

**DRAFT Healthwatch Coventry Steering Group Pre-Meeting
Minutes
Britannia Hotel, Fairfax Street, Coventry, CV1 5RP
At 10:00 am on 5 December 2023**

Attendees: Stuart Linnell (Chair), Catherine Smith, Ghulam Vohra, Rose O'Malley, Last Mafuba, Mia Hutchinson

Staff Present: Ruth Light, Fiona Garrigan, Ridhwana Sheikh, Ruth Burdett

Apologies: Sue Ogle (VAC), Christine McNaught (FWT), Claire Dale (Carers Trust HofE), Steven Hill (C&W Mind), David Spurgeon

1. Welcome Introductions

Stuart Linnell (SL) welcomed everyone to the meeting.

2. Matters Arising

There were none.

3. Steering Group recruitment

Ruth Light (RL) informed the Steering Group, two new members for the Steering Group have been recruited successfully. There is another person for consideration for co-option to the group. It was agreed to offer a co-opted member position for one year.

Action
<ul style="list-style-type: none">• Offer co-option to prospective volunteer• Organise induction for new members

4. Declaration of interest

RL had reviewed the declaration of interest process for Healthwatch Coventry in the light of guidance from Healthwatch England.

Conflicts of interest can arise in different ways in Healthwatch due to the independent and impartial nature of the Healthwatch mission and large remit of our work. Healthwatch Steering Group members connections with either service providers or commissioners can be of significance.

It is important that Healthwatch consider potential conflicts of interest, have transparent process and if there is a conflict of interest within discussion or decision making, this is taken into consideration.

The group looked at a draft declaration of interest process highlighting different types of conflict of interest: financial Interests; non-financial professional and personal Interests; and indirect interests.

It was agreed to implement the new form and for Steering Group members to provide annual updates and to inform the office if they took on additional roles of relevance.

Action
<ul style="list-style-type: none">• Declaration of interest form to be circulated to each member and returned, to be completed by each member/ vcs group

5. Update to our work priorities

RL gave a short presentation to recap on the Healthwatch role and types of work, the decision making and the category process previously agreed by the group.

The group reviewed the items on the work priorities for scoping and for monitoring:

Building on work started with UHCW and conversations with Integrated Care Board - potential input from us about clear information on the complaints process, and good practice in handling complaints based on people's experiences. To help explain where the ombudsman fits in to the complaints process.

It was agreed to:

- Remove 'trust in the NHS' from the scoping in the light of findings from the Healthwatch outreach survey.
- Broaden the focus around NHS complaints to other organisations
- Add the new process for responding to harm in NHS services for scoping to Healthwatch work.

Action
<ul style="list-style-type: none">• Update the public list of work topics and areas of interest

**DRAFT Healthwatch Coventry Steering Group
Meeting Minutes
Britannia Hotel, Fairfax Street, Coventry, CV1 5RP
On 11:00 am on 5 December 2023**

Attendees: Stuart Linnell (Chair), Catherine Smith, Ghulam Vohra, Rose O'Malley, Last Mafuba, Mia Hutchinson, Ifra Ali, Jo Dickie

Staff Present: Ruth Light, Fiona Garrigan, Ridhwana Sheikh, Ruth Burdett

Other Attendees: Hayley Best (UHCW), Emma Denis (UHCW),

Apologies: Sue Ogle (VAC), Christine McNaught (FWT), Claire Dale (Carers Trust HofE), Steven Hill (C&W Mind), David Spurgeon

1. Welcome Introductions

Stuart Linnell (SL) welcomed everyone to the meeting, including two new members of the Steering Group, Ifra Ali and Johanna (Jo) Dickie. They were introduced to the group.

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

2. Minutes of the previous meetings

Minutes from the previous Steering Group meeting in October were approved as an accurate record. Steering Group members who were unable to attend were asked for their approval prior to the meeting.

There were no matters arising.

3. Update on Integrated Care Board priorities

Rose Uwins, Head of Communications and Public Affairs, Coventry and Warwickshire Integrated Care Board gave a presentation and responded to questions on ICB priorities and current work.

Rose highlighted the Integrated Care Strategy and the involvement of the Integrated Care Partnership in this. The plan was published in June 2024 and can be seen at www.happyhealthylives.uk/our-system/how-we-deliver-change/ Rose highlighted the areas of focus.

Rose explained work on the Primary Care Recovery Plan to support Primary Care in Coventry and Warwickshire with winter pressures by providing more

Extended Hours appointments. These are available in evenings and weekends over winter at GP hubs. This includes dedicated capacity for children. There is also a fund to provide support for unexpected staff absences in GP practices to ensure continuity of service etc.

The ICB have commissioned research to understand how local people are accessing urgent and emergency care, based on the findings they will be running a new campaign to make it clearer to people about what services provide and which to go to for what.

GV said feedback from communities was that people did not know what route they should take as it is not in laymen's terms, for example ambulance response, people do not understand the categories.

JD raised concerns about people being concerned, that they may be waiting at one service only to be told they should be at another.

RO said for urinary tract infections, the urgent treatment centre should be a better place to go as you can be seen quickly and get necessary antibiotics.

LM highlighted that for refugee and migrant communities, if they are not sure which service to go to, they often do not try to use any.

Finally, RU provided an update on the Involvement Coordination Network which has the aim of connecting the professionals, who work to hear from local people to reduce duplication of effort and be more effective.

GV highlighted the importance of people who take part in engagement activity getting feedback/updates.

SL asked about the primary care workforce strategy and when this will happen. Rose said it was long term and in the short term extended access was the solution designed to help patient access.

SL raised text messages being sent by UHCW asking whether individuals still needed their appointments and that these were confusing.

Action
<ul style="list-style-type: none">SL to share the messages he received with Healthwatch Coventry to investigate

The group asked what was happening with regards to Prescription Ordering Direct. Rose said the next step was to take the information from the call for evidence about impact of closure and a group was considering this and then there would likely be a wind down plan.

RL asked for an update on the 'Out of Hospital Contract' for community health services. RU explained the briefing from the ICB was that they had announced an intention to common the service from UHCW and South Warwickshire Foundation Trust.

Action
<ul style="list-style-type: none">• Circulate the presentation slide to Steering Group members• RU to update once decision regarding Prescription Ordering Direct is known

4. Healthwatch activity

A) Letter of response from UHCW

The latest response to recommendations from a ward enter and view visit from UHCW were received. It was noted that the actions were not written in an action focused way, as some seemed to state policy or intended practice rather than address the points raised.

B) Activity report

RL presented the activity report highlighting key areas of work completed since the last Steering Group meeting. This report contains the work priorities and sections related to the other aspects of Healthwatch work. The focus since the previous Steering Group meeting had been on enter and view visit to hospital wards and a workshop about wayfinding in relation to the new Community Diagnostic Centre.

JD asked about links with the CQC, RL said that these were established and information was shared via regular meetings and were held with the CQC lead for the area. The CQC has been going through a period of re-structure.

C) NHS complaints handling and serious incident investigations/ correspondence

The Group considered a response from UHCW to questions asked about delays and a backlog in Serious Incident Investigation and complaints response at UHCW. Concerns were raised that the response did not give a clear timeline for addressing this. It was agreed the Chair and Chief Officer would follow up.

Action
<ul style="list-style-type: none">• Chair and Chief Officer to follow up with UHCW

5. Reports from meetings

Reports from Steering Group Reps who attended external meetings were shared and noted.

6. Health and care system updates

Members noted papers giving summary information on key areas of work and service developments with a local impact:

a) CQC inspection findings

The CQC has published reports of its five pilot local authority assessments carried out using new legal powers. These assessments look at how councils meet Care Act duties.

b) Pharmacy changes

A high level of change continues with Boots closing pharmacies and change in the ownership of pharmacies previously run by Lloyds. Two pharmacy sites in Willenhall are merging.

c) Policy updates

The group noted a summary of national developments with a local impact including what was contained in the King's Speech to parliament.

d) NHS 111 and mental health

A diagram highlighting the process for new NHS 111 service option for mental health support was shared.

e) Director of Public Health Annual Report 2022 -2023

RL drew the groups attention to the Coventry Director of Public health's annual report [Growing Up in Coventry – with an emphasis on healthy and supportive relationships](#)

7. Items for information

SG members received web links to useful information and reports covering:

- a) The Parliamentary and Health Service Ombudsman's (PHSO) new report, [Spotlight on sepsis: your stories, your rights](#), says significant improvements are urgently needed to avoid more fatalities.

- b) Chief Medical Officer's annual report 2023: health in an ageing society
Professor Chris Whitty's annual report recommends actions to improve quality of life for older adults and prioritise areas with the fastest growth in older people. [Chief Medical Officer's annual report 2023: health in an ageing society - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/121212/Chief-Medical-Officer-Annual-Report-2023-Health-in-an-ageing-society.pdf)
- c) National Audit Office publishes reforming adult social care in England report
The report looks at how government is responding to the challenges facing adult social care in England, and its progress delivering the reforms set out in the 2021 white paper. [Read the report.](#)

8. Any other business

There was none.

9. Date and time of future meetings

Next Steering Group meeting is on 6 February 2024.

Venue: Old Blue Coat School, Holy Trinity Church, 5a Priory Row, Coventry, CV1 5EX

Members meetings start at 10am. Meeting in public starts at 11am.

Dates of future steering group meetings are:

9 April 2024
4 June 2024