

Healthwatch Coventry Steering Group pre-meeting
At: 10.00 am on 17 April 2018
Held At: Queens Road Baptist Church Centre

Minutes

Attendees: John Mason (Chair), Steve Banbury (VAC), Carol Fawkes, Dennis Saunders, David Spurgeon, Karen Keates, Hakeem Adedoja, Taruna Chauhan, Penny Collard (H2H), Ed Hodson (CAB), Marcia Jarrett (Tamarind Centre), Michael Garrett (Age UK), Natasha Ramrous (Coventry Law Centre)

Staff present: Ruth Light, Sam Barnett, Rob Allison, Louise Stratton, Ruth Burdett

Apologies: Apollo Economides, Des Patalong

1. Welcome

John welcomed everyone to the meeting.

Ruth informed the Steering Group that Kyla Craig who represents Grapevine is moving to a new role within Grapevine. There has been a request for a new representative on behalf of Grapevine. Steering Group members agreed for Samantha Keogh-Collins to be the new representative. Ruth said that she would meet with the new person as an introduction to the role.

Actions
<ul style="list-style-type: none">• Ruth to meet with Grapevine representative

2. Work planning for 2018-19

2.1 Ruth shared a paper looking at initial ideas for the next Healthwatch work programme. One of the roles for the Healthwatch Steering Group is to agree the work priorities. Healthwatch funding has been agreed for the year until end of March 2019. Potential priorities included:

1. Revisits to hospital wards at UHCW
2. Hospital discharge
3. Visits to care settings providing re-ablement or discharge to assess care
4. Enter and view to care homes

The staff team is focusing on completing the Home Care piece of work which had a delayed start.

There was discussion of the suggested work ideas. There was reflection on the pressures in A&E and what was permitted under the current targets e.g. waiting on trolleys for up to 12 hours. As a local organisation Healthwatch Coventry could not influence national policy matters directly, Healthwatch could however visit to see how patients were cared for in corridors.

It was noted the CCG was asking the public about access to GP services currently so Healthwatch should not duplicate.

There was support for work related to hospital discharge and for follow up visit to hospital wards. TC said that she attended an event at UHCW which looking at discharge and making sure it was done in a timely manner. It would be useful to have conversations with patients about discharge but how would contact be made with them?

Looking at re-ablement could also focus on home support.

It was agreed that partner organisations should be asked to provide information and ideas to inform the work programme and that the work programme will be agreed at the next Steering group meeting

Actions
<ul style="list-style-type: none">• RL to contact partner organisations about their focus for the coming year to support with deciding Healthwatch work programme

3. Draft report of getting to outpatient appointments survey results

3.1 Steering Group members received a copy of the *Getting to outpatient appointments* draft report for approval.

Steering Group members reflected on the findings and observed that:

- There were 33% of people who do not have access to transport. It could be useful to send the report to someone in public transport for comment
- For people who have to travel to an out of Coventry, they should be given appointments to avoid peak traffic flow.
- There is no generic volunteer drivers scheme, is this something that could be funded to happen?

It was agreed to add specific recommendations regarding:

1. Improvement to the frequency, connectivity and timing of public transport
2. Services are located closer to where people live wherever possible
3. There is consideration of the types of clinics which are provided at greater distance and the impact this will have on the specific patient group(s). Impact assessment should be undertaken for the location of services
4. An understanding of what information will help people to be confident in travelling to unfamiliar hospital locations is developed
5. The development of smarter appointment booking systems enabling identification of appointment times to enable people travelling from Coventry to have easier journeys to locations such as St .Cross e.g. avoiding peak traffic flow periods.

It was agreed that JM will sign off the amended report on behalf of the Steering Group and then the report be published and sent to the CCG etc.

Actions

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| <ul style="list-style-type: none">• RL to send <i>Getting to outpatient appointments</i> report to JM for sign off |
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4. Safeguarding Adults Board

A report of the last meeting from Des was tabled for information.

Actions

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| <ul style="list-style-type: none">• NR to forward information about people who attend pain management appointments |
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Meeting ended 10:45

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Staff present: Ruth Light, Sam Barnett, Rob Allison, Louise Stratton, Ruth Burdett

Apologies: Apollo Economides, Des Patalong

Additional attendees: Phil Jones, Stephen O'Hanlon (Coventry and Rugby CCG)

1. Welcome

John welcomed everyone to the meeting and welcomed the speaker Stephen O'Hanlon, Head of Communications & Engagement at the CCG.

No declarations of interest were noted.

2. Minutes of last meeting and matters arising

Minutes of the last meeting were reviewed and agreed. Actions are complete or picked up in the agenda.

Matters arising:

Closure of GP Practice - JM asked if there was an update on the people who have not yet re-registered with a GP. Ruth said that there are now 600 people who have not registered. Stephen O'Hanlon said he doesn't know the specifics as this is not his area of work but the CCG would follow a standard process when a GP survey closes down - write out to all patients and telephone them.

3. CRCCG engagement plans

- 3.1 Stephen O'Hanlon is the Head of Communications & Engagement at Coventry and Rugby CCG and Warwickshire North CCG. At the moment Stephen has a small team due to staff leaving but a recruitment process has just taken place for a new Senior Communication and Engagement Officer. DSaun was involved in the recruitment panel. The new person will be starting in a couple of weeks.
- 3.2 Stephen attended the Steering Group to give an overview of the engagement plans.

There will be a focus on improving the engagement and making sure that the CCG go out to people, make links with groups etc.

A process is taking place to recruit to Peoples Voice Champions - the CCG did have 400 people at one point. More questions are going to be asked about what they would like to be involved in.

A People's Commission is being created which will be a forum for community representatives to meet and hear about initiatives and plans going forward. This has been taking place in Rugby and Warwick for the past 8 months.

3.3 The CCG are currently promoting a survey on Primary Care which includes questions on:

- Contacting GP
- Booking an appointment
- Visiting surgery
- Improving access
- Other services i.e. 111

A question was asked about whether people would feel comfortable having a receptionist who was fully trained to be a care navigator. It is clear from the completed surveys that this was not an option which people wanted. Steering Group members agreed as previous Healthwatch work had identified customer service training needs for reception staff.

3.4 Work is being done around a visible campaign to attract people who have trained to be a GP to stay in this City. Work is being done with local universities too.

3.5 SO said that in December that was an event which focused on self-management for diabetes. A local website is being developed and Stephen said that Healthwatch can be involved in providing comments on it. There is also an event on 3 May, information will be sent about this event.

3.6 There are 65 cancer champions to help raise awareness of cancer and screening. Steering Group members welcomed this - developing champions was a recommendation from the Coventry Link Barrier to cancer screening report

3.7 POD

SO said that the CCG recognise that there have been issues related to Prescription Ordering Direct (POD) and there is going to be a re-launch and review of existing materials. Healthwatch can be involved in this. Work will also be done to the messages on the phones too as this causes confusion for people who think the wait will be a lot longer than it is. A toolkit will be produced for GPs and Pharmacists. SO said Healthwatch will receive a response to its most recent letter by the end of the week

- 3.8 RL thanked SO for attending the Steering Group meeting and said that it would be useful if SO or one of his team could attend meetings regularly. SO agreed.

Actions
<ul style="list-style-type: none">• SO to send information about the Diabetes event on 3 May• Information about POD materials to be sent RL

4 Healthwatch Coventry work programme

4.1 Response to Healthwatch information requests

4.1.1 Members reviewed the response from UHCW have to an information request information request about our findings about ward 23. It was noted that a visit to the ward might be useful.

4.1.2 Members received a response from CRCCG to an information request about the POD. RL advised that a further letter had been sent for clarification about the strategy behind POD and raising concerns from service users.

4.2 Update on work priorities

4.2.1 Home Care

SG members received a paper which gave an update. Data is currently being analysed and a report is being written up for approval.

It was agreed that a small group of SG members would approve the report: DSaun, EH, DSpur, JM and MJ.

As this work contains some sensitive information it was agreed that two versions of the report are produced, a more detailed version for the Local Authority and then a public versioned.

DSpurg asked if we were happy with the amount of people we spoke to. RL said that this project was more about gathering in-depth information rather than speaking to a high number of people. The total sample is 48.

4.2.2 Safeguarding Adults Board Annual Report

RL has spoken to the lead for the Board about the timescales for commenting on the annual report. There is no flexibility for this and therefore Healthwatch will not be providing comment.

4.2.3 Quality Accounts

Steering Group members agreed that JM and DSpur will sign off the Quality Account commentary for UHCW.

JM, EH, NR and DSaun agreed to look at the WMAS Quality Account. Comments will need to be sent to RL by 9am on 23 April so Ruth can draft the commentary. JM will sign off the commentary.

4.3 Reports from Healthwatch reps on external groups

SG members received the reports from Healthwatch reps on external groups for information.

RL confirmed that the Place Based Forum is the new name for the joint meetings of the Coventry Health and Wellbeing Board and Warwickshire Health and Wellbeing Board.

RL said that Healthwatch have been asked to sit on the Pharmacy Service Steering Group. SG members agreed that RL would attend in the first instance and then this can be reviewed in six months

RL said that we have been invited to attend the West Midlands Academic Health Science Membership Innovation Council. RL said that the first meeting is on 13 April but apologies will be sent for this one. KK said that she would be interested in attending. RL said that she would send through information about the meetings to KK.

Actions
<ul style="list-style-type: none">• RL to send the draft Home Care report to DSaun, EH, DSpur, JM and MJ for approval• RL to send UHCW Quality Account Commentary to JM and DSpur for sign off• JM, EH, NR, DSaun to review WMAS Quality Account and send through comments to RL• RL to attend the Pharmacy Steering Group for the first six months and then for it to be reviewed• RL to forward information about the West Midlands Academic Health Science Membership Innovation Council meetings to KK

5 CQC system review Coventry report

The CQC system review for Coventry has been published. RL said that she would circulate the action plan to SG members

Actions
<ul style="list-style-type: none">• RL to circulate Coventry system action plan to SG members

6 Quarter 3 report on H2H delivery

SG members received the Quarter 3 report on H2H deliver for information. JM asked about one of the case studies, NR said that this was about a GP who did not respond to letters of complaint.

RL said that at the QSG meetings NHS England are becoming frustrated with how GPs deal and respond to complaints. RL said that it would be good to have a clearer link in with the CCG Primary Care Group around these issues. SO said that he would be able to provide the link contact for the Quality Locality Team.

Actions
<ul style="list-style-type: none">• SO to send contact name for Locality Team

7 Any other business

- 7.1 KK said that there is a CWPT annual research innovation event taking place on 13 June. RL said that she would forward information about the event to all SG members
- 7.2 RL said that there is a CCG document called *Transforming Care Register* which we have been asked to provide comments on. KK, HA, MJ said that they would look at this document and provide comments to RL.
- 7.3 SG member were given a copy of a document call *Learning from the Vanguard*s which is a useful document to read.

Actions
<ul style="list-style-type: none">• RL to forward information about the CWPT annual research innovation event to SG members• KK, HA, MJ to review the Transforming Care Register and send comments to RL

8 Dates of future meetings:

5 June 2018	11 December 2018
7 August 2018	
16 October 2018	

Meeting closed 12:30