

# Healthwatch Coventry Steering Group 10 December 2018

## Held At: Queens Road Baptist Church Centre

### Pre-meeting minutes

**Attendees:** John Mason (Chair), Apollo Economides, Dennis Saunders, Taruna Chauhan, Steve Banbury (VAC)

**Staff present:** Ruth Light, Louise Stratton, Ruth Burdett

**Apologies:** Carol Fawkes, David Spurgeon, Hakeem Adedoja, Karen Keates, Samantha Keogh-Colins (Grapevine), Des Patalong, Ed Hodson (CAB)

## 1 Welcome

John Mason welcomed everyone to the meeting and noted that the meeting was not quorate due to the number of apologies.

## 2 Steering Group recruitment update

RL reported back on progress regarding the recruitment to places on the Healthwatch Coventry Steering Group and for the Healthwatch Chair role. The roles had been advertised widely using different communication channels. There were 3 places for individuals and 3 for voluntary groups on the Steering Group being recruited to.

A panel made up of SB; DSp and RL met with candidates and considered the applications.

The individual members appointed are: Apollo Economides; Hakeem Adedoja; and Tervinder Bhangal.

In addition, the recruitment panel recommended that Edward DeVane is co-opted onto the Steering Group for an initial 1 year term. This was approved by all present but is subject to approval by other Steering Group members at the meeting was not quorate.

Confirmation of approval for this co-option has additionally been received from Sue Bent; Edward Hodson, Carol Fawkes; Des Patalong; Marcia Jarrett. Therefore the decision is agreed.
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The voluntary group members appointed are: FWT- A Centre for Women; Involve (formerly known as Coventry AIMHS); and a further Term for Grapevine. RL thanked Tamarind for its contribution over the last two years.

RL advised that the Chair recruitment process was still ongoing and an update would follow.

### 3 Report back from meetings and briefings

#### 3.1 Safeguarding adults review

The group considered the findings of the recently published Safeguarding Adults Review and discussed the implications and recommendations.

Concerns were raised that ‘professional curiosity and accountability’ had been missing. It was noted that Safeguarding should be everyone’s business. The group wondered what will change as a result of the report and how this will be followed up and asked that the Healthwatch representatives on the Safeguarding Adults Board and Scrutiny Board 5 to ask these key questions.

<b>ACTION:</b>
DP and DSpu to raise the concerns picked up by SG members at Safeguarding Adults Board and Scrutiny Board

#### 3.2 10 year NHS plan

RL provided information on the progress made by NHS England to date in developing the next long term plan for the NHS. Healthwatch England was also working to cascade some additional funding to local Healthwatch for the purpose of undertaking engagement with local communities about the new 10 year NHS plan. More information about the nature of this work was awaited.

Concerns were raised that the plan seemed to focus on the NHS rather than being joined up across health and social care and having a strong commitment to integrate. It was also felt that the plan may just lead to more targets.

Meeting ended 10:45

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### Minutes

**Attendees:** John Mason (Chair), Apollo Economides, Dennis Saunders, Taruna Chauhan, Edward DeVane

**Staff present:** Ruth Light, Louise Stratton, Ruth Burdett

**Apologies:** Carol Fawkes, David Spurgeon, Hakeen Adedoja, Karen Keates, Samantha Keogh-Colins (Grapevine), Des Patalong

**Additional attendees:** Hardeep Dhillon Assistant Director of Communications and Engagement at CWPT, Rose Uwins Senior Communications & Engagement Manager at Coventry and Rugby CCG; Phil Jones

## 1 Welcome and any declaration of interests

John Mason welcomed everyone including Edward DeVane to the meeting and noted that the meeting was not quorate due to the number of apologies.

JM and RL thanked Taruna Chauhan for her contribution to the Steering Group over the last 6 years. Taruna is moving on to other roles.

## 2 Minutes of the last meeting

The minutes were agreed as an accurate record.

### Matters arising

RL reported that all actions were complete apart from a conversation which was needed with the CCG regarding Continuing Healthcare - about the work Healthwatch has done on this area.

## 3 Patient public engagement update

### a) Coventry and Warwickshire Partnership Trust (CWPT)

Hardeep Dhillon Assistant Director of Communications and Engagement spoke about the work she is taking forward since coming into post to develop engagement activity at Coventry and Warwickshire Partnership Trust (CWPT). She is looking at developing a programme of community outreach to involve service users and the wider public.

CWPT are putting together an engagement strategy for 2019 and beyond. They are also looking at the long term NHS plans and preparing for when this comes out (January 2019).

There are two transformation pieces of work for CWPT: Transforming Care for people with learning disability and the new Out of Hospital programme.

Engagement activity is being linked more strongly to governance structures and the Trust is working to ensure that feedback from staff and members is fed into meetings.

CWPT are developing their knowledge of groups and communities to support engagement activity; and looking at ways to develop their membership - exploring 3 different levels of membership.

Events are also being planned from mid-January to mid Feb. CWPT will provide a list of dates and themes, and make sure that venues are accessible.

Steering Group members asked that transport is available for people who need it and that meetings dates do not clash, e.g. STP, recommendation to put it into the City Council calendar of events.

Steering Group members said that using a variety of methods and ensuring that diverse communities have routes for involvement were important.

TC and DSa asked about talking to young people and students

Hardeep said that they were looking at ensuring they meet the needs of a diversity of people, including transient population.

<b>ACTION:</b>
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Hardeep Dillon to provide a list of dates and themes for the events taking place.
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**b) Coventry and Rugby CCG**

Rosie Uwins Senior Communications & Engagement Manager provided an update on CCG engagement activity and work stream.

Rose reported that the CCG website is being updated, the Healthwatch Coventry Good Engagement Charter has been included.

Feedback received about services is being reported to leads of the work streams under the CCG's new Commissioning Intentions.

The contracts for the providers of the Anchor/Meridian contracts for specialist GP services for substance misuse, homeless people and asylum seekers are close to being finalised and the provider will be announced in January. Rose described the engagement activity which had supported this commissioning process which included involvement from the migrant forum and homelessness forum.

Rose also outlined the following work which was underway:

- Leaflet about pharmacy opening times over Christmas created, will be displayed in GPs pharmacies and Health centres making people aware of 111
- Right Care posters circulated and displayed in community centres and pharmacies
- January events planned to promote cervical screening
- Work with Coventry University students to look at how to promote 111
- Targeting student accommodation and re-educating teaching staff around mental health and number of incidents that happen

Members raised issues with Flu vaccination availability. Some practices have too much, some have not enough, and the CCG is trying to buddy up practices to exchange supplies

**c) Better Health, Better Care, Better Value**

RL updated on changes to personnel and the approach to engagement being taken forward by the Better Health Better care Better Value Team.

Sir Professor Chris Ham has been appointed to a new role of Chair for Better Health, Better Care, Better Value Coventry and Warwickshire. He has been leading the Kings Fund. It is anticipated that he will have a focus on engagement.

<b>ACTION:</b>
<ul style="list-style-type: none"><li>• Rose to send a link to information about opening times over Christmas period so that we can add to Healthwatch website</li></ul>



## 4 Work programme and activity reports

**a) Responses received**

**Prescription Ordering Direct**

Healthwatch wrote to the CCG dated 10 September 2018 recommending:

- i. The CCG establishes a contract management process to ensure that the Medicines Management Team has some contractual leverage with GP practices which sign up to POD to ensure that practices implement the scheme as it is intended (ie inform patients, offer choice etc).
- ii. Information about POD is distributed through channels within the community (such as community groups and community venues) as well as GPs and pharmacies.
- iii. Monitoring of the number of instances of emergency medication supply via pharmacy and via contact to NHS 111 should be used as a quality

marker for the POD service. Increase of this impacts on patients and uses resources and indicates issues with the POD timeline for reordering.

- iv. Further steps are needed to give a better caller experiences of the service in terms of call answering and consistent and accurate information provision
- v. The CCG should progress Electronic Repeat Dispensing at speed.

Rose Uwins apologised for the delay in the CCG response to this letter and said she was working on this.

Members stressed the importance of the points Healthwatch is raising on behalf of patients. The Steering Group did not feel it had had the information it had requested to show the business case for POD and the future rationale.

Rose indicted that there are existing contractual levers which can be used in relation to GPs who are members of POD. Steering Group members pointed out this was not what Medicines Management had said at the meeting Healthwatch had with them in [July 2018].

RL asked if there was information for the public about using POD over the Christmas and New Year holiday period: eg when is it open and closed; is there a loosening of the 5 day window; what should people do if their request will fall on a bank holiday etc. Rose said she would find out.

<b>ACTION:</b>
<ul style="list-style-type: none"><li>• Rose to find out what people would do if their request for medication falls on a bank holiday over Christmas/New Year</li></ul>



**b) Update on work priorities**

RL provided an update on current work.

**Reablement/discharge to Assess:**

The work is progressing although there was a delay in the call to take part packs being sent out to patient by the council. Visits to care home providing reablement beds and discharge to assess beds have been undertaken.

**Respite Care**

Questionnaires are in development ready for the project to go live in January.

**Community outreach**

A pilot question and answer session on Hillz FM is being recorded.

### Other work

We have attended a prioritisation session for stroke services, scoring 2 options for how rehab services could be provided in Coventry.

We attended a session looking at new plans for a GP surgery on Livingston Bath site. This was about the design of the building. Planning permission has not yet been sought and the business plan will need to go to NHS England for approval.

#### c) Consultation on 'Low value prescribing'

A further national consultation has been launched to consider reducing GP prescribing of certain medication. The aim is to reduce prescribing costs.

It was agreed that some of the Steering Group would look at his consultation and produce a response

Confirmation of approval for this has additionally been received from Sue Bent; Edward Hodson, Carol Fawkes; Des Patalong. Therefore the decision is agreed.
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<b>ACTION:</b>
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| <ul style="list-style-type: none"><li>• SG members to advise RL if they can to look at the 'Low value prescribing' consultation (deadline 20<sup>th</sup> Feb 2019)</li></ul> |
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#### d) CRCCG 360 degree review

It was agree that Healthwatch would input into this. With AE and DSa working with Ruth on this.

Confirmation of approval for this has additionally been received from Sue Bent; Edward Hodson, Carol Fawkes; Des Patalong. Therefore the decision is agreed.
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<b>ACTION:</b>
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| <ul style="list-style-type: none"><li>• AE and DSa to input into the 360 degree review on behalf of the SG</li></ul> |
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## 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.

DSa asked for clarification about the timeline for work on the new Joint Strategic Needs Assessment by Public Health and RL said this was June 2019.

## **6 Here2Help quarterly report on Healthwatch delivery quarter 2**

The meeting received the report from here2help on activity to deliver Healthwatch for Quarter 2 July-September 2018 and noted its content.

## **7 Any other business**

RL highlighted useful documents available at the meeting:

- Local Government Ombudsman. Review of Adults Social Care complaints 2017 - 18: [www.lgo.org.uk/information-centre/reports/annual-review-reports/adult-social-care-reviews](http://www.lgo.org.uk/information-centre/reports/annual-review-reports/adult-social-care-reviews)
- Out of Hospital programme update to Stakeholders - newsletter: [www.covwarkpt.nhs.uk/out-of-hospital](http://www.covwarkpt.nhs.uk/out-of-hospital)
- CQC Local System Data: older peoples pathway - Coventry Local Authority 29/9/18: [www.cqc.org.uk/publications/themes-care/local-authority-area-data-profiles](http://www.cqc.org.uk/publications/themes-care/local-authority-area-data-profiles)
- NHS Digital - Mental Health of Children and Young People in England, 2017 Summary of key findings: [www.digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young-people-in-england/2017/2017](http://www.digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young-people-in-england/2017/2017)

There was no further business.

## **8 Dates and times of future meetings**

(all 10 am start)

5 February 2019  
2 April 2019  
4 June 2019  
6 August 2019  
15 October 2019  
3 December 2019

Annual meeting  
16 July 2019 - 9.30am-1.30pm