

Healthwatch Coventry Steering Group Meeting

Minutes

at 10:00am – 12:00 noon on 9 December 2025

Venue: The Wheelhouse, Council House, Earl Street, Coventry, CV1 5RR

Attendees: Stuart Linnell (Chair), Catherine Smith, Allen Margrett

Staff Present: Davina Lucas, Leigh-Anne Howat, Ridhwana Sheikh

Apologies: Christine McNaught (FWT), Ifra Ali, Jo Dickie, Last Mafuba, Rose O'Malley, Ghulam Vohra

1. Welcome/Introductions

SL welcomed everyone to the meeting. Apologies were noted for members who were unable to attend.

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

2. Matters arising/Actions from previous meeting

There were none. Minutes were agreed as an accurate record by members present.

3. Governance documents

Documents regarding Enter and View have been sent to SG members separately for approval, these include:

- Enter & View Plan Actions
- Enter & View Guidance & Policy

SG members approved these Governance documents regarding enter and view. The actions document has been approved to be put on the website.

Action:

To add Enter & View Plan Actions document to the website
--

4. Service Update

(a) Activity report

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

- A copy of the Communication and Engagement Strategy was distributed in the meeting, Radio Stations was added to this plan
- Enter and View visits to Housing with Care providers is now complete and we will be looking to write the report soon
- NHS App survey is due to end at the end of December. We are getting majority of the responses from outreach compared to online sharing of the survey. We have had a few suggestions for additional features which we will share in the report
- We will be looking at places of worship as our next outreach target
- Since the closure of the CUES service, UHCW have had a crisis in their ophthalmology department. We have requested for more information relating to this crisis from UHCW. Which we will share when we receive it.
- Virtual wards are on our monitoring list
- Ward 43 – We are planning to go re-visit this ward in the new year
- Many people do not seem to be aware of Pharmacy First and wondering whether there has not been enough publicity around it?
- Meet with Healthwatch Warwickshire to establish connection

Action:

RS to arrange a meeting for LAH and SL to meet with Chris Bains and Liz Hancock.
--

(b) Latest update from Healthwatch England

Updates and links have been shared with SG from Healthwatch England. Still have not seen any more information regarding the announcement of closing Healthwatch and no evidence to support the scrap of closing NHS England.

5. Work Programme

(a) LGBTQ+ project update

SG members were given summary information about LGBTQ+ project. The timeline for this project has been moved further along in the new year around March/April 2026.

(b) Enter and View update

A draft report was shared with SG members around the Housing with Care visits. The full report will be shared at next SG meeting in February 2026.

(c) Healthwatch Coventry promotion

Ideas were shared by those SG members present to promote Healthwatch Coventry and services such as Pharmacy First. To investigate other social media channels like TikTok and creating videos on YouTube.

(d) Volunteer Training

Information regarding CAMMs volunteer training programme was shared and looking to re-visit Healthwatch England Training for SG members.

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. Question was raised about Earlsdon Lodge care home and if it is possible to do an Enter and View visit.

(b) Pharmacy First

Statistics from the Pharmacy first service was shared to show the positive impact the service has had, and a copy of the Pharmacy First report that was completed in June this year was also circulated to all SG members.

(c) Virtual Wards

A report had been shared regarding the pilot study. The report shows some of the positive outcomes they have experienced so far but also highlighted

some of the downfalls in other areas which they are looking to find ways for improvement.

(d) Health and Wellbeing Board updates

Updates from the Health and Wellbeing Board was presented but questions were raised about the play zone. Once the cut off time for the project has been reached what happens with the play zones that the funding has been used to invest in.

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. Any other business

None.

9. Next meeting

The next Steering group meeting will be on:

Tuesday 17th February 2026, from 10.00am to 12.00pm

The meeting will be held at The Wheelhouse (Council House).