

Healthwatch Coventry Steering Group pre-meeting
At: 10.00 am on 6 February 2018
Held At: Queens Road Baptist Church Centre

Minutes

Attendees: John Mason (Chair), Steve Banbury (VAC), Apollo Economides, Kyla Craig (Grapevine), Des Patalong, Dennis Saunders, David Spurgeon, Karen Keates, Hakeem Adedaja, Nobby Clarke, Derek Rawle (Koco Community Resource Centre),

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

Apologies: Taruna Chauhan, Penny Collard (H2H), Carol Fawkes, Ed Hodson (CAB), Marcia Jarrett (Tamarind Centre), Ruth Burdett, Michael Garrett (Age UK)

1. Welcome

John welcomed everyone to the meeting, a special welcome to Apollo Economides who is attending his first Steering Group meeting as a co-opted member.

2. CQC system review Coventry

2.1 Ruth gave a verbal update on the CQC system review which has just taken place. Coventry was one of eleven areas chosen based on data on Delayed Transfers of Care (DTC). Ruth met with the CQC in December and shared recently published reports Healthwatch Coventry reports for the Discharge Seminar and visits to UHCW around communication.

The review looked at how different organisations work together in Coventry within the Health and Social Care System. The focus was on older people. The CQC will be publishing a report and this will be launched at a Quality Summit scheduled for 14 March 2018. Ruth recommended that Healthwatch consider the implications of this and if this should inform future work for example in relation to care pathways or out of hospital approaches. A re-visit will not take place, the local system is expected to develop a plan of action to address the CQC's recommendations.

DSPur asked if RL got the impression that the CQC had spoken to individual service users. RL said that it was not clear but this information should be in the published report.

3. Safeguarding Adults Board report

DP provided a report of the last Safeguarding Adults Board meeting. DP said Healthwatch have been asked to provide input on the adult social care annual report.

DSPur said that Scrutiny Board 5 had criticised the last one considerably as Councillors thought it was vague and made generalisations. RL said that the report

had also gone to the Health and Wellbeing Board but there was no clear call for action to the board.

It was agreed that RL will make contact with the officer supporting the Safeguarding Board to understand more what input they were looking for and the time frame.

| Actions |
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| <ul style="list-style-type: none">• RL to follow up with Co-ordinator about the request for Healthwatch to review annual report |

Meeting ended 10:45

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Additional attendees: Phil Jones, Malcolm Gough, Maggie McHale (Healthwatch Members)

1. Welcome

John welcomed everyone to the meeting. 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:

- 2.1 **Closure of GP Practice** - Further to questions raised at the last meeting, RL asked the Coventry and Rugby Clinical Commissioning Group (CRCCG) if they knew how many patients had registered with a new GP. There are around 900 people on the old list who have not registered with a new GP. Face to face contact has been made with vulnerable patients to ensure they are re-registered. Other health professionals working in the area have been made aware of the practice closure so they can help people.
- 2.2 **CRCCG 360 Questionnaire** - Healthwatch has received the survey, John and David have this for initial response. A response will be made by the deadline.

3. New models of care - what these are and their implications

- 3.1 RL presented a paper summarising the different programmes of work which are underway around the country to develop new models of care within the NHS and linked to social care. The information is taken from NHS England summaries about the work underway. This includes the Vanguard programme, whereby different organisations come together to establish new ways of working across organisations.

- 3.2 RL highlighted work in Dudley and suggested that members look up more information about the model being adopted there at: www.atbdudley.org/
- 3.3 An additional paper was tabled as there has been an update since the paper 1 had been written. NHS England has published refreshed guidance stating that accountable care systems/organisations and STPs will now be known as Integrated Care Systems. This paper provided the most up to date information about this national vision and how Integrated care Systems will be progressed.

KK said that CQC have spent a lot of time looking at how they will regulate the new models of care.

DSpur commented that it felt like he had been here before in that plans seemed to go full circle.

DP commented on the industry that the purchaser provider split had created and said there is a concern that whole services may be commissioned from private providers.

NC said that these models of care are having money invested into them but what is happening now to improve services?

DSau said that the CCG should be representing us (the patients/public) and buying services for us.

4. Healthwatch Coventry work programme

4.1 Update on work priorities

- A) RL provided an update on Healthwatch work programme, highlighting:
- i. **Home Care** - following the council sending out our pack of information in January, 20 responses have been received from people who are willing to share their experiences of home care services via interview. Conversations have taken place with 7 home care providers which are in the process of being written up. An online survey has also been launched.
 - ii. **Quality Accounts** - two meetings of the Joint UHCW Quality Task Group and one meeting of the Joint CWPT Quality Account Task Group have taken place.
 - iii. **Continuing Healthcare (CHC)** - analysis of views on a national leaflet has been shared with the CCG. They have indicated that there is work taking place nationally around CHC which may delay local work, but we cannot find detail of this to date.
 - iv. **2018-19 work priorities** - it is approaching the time to consider the next work priorities for Healthwatch Coventry for 2018-19 work programme. RL said the CQC system review report should provide information to help inform the next work programme.

B) Prescription Ordering Direct (POD)

DSaun asked about the roll out of POD to other GP practices citing information he had been given by his GP practice. RL provided an update on the most recent information Healthwatch had received regarding POD and that patients should be offered alternative ways of re-ordering repeat medication by their GP practice if POD is unsuitable for them.

AE said that he could not see the benefit of POD, there could be times when patients who take a number of medications have them out of sync and it is the patient who will have to remember when they need to re-order different medications at different times.

Phil Jones said that he liked POD and has not had any issues with using POD but it does put the burden on the patient to re-order and if the patient has memory challenges or hearing problems then this could cause issues with re-ordering.

It was agreed that Healthwatch would request information about plans for POD from CRCCG.

C) Stroke Services review

DP queried where the Stroke Services review had got to as he had been involved in the Stroke Services group previously. RL said that a Joint Scrutiny meeting between Coventry and Warwickshire Council Health Scrutiny Boards about Stroke services was scheduled for 27 February. DSpur could not attend so RL would. Delay had resulted from disagreements over the finances.

GDPR

The General Data Protection Regulation (GDPR) comes into force from May 2018. RL reported that this had significant implications for local Healthwatch as Healthwatch will have the highest requirements expected of them as they are being treated as a 'Public Body'. Work has started through the Here2Help Contract Management Group. The implications of the legislation include:

- There needs to be a named Data Protection Officer
- People have the right to be forgotten
- There seems to be an expectation that Healthwatch will seek first party consent where we are given information about an individual by a third party eg when someone reports issues with the care of their relative, or where someone talks about the experience of someone else they have been made aware of. It is important that individuals are not accidentally publically identified by details of their health or care being published or discussed.

Healthwatch England have produced guidance for local Healthwatch. Steering Group will be kept updated on this.

4.2 Reports from Healthwatch reps on external groups

- i. Steering Group members received reports from Healthwatch representatives on external groups and bodies for information.

- ii. There was a discussion about the UHCW Independent Advisory Group which Gaile Allen has attended as Healthwatch rep. Steering Group members were asked if they would like to continue with the membership of this group and who would like to attend. It was agreed to not continue with representation on this group.

4.3 Consultations

- i. **Low Value medications** - RL asked Steering Group members if there was anyone who wanted to respond to the second consultation (TC has send in comments already) KK said that she would be interested in looking at this consultation
- ii. **CQC Private Providers** - RL flagged this up to Steering Group members and said it would be useful to look at this consultation to have an awareness of the approach.

| Actions |
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| <ul style="list-style-type: none"> • RL to request information about plans for POD from CRCCG • RL to confirm to UHCW that Healthwatch will not be continuing with the membership for the UHCW Independent Advisory Group • KK to review Low Value Medications consultation and send comments to RL |

5. Healthwatch England publications

- 5.1 RL highlighted a Healthwatch England paper identifying the top 5 issues people would like to see addressed in the next 12 months. This information was gathered from what people had raised with their local Healthwatch.
- 5.2 Steering Group members received a copy of the Healthwatch England recommendations for NHS England to their NHS Mandate refresh.

6. Any other business

- 6.1 **Annual meeting** - A date needs to be arranged for the annual meeting. We may try and link it to the NHS 70th Anniversary.
- 6.2 **Healthwatch website** - Dennis asked if we had reports for how many people use/look at the Healthwatch website. RL said that there is a report which we used to get regularly where we could look for spikes of usage when we do a particular piece of work. Since we have changed our hosting organisation this has not happened.

7. Dates of future meetings:

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| 17 April 2018 | 16 October 2018 |
| 5 June 2018 | 11 December 2018 |
| 7 August 2018 | |

Meeting closed 12:30