

# Healthwatch Coventry Steering Group Meeting

## Minutes

at 10:00am – 12:00 noon on 28<sup>th</sup> October 2025

Venue: The Yard, Trinity House, 5a Priory Row, Coventry, CV1 5EX

**Attendees:** Stuart Linnell (Chair), Catherine Smith, David Spurgeon, Jo Dickie, Allen Margrett, Last Mafuba, Rose O'Malley, Ghulam Vohra

**Staff Present:** Davina Lucas, Leigh-Anne Howat, Sam Barnett

**Apologies:** Christine McNaught (FWT), Ifra Ali

**Additional attendees:** Tom Garraway, Gillian Blyth

### 1. Welcome/Introductions

SL welcomed everyone to the meeting including two members of public. SL confirmed that this is a meeting held in public and members of the public are welcome to ask questions but to raise hand first.

SL let SG members know that DS has decided to step down from Steering Group after being involved with Healthwatch from the beginning. SL thanked DS and presented him with a card and present.

Apologies were noted – Christine McNaught

SL asked if any members had any declarations of interest – none noted

### 2. Matters arising/Actions from previous meeting

None

### 3. Governance documents

All Governance documents have been sent to SG members separately for approval, these include:

- Decision Making Guidance & Policy
- Code of Conduct Trustee Agreement
- Conflict of Interest Guidance
- Declaration of Interest
- Register Of Interest
- Complaints Policy
- Governing Agreement for Healthwatch Coventry

SG members approved all the Governance documents, no amendments.

<b>Action:</b>
DL to publish Governance documents as final version

### 4. Healthwatch Activity

#### (a) Activity report

LAH gave an overview of the activities since the last meeting:

- A new Communication and Engagement Strategy has been created
- Enter and View visits to Housing with Care providers. We have 11 visits planned in up to December and hope to get a draft report to Steering Group for the December meeting
- We have launched our NHS App survey and currently have 61 responses. The survey is being ran until the end of December. We have also created paper copies to take out with us to reach the people who would not see our online promotion
- We have started re-connecting with stakeholder/community meetings
- A volunteer induction meeting has taken place, and all Steering Group members have been onboarded
- Work has taken place to map out all GP practices, Dentists, Family Hubs, Community Centres, Foodbanks, Libraries to help us understand what is in within each locality. Our focus historically has been Hillfields and Foleshill area, so we want to make sure that we are reaching all communities across Coventry
- We are working closely with the Family Hubs and have events in weekly up to Christmas collecting experiences from local people

- We have been pro-active in securing 8 new venues and been taking part in leaflet drops. We have completed this in 61 of the 199 venues we have mapped. GV said we should include places of worship too i.e. mosques. LAH said that it would be useful to have further discussions about this.
- LAH said that a positive meeting took place with the commissioner recently and was making suggestions of areas Healthwatch could be involved in, including virtual wards and Pharmacy First

SL praised the Healthwatch Team and said this showed that Healthwatch are here and active.

### **(b) Latest update from Healthwatch England**

There is an online meeting taking place tomorrow where there will be an update on the future of Healthwatch

<b>Action:</b>
<b>Healthwatch Team</b> to add Draft Housing with Care report on agenda for December meeting
<b>Healthwatch Team</b> to have discussions about options for engaging with places of worship
<b>LAH/SL</b> to keep Steering Group updated on the outcome from HWE online meeting

## **5. Work Programme**

### **(a) LGBTQ+ project update**

SG members were given summary information about LGBTQ+ project so far including an action plan for next steps. The aim is to have a report published by February 2026

### **(b) Enter and View update (Henry Court)**

Two visits taken place at Henry Court. LAH thanked Gillian and Allen for their support so far with the project

### **(c) NHS app survey update**

It is being seen that NHS App is going to be the front door to services which is why it is important for us to have this survey running to capture the views of local people

JD said that training needs to be put in place for people and thought needs to be given to the accessibility of the app.

LM said that there are going to be language barriers, some people would need support with the app. LM asked if there was a way of the app being translated into different languages like you can on some websites.

GV discussed the importance of making sure the systems talk to each other, as at his surgery, he uses the NHS app and the surgery has their own system for patients, it can get confusing which one should be used.

## **6. Local service changes and reports**

### **(a) CQC reports/findings**

SG members were given a paper which listed the published reports from recent CQC inspections.

### **(b) Recent pharmacy changes**

SG members were given a paper which listed the pharmacy changes.

JD said that there is also a new pharmacy which opened on the Daventry Road.

### **(c) Closure of CUES**

The closing of CUES is taking place and a new service which is similar will be starting in February 2026. This means there will be a gap in services for a few months.

JD said its concerning that there has been a lack of consultation and there is going to be a time without a service. This is going to have a huge impact for people. JD said that Hugh Sorrill has not had answers to his questions and a question was asked about whether it would be worth putting in a FOI request. SL said it would be a good idea to do this, but we need to think whether it would go from Hugh or SL.

SL also said that Warwickshire have an additional service which runs alongside CUES. He has requested information from Chris Bains – HWW but is still waiting to hear back.

**Action:**

SL to decide who puts in the FOI request

#### **(d) NHS long-term plan**

SL said that there has now been a medium-term plan published. A copy of this document was handed out to SG members in the meeting. SL gave a brief overview - he said it was positive to see this as a way of working towards the main plan. SG were asked if they had any observations?

JD said it was positive to see frailty in the plan

LAH said it was interesting to see a target of zero spend on bank and agency staff by 29/30 - is this feasible?

#### **(e) NHS workforce issues**

SG members discussed the paper which looks at a number of issues for NHS workforce. SL said it was interesting to see the issue with the number of fully qualified GPs declining. SL said at his surgery one GP had left the practice to go work in Canada. JD asked a question about whether GPs who are trained, do they have to commit to working within a practice?

Tom G said that people within the NHS have a good pension and could retire so, this has been changed to 55 but then staff could come back and work part time as agency staff.

#### **(f) Use of technology**

There has been a delay in the virtual triage which was scheduled for 1st October.

DS said his GP surgery already use an online triage form which he feels is too long, there are questions which aren't relevant being asked.

Virtual triage is something we are going to be keeping an eye on.

## **7. Meeting Gaps**

We have gaps in attendance for two meeting currently which LAH is currently attending:

- Adult Social Care Stakeholder Group – held bi monthly 10.30am-12:30pm
- Health and Social Care Scrutiny Board – held monthly 11.00am-13:00pm

SG members were asked if any of them would like to be the named person for these meetings.

**Action:**

**SG members** to contact LAH if interested in being part Adult Social Care Stakeholder Group or Health and Social Care Scrutiny Board

## 8. Reports from external meetings

SG members were given a report from external meetings.

AM attended the UHCW annual meeting, he was the only member of public to attend.

## 9. Any other business

### Communications and Engagement Strategy

The communication and engagement strategy was handed out to all SG members and DL gave a brief overview of it. DL asked SG members if they had any comments or feel that anything is missing to contact herself or LAH.

### Issue with chaplaincy services at UHCW

RO raised an issue related to the chaplaincy services at UHCW. There was an issue with the Roman Catholic on call service not taking place for people. RO said she would try and find out some updated information from the priest.

### Future of Healthwatch

SL said that at a recent chairs meeting Chris Bain discussed whether a joint letter would be drafted from all LHW to discuss future of Healthwatch. SL has chased this up with Chris and but will follow up again.

## General comments

GV said that the reports have been very thorough and comprehensive.

DS said he is impressed with how things have been working so far and wishes the best to the Healthwatch Team.

<b>Action:</b>
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<b>SG members</b> to contact LAH/DL with our comments on the Communication and Engagement strategy
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<b>SL</b> to chase Chris Bain about the draft letter
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