

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

Minutes

Attendees: John Mason (Chair), Dennis Saunders, David Spurgeon, Karen Keates, Taruna Chauhan, Ed Hodson (Coventry Citizens Advice), Samantha Keogh-Collins, Grapevine. Apollo Economides, Des Patalong, Hakeem Adedaja

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

Apologies: Carol Fawkes, Derek Rawle (Koco Resource Centre), Nobby Clarke, Steve Banbury (VAC)

1. Welcome

John welcomed everyone to the meeting, a special welcome to Samantha Keogh-Colins who is the new representative for Grapevine.

2. Draft Healthwatch Coventry Annual Report for approval

Steering Group members received a draft version of the Healthwatch Coventry Annual Report for approval. This was not fully designed and the Steering Group was asked to approve the text. The Annual Report must be sent to a specific list of stakeholders by the end of June.

Members identified some typos within the document to be addressed.

DSaun asked about the information given about the Coventry population and if more information could be given. Ruth advised that space in the document was constrained.

DP said it would be useful to have more of a breakdown on the 16.3% figure for Asian/British. The group agreed that information should be circulated to the Steering Group about the population make up of Coventry. Rob said that information within the JSNA website would be helpful a link could be sent around to Steering Group members

Members provided suggestions for enhancing the highlights section to ensure outcomes are highlighted.

EH asked if there was anywhere in the report where volunteers can be thanked. It was agreed to add this to John's introduction.

There was a discussion about case studies and the importance of having them in the report to illustrate how Healthwatch has supported people. The case studies also help with showing the outcomes.

There was a discussion about the figures used in the section on *Users of Home Support care* and whether they should be taken out. SKC said that sometimes it is not about the quantity of the people we speak to but about the quality of the information we gather - this should be recognised.

It was noted that 28 interviews was actually a significant figure for this kind of in-depth lived experience interview and higher than the original target figure of 14. It was also noted that this was a vulnerable client group which is harder to reach.

It was agreed that a sentence would be included to show the hours of interviews that took place.

Actions
<ul style="list-style-type: none">• SB to send JSNA link to Steering Group members• RL to make changes to annual report and get sign off from JM

i. Compliance with GDPR

The new General Data Protection Regulation (GDPR) came into force on 8 May, Healthwatch are being treated as a public body. GDPR gives people clearer rights on subject access requests, timeframes for these requests have been reduced. People also have the right to be forgotten - with some caveats.

RA spoke through the new *Healthwatch Privacy Notice - how we use personal data*. A template has been provided by Healthwatch England for Healthwatch to use. GDPR has given us the chance to look at the data we hold and think about what data we have, why we hold it, how we store information and what would be the consequences if we lost the data. RA said that he has tried to write this document in understandable language.

An Information Governance policy is also being created which will be brought to the next Steering Group meeting

A retention record has been published on the Healthwatch website. This document provides information on the types of personal data we use and what for.

ii. Work programme 2018/19

RL asked Steering Group members to think about three of the potential topic ideas and use the Healthwatch Coventry work prioritisation table to score the suggested pieces of work. Two out of the three topics need to be picked:

- Re-visits to hospital wards
- Investigate re-ablement provision from service user point of view
- Respite care (time off for family carer)

RL said that this will be discussed and agreed in the public section of the meeting.

Meeting ended 10:45

Healthwatch Coventry Steering Group meeting
At 11:00 am on 06 June 2018
Held At: Queens Road Baptist Church Centre
Minutes

Attendees: John Mason (Chair), Dennis Saunders, David Spurgeon, Karen Keates, Taruna Chauhan, Ed Hodson (Coventry Citizens Advice), Samantha Keogh-Collins, Grapevine. Apollo Economides, Des Patalong, Hakeem Adedoja

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

Apologies: Carol Fawkes, Derek Rawle (Koco Resource Centre), Nobby Clarke, Steve Banbury (VAC)

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

1. Welcome

John welcomed everyone to the meeting.

RL let Steering Group members know that Penny Collard (H2H rep) has retired from The Carers Trust. Penny was thanked for her support, she has been used a good sounding board/advisor over the years and also supported the recruitment process for Healthwatch Chair.

Nobby Clarke has also sent an email to resign from Steering Group.

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 being picked up in the agenda.

3. CWPT quality account commentary for approval

Steering Group members were given the CWPT Quality Account Commentary for approval. RL explained the commentary must be agreed by Scrutiny Board 5, Healthwatch Warwickshire and Healthwatch Coventry.

Steering Group members suggested some re-phrasing for clarity in the document and Steering Group members agreed the commentary.

Actions
<ul style="list-style-type: none">• RL to make changes to CWPT quality account and sent to CWPT

4. Healthwatch Coventry work programme

4.1 Response to Healthwatch information requests

Members reviewed the response from CCG following our information request about POD. RL said that there are still questions which have not been answered fully. RL said that Healthwatch may need to escalate to Scrutiny Board as the answers to questions have not been received.

There are still concerns that Mansfield Medical Centre are still informing patients that they must use POD. SO said that this should not be the case, a practice can't force a patient to use POD. Other options are meant to be given.

However RL pointed out that the information given in the CCGs response to Healthwatch Coventry indicated that the practice was identifying when patient may use an alternative rather than the patients.

SO said that POD is being rolled out into Warwickshire North. This has meant that there has been a review around communications. Information will be made clear that POD is an alternative and not the only option for repeat prescriptions. There will be a campaign of training GP practices and pharmacies. There will be a trial of having a leaflet included in the medication bags. This will explain who POD is aimed at.

Steering Group members expressed concerns and personal experiences related to OD including issues around lack of choice and getting through. AE said it was difficult to understand why POD had been created and how it can be effective both in terms of cost and from a patient point of view.

SO said that it may be useful for Steering Group to meet with Head of Medicines management. RL said that a separate meeting should be arranged and asked Steering Group who would be interested in attending. TC, AE, SKC, DSpur, DSau, JM said that they would like to attend the meeting.

4.2 Update on work priorities

RL gave an update on work priorities, key points discussed:

- The report of Home Care Services has been sent to Coventry City Council, a meeting is taking place mid-June and the response is due by 3 July.
- The response Healthwatch had asked CRCCG to send to its report on getting to outpatient appointments had not been received. The deadline was 25 May. Ruth had chased this and asked for a response in a format which could be published.
- A request to sit on the Organ Donation Committee at UHCW had been received. Ruth asked Steering Group members what they thought about this

request and if anyone would be interested in attending. It was agreed that HA would attend for a period of 1 year as a pilot.

4.3 Final proposals for Healthwatch Coventry work programme

Steering Group members discussed a shortlist of options for Healthwatch Coventry 2018-19 priorities. RL had produced this following the discussion at the previous meeting and using the Issue log of intelligence about local services and response form a call to NHS commissioners and the City council.

Steering group member were asked to prioritise 2 pieces of work from 3 potential work priorities.

- Revisits hospital wards at UHCW
- Investigate re-ablement provision from service user/family carer point of view
- Respite care (time off for family carers)

Members discussed the options and their views on their priorities and a consensus was reach that Healthwatch would take forward work to look at:

- i. Re-ablement support post hospital discharge, and
- ii. Gathering feedback on respite care for family carers.

It was also agreed that the following would feature on the work programme:

- iii. Visits to care homes
- iv. To identify how 'Out of Hospital services' are involving patients/public in service planning and design
- v. Take part in strategic groups to represent the interests of patients and the public: Task Groups for NHS Trust Quality Accounts; Pharmacy Services Steering Committee; Better Health Better Care Better Value Board.

Actions
<ul style="list-style-type: none">• Meeting to be arranged with Head of Medicines Management to discuss POD• RL to confirm who will be attending the Organ Donation Committee

4.4 Reports from Healthwatch reps on external groups

Steering Group members noted the reports from Representatives on external groups.

Healthwatch have been invited to attend the JSNA Steering Group. It was agreed this was important. DSau said that he would be interested in attending this. RL said that she would suggest that DSau and a Healthwatch member of staff would attend.

Actions

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| <ul style="list-style-type: none">• RL to confirm who will be attending the JSNA Steering Group |
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5. Update from CRCCG - re engagement activity

Stephen O’Hanlon provide updates on Coventry and Rugby CCG engagement activity:

- The CCG Commissioning Intentions will be circulated for comment in the next few weeks
- The date for the CCG annual meeting will be confirmed soon.
- The CCG Annual report will be going to NHS England on 15 June and then available to the public

SO said it would be useful to receive some feedback from Healthwatch as to how the CCG can support Healthwatch.

Actions

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| <ul style="list-style-type: none">• SO to forward the CCG Commissioning Intentions to Healthwatch for comment• SO to confirm the date of the CCG annual meeting• Conversations to take place with SO about how the CCG can help support the work of Healthwatch |
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6. Any other business

6.1 KK said that there is a CWPT annual research innovation event taking place on 13 June at The Wellcome Centre.

6.2 RL said that there is a few copies of a CQC report available: *Under pressure - safely managing demand in emergency departments*

7. Dates of future meetings:

Annual meeting 3 July 2018	Steering Group 11 December 2018
Steering Group 7 August 2018	
Steering Group 16 October 2018	

Meeting closed 12:30