

**Healthwatch Coventry Steering Group Pre-Meeting
Warwick Road, United Reformed Church
At 10:00am on 9 August 2022**

Minutes

Attendees: Stuart Linnell (Chair), Steven Hill (MIND), Sue Ogle (VAC), David Spurgeon, Catherine Smith

Staff Present: Ruth Light, Fiona Garrigan, Samantha Barnett, Ridhwana Sheikh

Apologies: Christine McNaught (FWT a Centre for Women), Last Mafuba, Edward DeVane, Apollo Economides, Claire Dale (Carers Trust of England) Rose O'Malley

1. Welcome Introductions

Stuart Linnell (SL) welcomes everyone to the meeting.

2. Refresh of Good Engagement Charter

The group considered an updated draft of the replacement for the 2013 Good Engagement Charter.

David Spurgeon (DSpu) said that this is a useful document to have, he also said that the word listening on page 2 should be highlighted.

Those in attendance approved the draft for publication and as the meeting was not quorate it was agreed email approval be sought from those not present.

The document will be published on our website and promoted. Ruth Light (RL) will go back to the group who attended the workshop to explain what has happened as result of their involvement.

Action
<ul style="list-style-type: none">• RL to update everyone who attended the engagement charter workshop.• RL to seek approval form members not in attendance regarding the Good Involvement Principles

3. Collaboration Update

Conversations have continued to take place with Healthwatch Warwickshire, with the focus being on the collaborative toolkit which Healthwatch England created.

Chris Bain and RL have also met with Healthwatch England.

Members recognised the value of collaboration and the potential challenges of having different LHW within one Integrated Care System.

4. Updates on developments and information sharing

SL wrote to Pete Fahy (PF)- Director of Adult Social Care at Coventry City Council who is lead for Coventry Place, asking about developments at Coventry Place and how Healthwatch might be able to support. PF has requested a face-to-face meeting to discuss. This is being arranged.

RL has met with Anita Wilson who is the Strategic Lead for Governance and Development at the ICB.

SL attended the ICP where a presentation was given by Liz Gaulton. Sue Ogle (SO) asked if we are allowed to speak at this meeting. SL confirmed that we are allowed to speak at these meetings.

Healthwatch Coventry Steering Group Meeting Warwick Road, United Reformed Church At 11:00 am on 9 August 2022

Minutes

Attendees: Stuart Linnell (Chair), Steven Hill (MIND), Sue Ogle (VAC), David Spurgeon, Catherine Smith, Noreen Bukhari (FWT a Centre for Women)

Staff Present: Ruth Light, Fiona Garrigan, Samantha Barnett, Ridhwana Sheikh

Apologies: Christine McNaught (FWT a Centre for Women), Last Mafuba, Edward DeVane, Apollo Economides, Claire Dale (Carers Trust of England) Rose O'Malley

1. Welcome Introductions

SL welcomed everyone to the meeting. Noreen was attending on behalf of FWT. There were new faces in the meeting so the group and introduced themselves.

SL asked if there were any declarations of interest. There were none.

2. Minutes of the previous meeting and matters arising

The minutes of the June Steering Group meeting were approved as an accurate record.

There were no matters arising

3. The Integrated Care Board

RL gave a presentation on the new Integrated Care Board structure, to explain the changes and how the committees are been structured.

It was noted that there was a diagram missing from the supporting paper which gave the ICB functions and decisions map. This will be circulated with the minutes. RL talked it through.

RL explained the meetings that Healthwatch Coventry have been invited to within this structure. Healthwatch Coventry and Healthwatch Warwickshire are both being invited to the ICB Board; the Integrated Care Partnership; the Quality Safety and Experience Committee and the Commissioning Planning

and Population Health committee. The invite letter for these meetings have been circulated as paper 3.

Members discussed the meeting invites. Different views were expressed about the value of attending and the ability of Healthwatch Coventry to effectively contribute. The number of papers being produced for the ICB Board meetings was noted.

Steven Hill (SH) asked about the status of Healthwatch having a place at ICB. RL clarified that we do have speaking rights, but we do not have voting rights to affect decisions making.

It was not clear what status Healthwatch membership of the Quality Safety and Experience Committee; Commissioning Planning and Population Health committee; had as it was not mentioned in the terms of reference. This would need to be clarified as Healthwatch is not part of assurance or financial decision making.

The potential to work with Healthwatch Warwickshire was noted and are in discussion as this may give more coverage.

RL said that structures are in a developmental phase and 'being built as they go'. Therefore, it is not yet completely clear what responsibilities sit where and how different parts of the structure relate to others; especially down through the layers.

RL shared that Healthwatch England have advised local Healthwatch to have conversations with the ICB around the resourcing for Healthwatch to cover these extra layers.

Some members thought it was best to attend to stimulate these conversations.

It was agreed to keep attendance under review considering conversations being made with Healthwatch Warwickshire and to revisit in October.

Health and Wellbeing Board guidance

SG members received a copy of the draft guidance for the Health and Wellbeing Boards. RL said that she would also email the guidance for Scrutiny Board meetings.

DSpu noted that there are two boards which appear to be similar. RL said one is local authority led and the other NHS led.

SL said that in a recent meeting Danielle Oum (ICB Chair) was clear that the ICB is not a direct replacement for the CCG, it has a different function. SL said this is not necessarily perceived yet.

Integrated Care Strategy

RL reported that the ICB will be seeking to talk to local people October/November time, as part of the process of producing the integrated care strategy. There are also a number of other strategy documents the ICB must submit in December. This is an opportunity for us.

Action
<ul style="list-style-type: none">• Functions and decisions map to be circulated with the minutes• Guidance for Scrutiny Board meetings to be emails to EDV

4. Healthwatch Activity Report

SG members received the Healthwatch activity report and RL gave an overview of activities taken place:

- There has been a focus on the clear information group.
- Planning is beginning for a pilot to reinstate Enter and View activity. The proposed focus is into care homes and residents' health needs and access to health services.
- New Healthwatch Coventry promotional leaflets have been created and printed
- A good response was received to the call out for applications for the grants programme to help gather experiences from less heard people. We have received ten applications, and these are being reviewed.

The latest Healthwatch England report on keys issues they are monitoring was circulated.

HWE have published their report looking into people's experiences of getting health and care information in a format they can understand or being provided with support to understand information. RL said that the link to the report will be sent to SG members.

<https://www.healthwatch.co.uk/report/2022-07-25/accessible-information-survey-findings>

Action
RS to send the link to HWE accessible information report to SG members

DSpu asked what was meant by a spike in feedback about GP services? RL said that we have received more feedback due to promotion on social media. Kensington Road Surgery has been a focus. SL confirmed that he has made contact with the practice manager and they are looking in to how they are managing the practice with the assistance of a new second doctor in the practice.

Questions were asked about feedback and developments regarding Holbrooks Health Team. RL said it was her understanding that the CQC would inspect but has not heard of an outcome.

RL said she had been raising the lack of information regarding the walk-in centre that has now been renamed as the Urgent Treatment Centre. Information for the public was not clear. This was raised with UHCW and the ICB. There is also now a 'minor injuries unit' at UHCW.

5. Reports from meetings

Reports from Healthwatch representatives on external meetings and groups were noted.

6. Service Updates

Care homes

SG members received the Care Quality Commission (CQC) inspection report for Ashleigh House for information. Ashleigh House has been rated inadequate. RL said that the link for Coundon Manor inspection report will be sent round to SG members, this care home has been rated as requires improvement in all domains. <https://www.cqc.org.uk/location/1-329269874>

RL said that we will need to co-ordinate with the CQC to find out their inspection schedule, so we do not duplicate visits.

Autism services

SG members received information about the additional local investment for Autism assessment and support along with FAQs. Noreen Bukhari (NB) said there were some gaps in the draft Autism Strategy, around post diagnostic support and transition support. RL suggested NB could send her an email regarding this and she will review the information and pass this information on.

NHS 111

The contract for NHS 111 is moving from West Midlands Ambulance Trust to DHU Healthcare. DHU Healthcare have a track record of providing this service.

Update on remote monitoring (telehealth)

Members noted information about how health services are provided differently and remotely.

Vision and strategy documents

Both UHCW and CWPT have published the final versions of their vision and strategy documents. SG members received the web links for these documents.

Pharmacy updates

There have been no significant changes but there have been a few changes in ownership. The pharmaceutical needs assessment survey is still up and live, if anyone is interested in reviewing and responding.

Some GPs are looking on taking on their own Clinical Pharmacists. To help manage patient requirements. To respond to questions regarding particular medication and to correct the details on prescriptions issued by GPs. This is to make it easier for patients to gain access to medication instead of waiting for a GP to become available.

Action
NB to send her comments/information regarding the diagnosis of the Autism strategy to RL.

7. For Information

SG members received web links to useful information and reports.

8. Any other business

None

9. Dates and times of future meetings

- 18 October
- 6 December

Members meetings start at 10am.

Public meetings start at 11am.

All meetings to be held at the United Reformed Church, Warwick Road, Coventry, CV1 1EX.