

Healthwatch Coventry Steering Group Pre-meeting notes

Warwick Road United Reformed Church At 10:00 am on 5 April 2022

Attendees: Stuart Linnell (Chair), Catherine Smith, Edward DeVane, David Spurgeon, Pamela Nkpuluaku, Steven Hill

Staff Present: Samantha Barnett, Louise Stratton, Khadija Bakali

Apologies: Ruth Light, Sue Ogle (VAC), Apollo Economides, Claire Dale (Carers Trust Heart of England) Rose O'Malley, Christine McNaught (FWT a Centre for Women)

1. Welcome to new members and introductions

SL welcomed everyone to the meeting.

2. Work planning and collaboration with HW Warwickshire - update from the session and next steps

Steering Group members received a copy of the notes from the Work planning and collaboration meeting with HW Warwickshire. Plus, a copy of the joint statement setting out principles for working together.

DSPur said at the joint session it became apparent how many differences there are between Healthwatch Coventry and Healthwatch Warwickshire. DSPur said that there seems to be an inequality of the number of staff within Healthwatch Coventry and Healthwatch Warwickshire, is there a reason for this? LS said that some local Healthwatch are structured differently and may have different funding.

SL said that the money for Healthwatch comes from the Government to the Local Authority, but it isn't ring-fenced which is the main issue.

SL said that there is a need for further sessions with Healthwatch Warwickshire and we have had an offer from Rose Uwins to fund a facilitator.

Action
<ul style="list-style-type: none">SG to be kept up to date on further sessions arranged.

3. Updates on emerging issues and information sharing

A) Developments related to NHS changes including mental health and Learning disability care collaborative

SL outlined CWPTs plans for a mental and learning disability care collaborative and that all Trusts need to be part of a care collaborative.

B) Holbrook's Health team

An update was provided by Ruth Light (RL). RL had recently met with the CQC lead inspector to understand the work which the CQC have been doing. Key points are that:

- Work is ongoing to get the practice CQC registration amended as it is not correct
- The CQC has been meeting with the practice regarding their action plan
- The registered manager (for the CQC) at the practice remains on sick leave
- Some changes have been put in place to support the contract covering care home residents
- It is likely the CQC will re-inspect

ED asked if the CQC would be inspecting more regularly? SL said that the CQC are under pressure at the moment.

C) Invite to other member to share any questions or information regarding the NHS changes

DSPu raised a query about the friends and family test survey still being suspended in GP services.

DSPu said that it is important that Healthwatch take this seriously. Do they care what patients have to say?

ED said that UHCW are still collecting Friend and Family data so not sure why it was suspended in Primary Care.

SH said that there is currently an urgent inquiry related to older adult's mental health. Told that it has to be all age mental health which is hard because the needs of people are so different.

LS said that it is positive that conversations are starting to take place about this.

SL gave an overview of what was on the agenda for the last Health and Wellbeing Board:

- Covid-19 Ongoing Response
- Health Protection Update

- Children in Crisis and Developments towards Children's Integrated Health and Care
- Coventry and Warwickshire Integrated Care System Health Inequalities Strategic Plan
- Update from the Marmot Partnership Group's Call to Action
- Improving Lives (for Older People) - System Transformation Programme
- University Hospitals Coventry and Warwickshire Organisational Strategy 'More than a Hospital'
- Coventry and Warwickshire Place Forum Update
- Integrated Care System/ Integrated Care Partnership Development

**Healthwatch Coventry Steering Group meeting
Warwick Road United Reformed Church
At 10:00 am on 5 April 2022
Minutes**

Attendees: Stuart Linnell (Chair), Catherine Smith, Last Mafuba, Edward DeVane, David Spurgeon, Pamela Nkpuluaku

Staff Present: Samantha Barnett, Louise Stratton, Khadija Bakali

Apologies: Ruth Light, Sue Ogle (VAC), Apollo Economides, Claire Dale (Carers Trust Heart of England) Rose O'Malley, Christine McNaught (FWT a Centre for Women)

1. Welcome

SL welcomed everyone to the meeting.

Due to illness RL is not present today and the agenda has been changed slightly too. The Digital Transformation presentation will not take place as Dr Alec Price-Forbes, Clinical Information Officer has Covid. This will take place at another Steering Group meeting.

2. Declarations of interests

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

3. Minute of previous meeting and matters arising

The minutes of the February Steering Group meeting were approved as an accurate record.

SL asked if there were any matters arising, there were none.

4. Healthwatch activity

A. Steering Group members received the activity report:

Clear Information Group

LS gave an update on the Clear Information group which is a recently established volunteer role for Healthwatch. We currently have 17 volunteers.

The Clear Information Group has done its first piece of work: reviewing a draft booklet from the CCG aimed at explaining how GP practices are working and the broader practice team.

As a short time frame given by CCG, Ruth agreed the report, which was sent to the CCG. A second leaflet draft was then received from the CCG and a letter of response and annotated version of the leaflet sent back by RL.

Steering Group members were asked to approve decisions taken by RL to send report and letter to CCG. Steering Group members agreed.

All HW reports are published. This one will need to be – question of at what stage. Future clear information group work should be published in some form too.

Steering Group members were asked what sign off process to use for clear information group feedback and reports in the future. How to do this within the timeframe. Eg SG to delegate immediate sign off for the staff team and then ratify before publication?

SG delegated authority to the staff team as long as they have sight of it prior to publication

SH asked what would happen if the GP surgery does not have all the roles there?

Care home manager

New piece of work to contact care home managers is being planned (being led by experienced volunteer).

Good Engagement Charter

A piece of work to review the Healthwatch Coventry/Warwickshire Good Engagement Charter is underway- very positive workshop held last week with engagement leads from across different NHS orgs and rep from Coventry City council. This is being written up.

B. Healthwctch England issues list

Steering Group members received the latest issues list from Healthwatch England. This comes from what is shared from local Healthwatch and also from input from the Department of Health and NHS England.

5. Reports from meetings

Steering Group members noted Paper 7, giving reports from those attending meetings and groups on behalf of Healthwatch Coventry.

6. Service updates

A. Cancer target consultation

SG members received this paper for information.

B. COVID-19 – care setting visiting

Steering Group members received up to date information about visiting in different care settings.

C. Pharmacy

The information gathering phase of the pharmaceutical needs Assessment has been taking place – with a public survey being carried out. The pharmaceutical needs assessment is a review of the provision in pharmacy to inform future commissioning decisions. There have been number of changes of ownership of pharmacy but no closures or mergers.

7. Any other business

There was no other business

8. Dates and times of future meetings

- 7 June
- 9 August
- 18 October
- 6 December

All members meetings start at 10am

All public meetings start at 11am.