

Healthwatch Coventry Steering Group 5 February 2019

Held At: Queens Road Baptist Church Centre

Pre-meeting minutes

Attendees: Stuart Linnell (Chair), Apollo Economides, Dennis Saunders, Steve Banbury (VAC), Sue Ogle (VAC), Karen Keates, Des Patalong, Christine McNaught, Andrew Collis, Ed Hodson, Edward DeVane, Hakeem Adedaja, David Spurgeon

Staff present: Ruth Light, Louise Stratton, Ruth Burdett, Samantha Barnett

Apologies: Carol Fawkes, John Mason, Sue Bent

1 Welcome

SL welcomed everyone to the Steering Group with a particular welcome to the new members, everyone introduced themselves. Paper A listed all current Steering Group members for information.

RL advised that John Mason was moving away from Coventry and therefore had advised that he had finished his involvement with the Steering group.

Everyone wanted to thank John for his commitment over the past five years.

ACTION:
To remove John Mason from co-opted membership of Steering Group

2 Proposals for arrangements for delivering Healthwatch Coventry 2019-20

SBan updated the group on changes that will be taking place with who holds the contract for Healthwatch Coventry. SBan said that Here2Help currently hold the contract for Healthwatch Coventry at the moment with four delivery partners (VAC, Age UK, The Law Centre and Citizens Advice Coventry). Here2Help were set up seven years ago as a way of smaller organisations to work collaboratively to bid for work. To date, Healthwatch Coventry is the only funding that it has received. At the last Here2Help AGM it was been decided that Here2Help would close down.

A discussion has taken place with Coventry City Council to ask if the Healthwatch grant can stay with the four delivery partners with one partner being the lead provider. The Healthwatch Contract Management meeting will take place on 7 February to discuss who would be the lead provider.

There would be related changes to the Governance, Involvement and Decision making policy:

1. Remove Here2Help from the document

2. Ensure clarity around decision making under the new approach
3. Update the membership of the Steering Group - change from five Here2Help and sub contract representatives to one representative from the lead provider

DSaun asked about finances for Here2Help, SBan said that there is a small pot of money that Here2Help have for supporting Healthwatch.

SBan confirmed that he is retiring from Voluntary Action Coventry and introduced Sue Ogle who will be taking over as Chief Exec, this will take place in March.

ACTION:

SG to be updated on which organisation is going to be lead provider following the Contract Management meeting

3 Report back from meetings and briefings

3.1 Safeguarding adults review

Steering Group members received DP's notes from the latest Safeguarding Adults Board.

There was a discussion about an action in the previous Steering group minutes regarding Healthwatch Reps following up on the recommendations within the Safeguarding Adults review, to understand what actions being taken and how learning will be embedded.

DS said that this Safeguarding review had involved organisations outside of Coventry.

AE asked about the reasons behind Healthwatch sitting on the Safeguarding Board. RL said that it was an opportunity to undertake the Healthwatch critical friend role.

RL said that the Chair of the Safeguarding Adults Board is stepping down at the end of March, so there is an opportunity for discussion of the Healthwatch role.

There was a discussion about the presentation made by Robert Mackenzie-Wilson, Service Manager Adult Commissioning at the last Safeguarding Adult Board meeting. The presentation outlined the broad responsibilities of the local authority when commissioning services and its responsibility for market development and shaping.

ACTION:

SBar to send the presentation made by Robert Mackenzie-Wilson to SG members.
--

Meeting ended 10:45

Healthwatch Coventry Steering Group 5 February 2019

Held At: Queens Road Baptist Church Centre

Minutes

Attendees: Stuart Linnell (Chair), Apollo Economides, Dennis Saunders, Steve Banbury (VAC), Sue Ogle (VAC), Karen Keates, Des Patalong, Christine McNaught, Andrew Collis, Ed Hodson, Edward DeVane, Hakeem Adedaja, David Spurgeon

Staff present: Ruth Light, Louise Stratton, Ruth Burdett, Samantha Barnett

Apologies: Carol Fawkes, John Mason, Sue Bent

Additional attendees: Stephen O'Hanlon, Head of Communications & Engagement - Coventry and Rugby CCG; Phil Jones (member of public)

1. Welcome and any declaration of interests

SL welcomed everyone to the meeting and asked if there were any declarations of interest, there were none.

2. Minutes of the last meeting

The minutes were agreed as an accurate record. All actions are complete or/and appear on the agenda.

Matters arising

- i. **Low value medication** - RL said that she is pulling together a response for the consultation for Low value medication. This is the third consultation with a different list of medications. KK said that she would send through her comments to RL
- ii. **360° survey** - At the last Steering Group meeting it was agreed that Healthwatch would respond to the 360° survey. AE asked if we normally get any feedback following comments made within the survey, RL said that we have not. Stephen O'Hanlon said that there is a change to the process this year and that there will be an action plan added to the CCG website following the 360° survey. RL said that Healthwatch will circulate to Steering Group members once published

ACTION:
<ul style="list-style-type: none">• KK to send through comments on Low Value Medication consultation to RL• RL to complete Healthwatch response for the Low Value Medication consultation• SBar to circulate the CCG action plan to Steering Group members once published

3 Plans for the NHS

Steering Group members received a summary of the NHS Long Term Plan based on information produced by the Kings Fund.

RL said that the long term plan is a long document but it would be worth reading Chapter one to get the overview, there is also an easy read version of the document online.

Steering Group members received a copy of a paper which explains community health services for information.

Members raised concerns about local decision making and about the role of GPs being critical to the success of the plan. The current local developments regarding GP clusters were noted and the need for the spread of good practice and addressing recruitment issues were raised.

Clinical Commissioning groups

Stephen O'Hanlon said there were proposed changes to CCG structures in Coventry and Warwickshire. There are three options:

1. Full system merger between Coventry & Rugby, North Warwickshire and South Warwickshire
2. A merger to take place between Coventry & Rugby and North Warwickshire
3. Everything to stay as it currently is

Stephen O'Hanlon said that there would be a consultation and this information will be taken out to the public for comment. RL said that this might be quite hard for the public to comment on. There will be four weeks for engagement and four weeks for consultation.

Healthwatch England work

RL advised that Healthwatch England had secured funding for each Healthwatch in each STP area to complete a piece of engagement work on the Long Term Plan. This will involve getting a minimum of 250 surveys completed by members of the public and running two focus groups. It will be a nationally produced survey, which we have not had sight of yet. Healthwatch Coventry and most of the Healthwatch network is taking part.

Better Health Better Care Better value

Steering Group members received a copy of the Better Health, Better Care, Better Value programme update. The document highlights the different work streams. DSaun said that it seems quite fragmented.

Stephen O'Hanlon said that under the maternity work stream, Coventry & Rugby CCG have spoken to more than 600 people about their experiences of maternity

and paediatric services. The information is being collated and taken back out to the public to check that everything has been captured before being published

Dspur said that at a recent meeting he went to it was positive to see that Professor Sir Chris Ham has been appointed as Chair of Better Health, Better Care, Better Value.

4 CQC inspection of Coventry and Warwickshire Partnership Trust

4.1 The latest Care Quality Commission Inspection has given Coventry and Warwickshire Partnership Trust a rating of Good, this is an improvement from the last inspection. RL said that an observation from this inspection report is there are parts of the services that have improved but the Community Health rating has gone down. RL said that she would pick this up with Simon Gilby at the next quarterly meeting.

ACTION:
<ul style="list-style-type: none">• RL to discuss CWPT inspection report with Simon Gilby at the next quarterly meeting

5 Work programme and activity reports

a) Update on work priorities

Ruth provided an update on the work programme.

Experiences have been gathered from people for discharge to assess/reablement care in care home setting and at home and analysis and writing up is now taking place

It was agreed that the report would be signed off by a subset of the Steering Group members via email. This will be sent out to EH, ED, AC, CM, AE, SL for feedback.

RL described a new process in terms of reporting back to City Council and CCG. There would be an initial findings session to start which will include City Council and CCG. The report will then go out for official response.

ACTION:
<ul style="list-style-type: none">• EH, ED, AC, CM, AE, SL to review reablement report and send comments through to RB• RL and RB to attend a meeting with CCG and Coventry City Council to give an overview of the findings from the Reablement project

b) Responses received and actions to take

A response had just been received to the Healthwatch letter sent to the CCG in September 2018. This was tabled. We have received a letter of response from the CCG to our official request for information.

DSaun asked if this answered all of the questions. RL said it did not but Scrutiny Board 5 called the CCG to a meeting to discuss POD and they felt the CCG did not provide sufficient information regarding finances and business plan, so the CCG have been asked to attend next Scrutiny Board in February. RL said that it might be interesting to await feedback following their second Scrutiny Board meeting.

RL has received a request for Healthwatch to take part in judging for pharmacy awards. We have not received all the information about it to date but it would be taking place around 22 April - 24 May. KK and CM said that they would be interested in reviewing the nominations.

ACTION:

- | |
|---|
| <ul style="list-style-type: none">• RL to confirm that KK and CM are interested in taking part in reviewing applications for pharmacy awards and keep them up to date on relevant dates |
|---|

5. Reports from Healthwatch reps on external groups

Reports from Steering Group members and staff who had represented Healthwatch at a range of external meetings were noted.

6. Patient public engagement update - Coventry and Rugby CCG

Stephen O'Hanlon provided an update on patient/public engagement for Coventry and Rugby CCG:

- Local Transformation plans and Integrated Care Systems are a priority for the team
- The CCG website has been revamped to make it more user friendly
- Work is taking place on the CCG annual report which is going to be signed off internally next Friday
- An engagement event has taken place about cervical screening
- Work will be taking place about winter health
- Work is taking place with a group of Coventry University Students about accessing the right NHS service

7. Any other business

RL highlighted useful documents available at the meeting:

- Healthwatch England annual report - What matters most
- GP partnership review
- The Kings Fund - Home Care in England
- National Audit Office - A review of the role and costs of clinical commissioning groups

8 Dates and times of future meetings

(all 10 am start)

2 April 2019

4 June 2019

6 August 2019

15 October 2019

3 December 2019

Annual meeting

16 July 2019 - 9.30am-1.30pm