG to be updated on the commissioning of Healthwatch once the City Council have confirmed</li></ul>



## 3 Updates from meetings and events

- a) RL has met with the new Communications and Engagement Lead from the Coventry Health and Care Partnership: Simon Wright. Due to the upcoming general election the local NHS plan has been put on hold.

- b) It was agreed that Simon Wright would be invited to attend the February Steering Group meeting as this could be the time for the public launch of the plan
- c) The decision around the merger of the three CCGs is on hold at the moment
- d) All public consultation events for Stroke review have been postponed until the New Year. The consultation is still live and RL suggested that Healthwatch make a response to this. RL asked Steering Group members to review the consultation document and send any comments through to her by January. It is likely that the deadline for the consultation will be extended.

<b>ACTION:</b>
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| <ul style="list-style-type: none"> <li>• SG to review Stroke consultation document and email comments through to RL</li> </ul> |
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#### 4 Director of Public Health's annual report

Steering Group members were informed of the Director of Public Health Annual report entitled *Bridging the Gap*. The document focuses on health inequalities. The document can be found at <https://www.coventry.gov.uk/publichealthreports> and there is a short film which goes with it than can be watched at <https://www.youtube.com/watch?v=JvwTykAuiCk>

There was a discussion on Primary Care Networks (PCN) and the role of Patient Participant Groups (PPG). SL said that at his PPG the meeting only seems to take place once a year. RL said that within our current survey we will have some useful data related to PPGs.

ED asked how the impact of Coventry being a Marmot City was evidenced. Members thought his was a good question. Evidence should go to the Health and Wellbeing Board and be apparent in the Director of Public Health's Annual Report.

<b>ACTION:</b>
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| <ul style="list-style-type: none"> <li>• SB to send the link to the Director of Public Health's annual report to SG members</li> </ul> |
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Meeting closed at 10:45

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### Minutes

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

**Apologies:** Ed Hodson (Citizens Advice Coventry), Hakeem Adedoja, Tervinder Bhangal, Andrew Collis (Involve Coventry)

**Additional attendees:** Stephen O'Hanlon (CCG) and Phil Jones (Member of the public)

#### **1 Welcome and any declaration of interests**

SL welcomed members and members of the public to the meeting. There were no declarations of interest.

Stuart thanked Karen Keates for her involvement in and contribution to the Group. This is Karen's last meeting as she has now completed two terms on the Steering Group.

RL said that interviews are taking place for the three individual spaces available.

#### **2 Minutes of the last meeting**

The minutes of the last meeting were approved as an accurate record.

There were no matters arising and outstanding actions are dealt with under other agenda items.

#### **3 CQC inspections**

Steering Group members received a copy of the CQC inspection report for Cygnet Hospital. This is a privately run mental health facility for women which takes NHS patients from around the country.

RL said Healthwatch Coventry had received patient concerns about care within the facility and had raised these with relevant organisations including the lead inspector from the CQC.

RL said that Coventry and Rugby CCG have responded positively by being clear that they have responsibility for oversight as the facility is in Coventry even though

they do not have beds commissioned there. It seems there is a grey area in regulations /guidance for CCGs about what responsibilities the commissioning CCG has from elsewhere in the country and the role of the local CCG. CRCCG are in effect developing a model of good practice.

The CQC will be reviewing the facility again in January/February.

RL said that she will be attending the new local Quality Surveillance Group next week and RL said it will make the process of raising concerns about particular providers easier.

Members thought that the findings about Cygnet were concerning. AE said that one of the main issues the CQC identified was related to poor ratio of permanent and temporary staff. There was concern about the model being used i.e. that people with the most significant health needs have their support bought in from the private sector.

AE said that some of the issues raised seem like common sense which could be rectified quite easily.

CM asked if there was a way of Healthwatch being able to input into the work happening as a result of the report. RL said that Healthwatch will be able to hear about progress through its connections with organisations. The service is now in special measures and so will receive input from the CQC. Cygnet will have provided the CQC with an action plan however these are not usually made public.

## **4 Work programme and activity reports**

### **a) Update on work**

RL gave an update on Healthwatch activity highlighting:

#### **i. Engagement campaign - *What do you think Coventry?***

- The Contact Points has been prioritising getting people to take part and then visits have also taken place at UHCW outpatient waiting areas. Facebook advertising is also being trialled to help us increase our online survey responses
- Three focus groups have been organised for next year - FWT, SEND and young people at a school
- At the moment we are prioritising inputting data for Coventry residents. We have had a number of responses for Warwickshire area
- RL said that there is potential for there to be a part two to this piece of work related to outpatient appointments

#### **ii. Enter and View visits to Care Homes**

Visits have taken place to Arden Park and Evedale. The third visit is taking place this week to Allesley Hall. The visits focus on residents' health needs including hearing aids, glasses and dentists

**iii. Community Pharmacy**

- RL is still attending the Community Pharmacy Steering Group
- Work is beginning on the next pharmaceutical needs assessment and there has been a request for Healthwatch to input into the public survey element of it.
- It was agreed that RL would continue to keep in touch with this group and feed into the public survey

**iv. Healthwatch England**

- Healthwatch England have sent through a summary about what support they will be able to provide to local Healthwatch

**v. Better information**

- DSau asked if there was an update on this piece of work. RL said that Healthwatch comments on draft UHCW letters for patients about what happened after hospital discharge have been taken on board and a date is being arranged to meet in the New Year. Steering Group members were thanked for their input

**b) UHCW quality account progress report**

Steering Group members received a paper which provided an update to the UHCW quality account objectives.

DSpu asked what the priorities would be for next year. RL said that this was going to be discussed. RL said there was a Quality Account engagement session planned by UHCW but this has been postponed. This is going to be re-arranged for the New Year.

DSaun said that it is difficult to get a holistic view of quality at UHCW. It would be good to have a dashboard as this is a useful way to look at it. RL said that a lot of information related to different targets is available online and UHCW used to have information about quality on the UHCW website.

SL said it is important that an organisation has transparency.

## **5. Healthwatch representation**

Members noted reports from Healthwatch representatives on external groups.

DSpu confirmed that the dashboard of measures in related to adult social care users was now in the public domain and so elements discussed at the Users group meetings were now available.

## 6. Local consultations

### Coventry City Council proposed equality objectives

RL said the Council was consulting on these and members were provided with the draft objectives extracted from the online consultation. Steering Group members discussed this:

KK said that sometimes it is assumed that if you are under a certain age that you are technical minded. The phrase *We hope to establish city-wide commitment to action as well as bringing together community, voluntary and public sector leaders to listen and mobilise on things of shared interest* was not clear.

CM said that this seems vague, more examples and milestones would be helpful. RL said Steering group members should respond to the consultation.

### Homefinder Consultation

RL flagged the City Council's Homefinder consultation and said that Steering Group members may want to respond to this individually. Housing has an important role in wellbeing. The survey will close on 3rd January 2020 at 4.30pm.

## 7. Coventry and Rugby CCG update

### Stroke Consultation

Due to the upcoming election the consultation events have been postponed and being re-arranged for January/February. RL asked if the deadline for the consultation is going to be changed? SO said he didn't know and would confirm.

### APMS Contracts

The patient experience panel are going through procurement training for the process and includes people from BME, older people Healthwatch Warwickshire.

### Future configuration of CCGs

The vote on this amongst member GPs will now be in January. CCGs are required to save 20% of their running costs.

### Maternity

Following Healthwatch Coventry comments on the draft document the listening document has been taken to the Programme Board. Stephen O'Hanlon has said that he will be writing a patient friendly version of the document.

SO said that at a previous meeting there was a discussion about small funds being available for engagement opportunities. Stephen O'Hanlon said that from April next year he will be able to offer out opportunities for local voluntary organisations to bid for work. SO asked what the process would be for this? SO said that currently if over £10,000 then organisations have to register and apply through an online portal. Stephen O'Hanlon said he would confirm when more information is available.

<b>ACTION:</b>
<ul style="list-style-type: none"><li>• Stephen O’Hanlon to confirm if the Stroke Consultation deadline has changed.</li><li>• Stephen O’Hanlon to confirm process for applying for engagement funds</li></ul>



## **8. Any other business**

None

## **9. Dates and times of future meetings**

Tuesday 11 February 10am

Tuesday 21 April 10am