

# Healthwatch Coventry Steering Group meeting

Held via Zoom at 11:00 on 1 June 2021  
and live streamed on YouTube

## DRAFT Minutes

**Attendees:** Stuart Linnell (Chair), Catherine Smith, David Spurgeon, Apollo Economides, Steven Hill (Coventry and Warwickshire Mind), Sonja Woodhouse (Carer's Trust Heart of England), Hakeem Adedoja, Ed DeVane

**Apologies:** Sue Ogle (VAC), Dennis Saunders, Christine McNaught (FWT),

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

### 1. Welcome

SL welcomed everyone to the meeting.

### 2. Declaration of interests

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

There were none.

### 3. Minutes of the meeting held on 30 March 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 30 March

There were none.

Matters arising

None.

### 4. Quality accounts

#### A) Draft WMAS commentary

The meeting approved the draft commentary with additional content from AE regarding Quality indicators and research. DSp asked for more to be said about the trust undertaking more patient engagement activity. This was agreed

## B) UHCW commentary

This was the final draft which members had previously inputted into. SW suggested that a further statement be added regarding impact of family/unpaid carers of discharge where sufficient support was not put in place for when the person was discharged home. This was based on feedback from carers. This was agreed.

## C) Workshop with CWPT

A meeting for Steering Group members to discuss CWPT's work regarding quality priorities had been set up for 1pm on 10 June, to be via Zoom.

Action:
<ul style="list-style-type: none"><li>• RL to update WMAS commentary and SL to approve final version to be sent to WMAS</li><li>• RL to update the UHCW commentary and sent to UHCW that day</li></ul>



## 5) Healthwatch activity reports

A paper detailing Healthwatch's activity since the last meeting was circulated. This included a 'mystery shopper' exercise detailing the experience of collecting rapid COVID-19 tests. RL said that these experiences will be collated into a blog post on the Healthwatch Coventry website.

Healthwatch volunteers rang dental practices in Coventry to gather information about access to NHS dental services. This was written up into a report and shared with Steering Group members. The report found that dental access was better in Coventry than it is in some areas of the country, but that access was still not good. Healthwatch England is working nationally regarding the underlying issue with the dental contract.

Many of the enquiries coming into Healthwatch Coventry have been related to COVID-19 vaccination. The vaccination page on Healthwatch Coventry's website has continued to be regularly updated and is still the most regularly visited page. This page is therefore very useful in communicating updates to the public.

A survey regarding diabetes health checks will be circulated to a local diabetes support group. This will focus on access to health checks.

SL has recorded a series of videos of his experience volunteering with Healthwatch Coventry which have been posted on Healthwatch Coventry's social media throughout Volunteers' week.

Caron Mckenna has left the post of Information and Communications officer since the last Steering Group meeting. This means that Healthwatch Coventry is in the recruitment process for two new posts, with adverts being circulated to external organisations and on social media.

<b>Action:</b>
<ul style="list-style-type: none"><li>• Blog post detailing collection of COVID-19 tests to be drafted and published</li></ul>



## 6) Reports from Healthwatch representatives who attend external meetings and groups

The group noted written reports from Healthwatch representatives about the external meetings they had attended.

AE asked what was being done to increase vaccination uptake in areas such as Foleshill.

- SL noted that this data was 3 weeks old by the time it had been presented to the Steering Group. Since then, 'drop-in' vaccination clinics have been held in Foleshill which would be aimed at increasing vaccine uptake.
- RL said that the Vaccinating Coventry Group used heat maps to see which areas of Coventry had the lowest uptake which showed where they needed to focus their community outreach. For example, white Eastern European people have been identified as a group with lower uptake, so there was an effort to produce more translated material for this group.

SH said that MIND had been tasked with contacting everyone on the Serious Mental Impairment (SMI) register in Coventry and Warwickshire. Some of these people had been expressing anxiety around the vaccination process which MIND were able to support them with.

- RL said that this mirrored some vaccination enquiries that had been coming in to the Healthwatch information line, with people asking if there was a route to get vaccinated without having to travel to a vaccination centre e.g., in their own home. SH said that this was not possible yet but that having volunteers to support people through the process could be of help.

A new municipal year has meant that Scrutiny Board 5 and the Health and Social Care scrutiny board has been reformed. Councillor Clifford remains the chair, and it was put to Steering Group members whether they were happy for David Spurgeon to continue attending on the Steering Group's behalf. Everyone approved.

## 7) Service updates

### A) Pharmacy changes

Steering Group members were made aware of a change of address at a distance selling pharmacy, and the application to relocate a pharmacy in Ball Hill. The impact would be to reduce pharmacy opening hours in the area.

## **B) GP access - developments**

A letter from NHS England was sent to GP practices to clarify protocol regarding face-to-face appointments. It confirmed that these appointments need to be available and that GP receptions should be open.

EDV said that he attended a Board meeting of the Coventry and Warwickshire CCG that had members of the public also in attendance who said that they would call to try and book an appointment and would have to wait 4 hours for a call back from their practice. The CCG said that vaccinations had impacted on capacity for appointments and that some practices were considering not renewing vaccination contracts due to the impact on their capacity.

RL said that Healthwatch Coventry would be conducting a piece of research regarding GP phone access and answerphone messages

## **C) Hospital and Mental health service updates**

Steering Group members were made aware of funding that had been given to the Integrated Care System (ICS) to tackle hospital waiting lists.

CWPT published information about the Crisis Plus initiative regarding the delivery of intensive outreach services.

SH said that mental health transformation funding totalled £2 million this year, £4.5 million next year, and £5.5 million in the third year before dropping to zero in the fourth year. He offered to share further information regarding this funding with RL, provided he could get permission to do so.

## **D) Additional item - CQC report Cygnet Joyce Parker hospital (circulated separately)**

The CQC released a report on the Cygnet Joyce Parker hospital on the delivery of child and adolescent mental health services and rated the service as “requires improvement.” RL said the CQC continued to work with the provider.

<b>Action:</b>
<ul style="list-style-type: none"><li>• SH to share information on MH transformation fund if possible</li></ul>



## **8) Healthwatch England strategy and support**

Steering Group members were sent a summary of Healthwatch England’s updated strategy and information about where Healthwatch England would focus their support to the network of local Healthwatch organisations. These included: demonstrating impact, equality diversion and inclusion, information sharing, brand and reputation and supporting effectiveness.

RL has started drafting a new strategic plan for Healthwatch Coventry for discussion by the group.

## 9) Publications

Steering Group members were aware of the following publications:

### A) Integrated care systems explained by The King's Fund

EDV queried how the ICS was going to strengthen the role of the public voice

SL agreed it was unclear and said that this had been a key point of discussion at the combined meeting of East and West Midlands Healthwatch that he and RL attended. RL said that further guidance was to come, with citizen's panels set to be included in the ICS's. Rose Uwins from the CCG had cited an example in London as a good example to follow.

### B) Caught in the maze: Delivering personalised, integrated care for people with cancer, MacMillan Cancer Support

[www.macmillan.org.uk/about-us/what-we-do/we-make-change-happen/we-shape-policy/caught-in-the-maze-report.html](http://www.macmillan.org.uk/about-us/what-we-do/we-make-change-happen/we-shape-policy/caught-in-the-maze-report.html)

### C) Levels of loneliness by local authority area

See [www.gov.uk/government/statistics/levels-of-loneliness-by-local-authority-in-the-uk?utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_source=0792fa38-8ab2-476d-8b85-37a3e45fd3b3&utm\\_content=daily](http://www.gov.uk/government/statistics/levels-of-loneliness-by-local-authority-in-the-uk?utm_medium=email&utm_campaign=govuk-notifications&utm_source=0792fa38-8ab2-476d-8b85-37a3e45fd3b3&utm_content=daily)

### D) Women health strategy call for evidence

RL said this is important consultation as there are many ways in which women are disadvantaged in health care and health policy and there is emerging evidence that women may be more disadvantaged from the impact of COVID-19.

See [www.gov.uk/government/consultations/womens-health-strategy-call-for-evidence?utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_source=581a2c0d-2b8b-466d-9513-cbe3fee1425b&utm\\_content=daily](http://www.gov.uk/government/consultations/womens-health-strategy-call-for-evidence?utm_medium=email&utm_campaign=govuk-notifications&utm_source=581a2c0d-2b8b-466d-9513-cbe3fee1425b&utm_content=daily)

## 10) Any other business

Healthwatch Week this year will be happening between the 9<sup>th</sup> - 12<sup>th</sup> of November. How this will be delivered (face to face or internet or both) is not known yet.

### Dates and times of future meetings

10<sup>th</sup> August

12<sup>th</sup> October

7<sup>th</sup> December

Members 10 am and meeting in public at 11 am