

Healthwatch Coventry Steering Group 11 February 2020

Held At: Queens Road Baptist Church Centre

Pre-meeting minutes

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

Staff Present: Ruth Light, Louise Stratton, Samantha Barnett

Apologies: Ed Hodson (Citizens Advice Coventry), Samantha Keogh Collins (Grapevine), Christine McNaught (FWT), Apollo Economides

1 Welcome

SL welcomed everyone to the meeting including Catherine Smith who has recently joined the Steering Group as a lay member.

2 Steering Group recruitment

We have advertised for three lay (volunteer) places for the Steering Group. We received five applications and interviewed two new individuals. Places have been offered to Catherine Smith and David Spurgeon for three years.

There was a recommendation that Ed DeVane is co-opted onto the group for a further year. Steering Group members agreed.

There is one vacant space still available.

There was a discussion about attendance at Steering Group meetings and it was noted that some members had not attended for several meetings. RL will seek to contact these members.

3 Delivery and commissioning of Healthwatch Coventry

SO gave an update on the commissioning of Healthwatch Coventry. A paper should be going to the City Council cabinet, which looks at VAC continuing at being the contract manager. This has not appeared in the papers for the meeting on 18 February but there is another meeting on 25 February. SO said she will contact City Council to clarify when the paper will go to a cabinet board meeting.

It has been negotiated that there will be a three month extension for April - June at the current level of funding. Discussions have been taking place about the level of funding and the need for an increase.

RL said that it would be useful to know exactly what is going on with the contract as this limits what Healthwatch can do and setting work plans.

DSau said it would be interesting to see how much money the City Council has been spent on this process to date.

SO said that it is positive that the City Council have taken on board our comments and they do recognise the work Healthwatch has done.

ACTION:

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| <ul style="list-style-type: none">• SO to keep SG up to date on progress of the recommissioning of Healthwatch |
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4 Pharmacy contract changes

RL informed Steering Group members that Healthwatch receives notifications by email of applications for changes to pharmacy contracts: change of ownership, closures, consolidations, and to open a new pharmacy. We can comment on these changes through links with the Health and Wellbeing Board.

RL asked for nominated Steering Group members to be alerted and to work with on any future responses. DSau and ED said that they would be interested in helping with this. Steering Group members agreed they were happy with this.

SL asked how it was decided where new pharmacies could go. RL said that there is a needs assessment completed which maps out where service provision is for pharmacies.

RL said that she sits on the community pharmacy group and is part of discussions about the process for this pharmaceutical needs assessment.

ACTION:

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| <ul style="list-style-type: none">• Emails about pharmacy changes/updates to be sent to DSau and ED |
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5 Updates from meetings and events

UHCW

SL met with the new Chair at UHCW - Dame Stella Manzie DBE. It was a positive meeting and Stella was interested in finding out what Healthwatch has done and wants to continue the dialogue.

SO said that she has had a conversation with Stella about UHCW wanting to have wider representation on their non-executive board. VAC have been asked to help with advertising the roles.

RL said that Paula Lloyd-Knight, Associate Director of Quality is leaving UHCW. Recruitment will be taking place for this role. A new role has been recruited to at Board level for Chief Quality Officer. A meeting is being arranged with him.

The most recent CQC inspection report for UHCW has been published with a rating of 'Good'. RL said that we will send round the link to the report for Steering Group members to read: www.cqc.org.uk/provider/RKB

Primary Care Network (PCN)

SL said that HW attended a PCN event and positive conversations took place with PCN leads.

CCG vote

RL said that the vote for the CCG re-configuration has now closed. The outcome will be known soon.

Prescription Ordering Direct (POD)

Issues regarding NHS POD were discussed and it was noted that the office team had not seen the final version of the leaflet HW had contributed to. It was thought that the future configuration of CCGs may influence the future provision of POD.

Meeting closed at 10:45

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Minutes

Attendees: Stuart Linnell (Chair), Catherine Smith, David Spurgeon, Ed DeVane, Dennis Saunders, Hakeem Adedaja, Sue Ogle (VAC), Joanne Tasker (Grapevine) for Samantha Keogh Collins (Grapevine)

Staff Present: Ruth Light, Louise Stratton, Samantha Barnett

Apologies: Ed Hodson (Citizens Advice Coventry), Christine McNaught (FWT), Apollo Economides

Additional attendees: Simon Wright (System lead, Communications & Engagement at Coventry and Warwickshire Health and Care Partnership), Manni Bassra (Patient Experience & Involvement Coordinator at UHCW), Rose Uwins (Senior Communications and Engagement Manager at CCG)

1 Welcome and any declaration of interests

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

2 Minutes of the last meeting

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

Matters arising:

- i. The HW response to the Strokes services review has been submitted
- ii. There was an action for the CCG to provide more information about funds being available for engagement opportunities. No information has been received

ACTION:
<ul style="list-style-type: none">• Follow up with Stephen O'Hanlon about small funds available for engagement opportunities

3 NHS plan for Coventry and Warwickshire

Simon Wright, Coventry and Warwickshire Health and Care Partnership attended the Steering Group meeting to talk about the NHS Plan for Coventry and Warwickshire and engagement with the population.

SW said that due to several reasons there is currently no clear date when the NHS local plan will be published, it is with NHS England. He said that he will keep RL updated on when the plan will be launched.

A glossary has been added to the plan which was a comment raised by HW.

SG asked if delivery will be held up because of the delay to launching the plan? SW said no.

SW said that Heads of partner organisations are meeting tomorrow to start conversations about engagement currently taking place and to discuss what everyone's understanding of the different types of engagement that there is. Healthwatch can then be involved after this has taken place, this will be phase two.

RL spoke about the HW Good Engagement Charter and how the previous plan adopted it. The term 'engagement' can lead to confusion as people use the same word but with different meanings.

SO asked if going forward, organisations would have a pooled budget for engagement? SW said that these discussions will be taking place.

DSpu spoke about the general shortage of staff within the NHS and worried about the long term plans and if they are workable. SW said that this is a challenge and that workforce plans are included

SL thanked SW for coming to the Healthwatch Steering Group.

ACTION:
<ul style="list-style-type: none">• SW to keep RL updated on when the NHS plan will be launched• SW to let RL when HW can be involved in phase two of discussions about 'engagement'

4 Work programme and activity reports

a) Update on work

RL gave an overview of the work programme:

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

469 survey responses were received for Coventry residents and 81 responses for Warwickshire residents. The report is currently being written up and will include the information from the two focus groups which have taken place with FWT and parents of SEND children. There was a focus group planned with Coundon Court School, but it has been postponed due to exams.

ii. Enter and View visits to Care Homes

The report for Allesley Hall is with Steering Group members for comment and then it will be sent out to the home for response. The report for Evedale has been shared with commissioners and CQC.

iii. Better information

A second meeting of the information task group was held. UHCW are piloting the letters HW fed into with patients.

RL said that a follow up meeting is needed with Jon Reading for an update on the action plan from the Discharge to Assess Pathways piece of work.

iv. Our Healthy City Board

RL has attended a new group formed by Public Health called Our Healthy City Board, the purpose of the group is to take forward elements of the Health and Wellbeing Strategy by bringing together organisations to look at health and lifestyle issues.

DSau asked if there was an additional budget for this? RL said that there is not. ED asked if this is the same as the Marmot Board. SO said that within paper 5b there is a diagram which shows the different groups and how they overlap but are also distinct.

DSpu said at a recent meeting he attended Liz Gaulton, Director of Public Health was talking about the year of wellbeing. There were 380 activities and activities took place in 100 schools. RL said that an independent evaluation of the year of wellbeing is taking place.

Future work priorities:

RL highlighted upcoming work:

- i.** Two further visits to care homes will take place focusing on the health needs of residents. RL said that an overarching report regarding the external services used within the homes i.e. community dentistry, wheelchair services can then be produced. JT asked if we look at nutrition, as at a recent conference concerns were raised about this within homes. RL said that we don't specifically look at nutrition, but we do view a mealtime on the visit. This gives us a chance to see if residents get support with eating if needed, dietary choices available, timing etc. Nutrition is something that the Care Quality Commission would look at as they have access to files and resident records and Healthwatch does not.
- ii.** We are preparing for the Healthwatch England campaign 'OneThing' to get people to say one thing which would improve their experience of NHS services. We are looking at having a series of 30 second videos on social media.
- iii.** Quality accounts will be with us in April/May. Both UHCW and CWPT have run sessions to get information about what the priorities should be included
- iv.** RL highlighted the information included about work on social media. Work will continue to build reach via social media

ACTION:
<ul style="list-style-type: none">• Meeting to be arranged with Jon Reading

- b) **SEND Inspection outcome**
Steering Group members received a copy of the recent SEND inspection outcome.
- c) **CQC inspection report**
Steering Group members received a copy of the CQC inspection report for George Eliot A&E
- d) **Brooklands hospital**
Steering Group members received information about the latest plans for Brooklands Hospital

5. Healthwatch representation

Steering Group members received the report of Healthwatch representatives for information.

It was noted that who the reps are who attend meetings need to be agreed in Steering Group meetings. After a discussion it was agreed that ED and DSau would attend the Primary Care Commissioning Group jointly.

6. Quarterly report on Healthwatch Activity

Steering Group members received a copy of the Healthwatch quarterly report - October to December for information.

DSau noted that the numbers within the appendices for information line calls are low and asked why they were in the report. RL said that the Local Authority had previously asked for these specific figures. Also, when compared with other local Healthwatch our figures are higher on average.

7. Coventry and Rugby CCG update

Rose Uwins attended to provide an update on CCG work:

- i. **Stroke Services**
RU thanked Healthwatch for their response to the Stroke services consultation. The next steps are going to be published at the end of February. RU noted that within the responses, transport was raised as important. There is going to be a reps meeting to validate the views received which Healthwatch can be part of. RU said that she would contact RL with more information.
- ii. **APMS Contracts**
An update will be available next week for the APMS contracts.
- iii. **Healthwatch England campaign - OneThing**
RU said that the OneThing campaign sounds interesting and would like the CCG to be involved. RL said that she would be in touch to discuss

iv. **CCG vote**

The vote has now closed and information about the result will be available by the end of tomorrow by the latest.

v. **POD**

RL said that we don't seem to have seen a copy of the information leaflet which Healthwatch helped to create. RU apologised and said that this is now available on the CCG website and hard copies have been taken out to GP surgeries. RU said that she would send through some hard copies of the leaflets.

Here is a link to the leaflet:

<https://www.coventryrugbyccg.nhs.uk/mf.ashx?ID=881e4290-e998-40f2-8d61-78258cbd748a>

ACTION:
<ul style="list-style-type: none">• RU to let RL know more information about the reps meeting to validate views of Stroke Services consultation.• RU to update RL on the APMS contracts when available• RL to contact Rose to discuss the OneThing campaign

8. Any other business

West Midlands Ambulance Service Briefing

RL informed Steering Group members that we receive information briefings and asked if anyone would be interested in receiving these for information. ED said that he would be interested in receiving the briefings.

Other items of interest

RL went through the documents available:

- Coventry Health and Wellbeing Strategy 2019-2023 - https://www.coventry.gov.uk/info/190/health_and_wellbeing/2864/coventry_health_and_wellbeing_strategy_2019-2023
- Pass the parcel - Children posted around the care system - <https://www.childrenscommissioner.gov.uk/publication/pass-the-parcel-children-posted-around-the-care-system/>
- Community-centred public health - Taking a whole system approach - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/857029/WSA_Briefing.pdf
- The Failure of Children and Young People's Mental Health Services 2019 - findings from survey - <https://4123n13bqnypihxzs1aprww-wpengine.netdna-ssl.com/wp-content/uploads/2020/01/The-Failure-of-Childrens-Mental-Health-Services-2019-FINAL-31-12-19.pdf>

Date of future meeting

The next meeting is booked in for Tuesday 21 April. RL asked Steering Group members to confirm to SB if this date causes any issues.

Annual meeting

A date needs to be arranged for the annual meeting.

ACTION:
<ul style="list-style-type: none">• SB to send the WMAS briefings to ED• Steering Group members to confirm to SB if they are not available to attend the next Steering Group• Confirm date of annual meeting to Steering Group members

9. Dates and times of future meetings

Tuesday 21 April 10am