

**Healthwatch Coventry Steering Group Pre-Meeting  
Minutes  
Britannia Hotel, Fairfax Street, Coventry, CV1 5RP  
At 10:00 am on 06 June 2023**

**Attendees:** Catherine Smith, Christine McNaught (FWT), Claire Dale (Carers Trust HofE), Steven Hill (C&W Mind), Last Mafuba, Rose O'Malley, David Spurgeon, Ghulam Vohra, Yasmin Taha

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

**Apologies:** Sue Ogle (VAC), Mia Hutchinson, Stuart Linnell

## **1. Welcome Introductions**

Steven Hill (SH) said there were apologies for Stuart Linnell (SL) who was unable to attend the meeting and informed everyone that he would be chairing today's meeting.

SH welcomed everyone to the meeting.

## **2. Draft Annual report**

Copy of the draft annual report was circulated to the Steering Group for approval. Local Healthwatch's are required to produce and publish an annual report by 30 June annually and to circulate to key organisations. Some questions were raised regarding the layout of the document. RL explained that the layout of this report is sent by Healthwatch England.

Members asked for social media figures to be included in the summary section for reach. DS provided a proofread copy for typographical amendment to be made.

The annual report content was approved by the Steering Group members with the changes that were recommended by the group. Further design work will now take place.

There was discussion about how Healthwatch was funded and the level of current funding. It was noted that funding had been eroded over the 10 years of Healthwatch.

Members discussed the maternity care for asylum seekers report previously published by Healthwatch Coventry. There were concerns that information about existing support services were not known by other organisations.

### 3. CWPT quality account response

Ruth Light (RL) asked for everyone's input regarding the Healthwatch Coventry commentary on the CWPT draft quality account documents that were previously circulated.

Concerns were raised regarding the incomplete document that was sent for us to review. SH commented that it is difficult for us to provide feedback on an incomplete document.

Ghulam Vohra (GV), commented back in August last year there was major focus on waiting times and patient experience through the integrated care systems engagement work and this doesn't seem to be included in the report. RL explained that this document focuses on CWPTs services specifically and how they deliver their services.

Yasmin Taha (YT) raised issues about the rising numbers of mental health cases, including severe mental ill health and felt CWPT have not mentioned anything or included this in this document. How are they planning to tackle these rising issues?

Action
<ul style="list-style-type: none"><li>• RL to draft the commentary and members agreed for Stuart to sign this off on their behalf as Chair</li></ul>



### 4. Any other items

None.

**Healthwatch Coventry Steering Group Meeting  
Minutes  
Britannia Hotel, Fairfax Street, Coventry, CV1 5RP  
At 11:00 am on 6 June 2023**

**Attendees:** Catherine Smith, Christine McNaught (FWT), Claire Dale (Carers Trust HofE), Steven Hill (C&W Mind), Last Mafuba, Rose O'Malley, David Spurgeon, Ghulam Vohra, Yasmin Taha

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

**Apologies:** Sue Ogle (VAC), Mia Hutchinson, Stuart Linnell

**Other Attendees:** Marion Dalton (UHCW), Hayley Best (UHCW), Mary Burns, Mary Wood, Tom Garroway, Pat Marson (Coventry and Rugby GP Alliance), Mehajabeen Farid, Natasha Lloyd-Lucas (C&W LMNS)

## **1. Welcome Introductions**

Steven Hill (SH) welcomed everyone to the meeting.

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 March were approved as an accurate record with changes to the list of people in attendance to take out staff members who were not present.

There were no matters arising.

Minutes from the additional work planning meeting in April were also approved as an accurate record. There were no matters arising.

## **3. Maternity and Neonatal Services**

A presentation was given by Natasha Lloyd-Lucas, the Head of Local Maternity and Neonatal System Transformation network.

The presentation covered the work of the network and the local priorities. Natasha works for the Integrated Care Board and, Maternity and Neonatal System Transformation network. This is a partnership which comprises several committees and task groups as well as groups to involve users of services.

There are different work streams for example:

- Neonatal – there is a system wide neonatal team which can visit the units, CWPT will host this team.
- Quality and safety
- Equality and Equity – working on implementing national guidance.
- Digital

Steering group members asked if LMNS visited these service providers and Natasha said there are visits carried out each year.

Work is ongoing to develop the Maternity Services and Neonatal partnership to diversify the membership.

Natasha talked about the responses to the Healthwatch Coventry report and recommendations, including work on information and new I pads for translation on labour wards.

Christine McNaught (CM) said she would like to see the voluntary sector referenced more as opportunities for reaching people.

GV asked about the Ockenden reporting system that is used by LMNS and how is compliance measured. Natasha said it was mixture of self-assessments also, LMNS and NHS England do annual visits to these premises to see if they are still following the guidelines provided, and if there are new things to consider.

GV asked about how cultural differences are catered for and said people shouldn't be grouped by faith, as there are different beliefs within these faiths too. A member of the public said that faith was an important consideration. Natasha responded that faith is a very valid point, and you are right to say it has not been included, I will take it away with me to try and include such understanding.

GV asked where GPs fit into these services? Natasha said this was still work in progress.

Action
<ul style="list-style-type: none"><li>• Natasha – took away the point about impact of Faith on maternity experiences</li></ul>



#### 4. Healthwatch activity

RL presented the activity report highlighting key areas of work completed since the last Steering Group meeting.

The report was in a new format and RL asked members if it this was useful, and the group said it was. The aim was to focus more on the outcomes. The report contains the work priorities and sections related to the other aspects of Healthwatch work.

There is a Community Information Fair being held on 17<sup>th</sup> June in Coventry city centre. We have booked a stall at the event and if anyone would like to come and support us, please speak to Fiona for more details.

The Healthwatch Coventry annual meeting and 10th anniversary celebration is on 5<sup>th</sup> July, the meeting will be held at Coventry transport museum. If you haven't yet booked to attend the event, please do so. The planning for the meeting is well on the way and should be a great event.

#### **4.1. Outline design for enter and view visits**

Paper two was circulated to the Steering Group to approve a programme of announced enter and view visits to University Hospital Coventry and Warwickshire (UHCW).

GV asked if volunteers expenses are covered when doing a enter and view visit? Fiona Garrigan (FG) explained how expenses were paid back for volunteers and informed the steering group on how the work is planned to be carried out and how we can turn the information in to data that can be analysed.

The Steering Group approved the programmes of visits as described in the paper with the further planning and liaison with UHCW delegated staff team.

Action
<ul style="list-style-type: none"><li>• FG to progress planning of enter and view visits and to discuss with managers at UHCW</li></ul>



#### **4.2. Healthwatch England Future focus**

Paper three provided information on Healthwatch England's new strategy. Their future focus.

### **5. Reports from meetings**

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

RL updated on the changes to the ICB structure following the governance review report.

## 6. Health and care system updates

Members noted a paper giving summary information on key areas of work and service developments with a local impact. The information is largely taken from the ICB Board papers.

The group discussed the information contained in a letter from UHCW to inform us of the New Community Diagnostics Centre in Coventry.

The leads at UHCW are interested to hear comments from Steering Group members. Member raised the following points:

- Not clear if it is drop in or referral.
- Concerns about capacity to be treated once diagnosed and length of time to get results.
- Will be more convenient walking distance for a lot of people.
- Could be seen as an addition to the existing facility – here they were talking about the Walk in Centre (but meant the City of Coventry Health centre)
- What is ambulatory diagnostic pathway?
- Will it ease pressure on A&E
- Can people go here for very urgent scans those who at the moment, are sent to A&E by other health professionals such as GPs (RL has had a separate conversation with Steve Snead about this previously and he was going to do some analysis related to A&E attendances)
- Will people have choice of location e.g., new centre or still at UHCW or will GP decide where patients are sent
- Understanding of what will be available – e.g., question about whether they could offer UTI quick diagnosis.

Action
<ul style="list-style-type: none"><li>• RL to send the feedback/comments to UHCW</li></ul>



## CQC inspection findings and Pharmacy changes

The groups also noted a summary of recent CQC inspection findings and a summary of pharmacy changes.

## 7. Items for information

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

- a) Delivery Plan for recovering access to primary care  
<https://www.england.nhs.uk/publication/delivery-plan-for-recovering-access-to-primary-care/>
- b) Healthwatch England plan - [Our future focus | Healthwatch](#)
- c) More choice to help cut hospital waiting times [More choice to help cut hospital waiting times - GOV.UK \(www.gov.uk\)](#)

## **8. Any Other Business**

It was proposed the focus for the August Steering Group meeting, will be the recent national delivery plan for GP services and pharmacy services.

## **10. Date and time of future meetings**

Next Steering Group meeting is on 1 August 2023. Members meetings start at 10am. Meeting in public starts at 11am.

### **Date of future steering group meetings are:**

- 3 October 2023
- 5 December 2023

All meetings to be held at the Britannia Hotel, Fairfax Street, Coventry, CV1 5RP.