

# **Healthwatch Coventry Steering Group meeting Held via Zoom at 11:00 on 10 August 2021 and live streamed on YouTube**

## **Minutes**

**Attendees:** Stuart Linnell (Chair), Catherine Smith, Apollo Economides, Steven Hill (Coventry and Warwickshire Mind), Hakeem Adedaja, Dennis Saunders, Sue Ogle (VAC), Christine McNaught (FWT), Ed DeVane

**Staff Present:** Ruth Light, Owen Lawrence

**Apologies:** Sonja Woodhouse (Carer's Trust Heart of England), David Spurgeon

### **1. Welcome**

SL welcomed everyone to the meeting.

SL asked the Steering Group if there were any declarations of interests that a member needed to make.

There were none.

### **2. Minutes of the meeting held on 1 June 2021**

SL asked the Steering Group if there were any comments relating to the accuracy of the minutes of the previous Steering Group meeting, held on 1 June

There were none.

SL asked if there were any matters arising.

There were none.

### **3. Healthwatch values update**

#### **a) Healthwatch Coventry values**

Following new guidance from Healthwatch England RL had drafted an update to the Healthwatch Coventry values which were last reviewed in 2013 and this was circulated as paper 1

All members approved the adoption of the updated values without amendment.



## **b) Updating the Governance, decision making and involvement policy**

RL explained that every Local Healthwatch must have and publish a decision making policy and Healthwatch England provides guidance and templates. The majority of the current document remains relevant and valid but it was time to update some elements and consider how the document is presented to a public audience.

Steering Group members were presented with Paper 2 which contained the key updates proposed:

- Changes regarding the wording of ‘membership’ section and concept in Healthwatch Coventry
- Reviewing the boundary information and adopting the terminology recommended by Healthwatch England enabling members of the public to be involved in Healthwatch Coventry if they have a ‘vested interest’ in Coventry
- Refreshing the decision-making checklist.

EdV asked for clarification of the “is this the right time to make an impact” and it’s weighting of three on the work prioritisation tool. He said that the NHS and health and social care is often being reorganised, and that this may make it seem like it is never the right time to intervene. RL said that a rating of three represented a ‘mid-weighting’ but accepted that Healthwatch needed to be mindful that trying to identify a good time to intervene did not distract Healthwatch from an issue that was important to local people.

Steering Group members approved the changes to the document as described.

Action:
RL to circulate the updated draft of the document for members to see and approve

## **4. Healthwatch activity update report**

A) RL provided an update on activity under the work priorities set by the Steering Group; on engagement and reach; and information service work.

This activity included:

- GP answerphone ‘mystery shopper’ exercise. A report had been drafted and sent to Steering Group members prior to the meeting. Members confirmed their approval of the content of this report. The report will be sent to the Coventry and Warwickshire CCG for response.
- A significant amount of negative feedback about a specific GP practice has been received from members of the public since the mystery shopping exercise was completed. This is one of the two practice volunteers were not able to get through to. RL has shared the feedback with the Care Quality

Commission lead inspector for Coventry GP services, and with Coventry and Warwickshire CCG. A letter has also been sent to the practice from SL. Steering Group members supported this approach.

- Keeping local people informed about COVID-19 vaccination, via specific enquiries to the information helpline and publishing information on the Healthwatch Coventry website which continues to get high volumes of users
- Volunteering - recruitment has started for two new volunteering roles. RL explained the role to members
- Staffing - one of the two posts advertised has been filled with the person due to start the following week. The other remains vacant which is having an impact.

EDV asked about the level of response to the diabetes survey. RL said that a Diabetes UK health group indicated that they thought there was an issue with people accessing their diabetes health checks. We worked with the group to distribute the survey and the level of response indicates that this is not a significant issue. So it is not proposed that any more work is done on this topic at this time.

EDV said that Healthwatch should continue to try and engage asylum seekers and refugees and get their responses as Coventry was one of the leading cities in the UK for offering these somewhere to live.

CMN agreed with EDV and suggested encouraging the Coventry Refugee and Migrant Centre to have a representative join the Healthwatch Coventry Steering Group. RL said that Felicity Haines of Healthwatch Coventry had met with a smaller group that was supporting refugees and gained insight on their perspectives on health and social care.

EDV asked about work priority for working to ensure a Healthwatch voice within new NHS and 'Place' structures and for patients/public to be at the heart of service planning and how this was progressing. SL and RL confirmed there had been quite a number of conversations about where Healthwatch may do this but no offer of a seat at a strategic table as of yet.

## **B) Guidance on returning to face-to-face working**

Healthwatch England have produced guidance on returning to face-to-face activity. RL said this provides useful checklists to ensure this is done safely.

From 11 November, Healthwatch volunteers that visit care homes will need to be fully vaccinated under the new legislation the government has created for those who go into care homes in a professional capacity. This will need to be added into the Healthwatch processes.

RL suggested a potential return to face to face Steering Group meetings. Members will be asked their views.

### C) CWPT updating values

CWPT has contacted RL to say that they are updating their vision, mission and values. RL asked if there was anyone on the Steering Group who was interested in being involved in a workshop with CWPT on this?

EDV, CMN and CS said that they were interested.

#### Actions

- OL to contact Steering Group members about holding the October meeting 'in-person'
- RL to contact CWPT regarding the workshop

## 5. Reports from Healthwatch representatives at external meetings

Steering Group members were sent the representatives report which contained reports of all the meetings that had been attended by Healthwatch representatives.

SL said that many of the meetings he attended focused on vaccine take up which is why it was concerning to see media reports that Coventry is the worst performing area for vaccine take-up.

### Coventry and Warwickshire respiratory Steering Group

RL said that Healthwatch Coventry was invited to be part of this Steering Group. RL attended one meeting but was unsure if this is an effective use of time in terms of being able to contribute around respiratory services.

## 6. Service updates

### Integrated Care System

Phil Johns has become the lead officer for the Integrated Care System, taking over from Andy Hardy. Recruitment has opened for the independent chair role for the ICS, Professor Sir Chris Ham who had been the chair of the Coventry and Warwickshire Health and Care Partnership is not continuing in the role.

### Mental Health

NHS England is proposing new mental health access standards - [www.england.nhs.uk/2021/07/nhs-england-proposes-new-mental-health-access-standards/](http://www.england.nhs.uk/2021/07/nhs-england-proposes-new-mental-health-access-standards/)

## Patients waiting for care

Good Communication with Patients Waiting for Care was sent to Steering Group members which detailed good practice on how to communicate with patients who are having to wait to access care services.

## 7. Healthwatch England work

Healthwatch England published information about the NHS sharing patient data, the deadline was recently pushed back until September. This includes examples of what the data will be used for - [www.healthwatch.co.uk/news/2021-07-20/patient-data-crucial-planning-health-services-%E2%80%93-and-so-building-trust-how-nhs-uses](https://www.healthwatch.co.uk/news/2021-07-20/patient-data-crucial-planning-health-services-%E2%80%93-and-so-building-trust-how-nhs-uses)

An update on outcomes from Healthwatch England's report on Hospital discharge was circulated.

Imelda Redmond, the chief executive of Healthwatch England, is stepping down. Sir Robert Francis QC, the chair of Healthwatch England, has been confirmed as chair for a further 3 years.

## 8. Publications

The following publications were flagged for interest:

- CQC COVID-19 insight Issue 11- care for people with a learning disability - <https://www.cqc.org.uk/publications/major-reports/covid-19-insight-11-focus-our-work-support-people-learning-disability>
- Socially excluded older people and their access to health and care services: insights from professionals, Salvation Army and AgeUK - <https://www.ageuk.org.uk/our-impact/policy-research/reaching-those-who-are-socially-excluded/>
- You only had to ask What people with multiple conditions say about health equity - A report from the Taskforce on Multiple Conditions, July 2021 - [https://richmondgroupofcharities.org.uk/sites/default/files/richmond\\_group\\_response\\_to\\_the\\_taskforce\\_on\\_multiple\\_conditions\\_report\\_you\\_only\\_had\\_to\\_ask.pdf](https://richmondgroupofcharities.org.uk/sites/default/files/richmond_group_response_to_the_taskforce_on_multiple_conditions_report_you_only_had_to_ask.pdf)
- Supporting people with arthritis waiting for surgery: A resource guide from Versus Arthritis for MSK leads at ICSs, PCNs - <https://www.versusarthritis.org/media/23694/joint-replacement-support-package-june2021.pdf>

## 9. Any other business

SL asked if there was any other business.

SL said that Healthwatch needed to remain aware of various issues regarding young people. This included vaccinations becoming available to 16-17-year-olds, and young people being referred for assessment for mental health issues and eating disorders.

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

12<sup>th</sup> October

7<sup>th</sup> December

Members 10 am and meeting in public at 11 am