

# Healthwatch Coventry Steering Group 2 April 2019

## Held At: Queens Road Baptist Church Centre

### Pre-meeting minutes

**Attendees:** Stuart Linnell (Chair), Sue Ogle (VAC), Karen Keates, Des Patalong, Ed Hodson (Citizens Advice Coventry), Edward DeVane, Hakeem Adedaja, David Spurgeon

**Staff present:** Ruth Light, Samantha Barnett

**Apologies:** Carol Fawkes, Apollo Economides, Dennis Saunders, Christine McNaught (FWT), Andrew Collis (Involve Coventry), Samantha Keogh-Colins (Grapevine), Tervinder Bhangal, Michael Garrett (Age UK Coventry)

## 1 Welcome

SL welcomed everyone to the Steering Group meeting

## 2 Arrangements for delivering Healthwatch Coventry 2019-20

SO gave an update on the arrangements for delivering Healthwatch Coventry. Following the last Steering Group meeting members of the Here2Help Board have met and Here2Help is in the process of being dissolved. Voluntary Action Coventry (VAC) will now be the lead provider for Healthwatch Coventry. Delivery partner will sign working agreements.

The Here2Help and Board has agreed that a small amount of funds left in the Here2Help bank account will be transferred to Healthwatch activity to be used for a piece of research work.

As part of this process the Governance, involvement and decision making policy has been reviewed. The main change within this is the VAC Management Board will have the overall responsibility for safe and effective delivery of Healthwatch. The accountability for the Healthwatch Steering Group has not changed. The VAC Board will still delegate responsibility to the Steering Group to oversee the Healthwatch work programme.

At the moment, all delivery organisations have a seat on the Steering Group but going forward it would be agreed that only the lead provider would need to attend with other partners attending when needed for specific agenda items. RL said that that the input and support given from EH is valued and asked if he would still want to continue to be on the Steering Group as a Co-opted member. EH said he would be happy to continue on the Steering Group.

<b>ACTION:</b>
SB to amend SG list

### 3 Delivery update - verbal report from Sue Ogle

SO gave an update on the delivery of Healthwatch and highlighted areas of focus:

- GDPR - Rob Allison has recently completed an audit with all the delivery partners to discuss GDPR. A report has been written highlighted actions
- Ruth Burdett, Volunteering Co-ordinator has recently been appointed to a new job within VAC, which means a vacant post and recruitment underway
- The Law Centre who run the ICAS service are also recruiting to their ICAS officer post. Therefore there is a freeze on taking new clients until this process is completed. They have also been reviewing the existing case load.

<b>ACTION:</b>
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SO to take forward work regarding GDPR and Healthwatch
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### 4 Report back from meetings and briefings staff and members have attended

Steering Group members received a report with feedback from meetings and briefings that staff and members have attended:

#### **Better Health, Better Care, Better Value**

STPs have been asked to refresh their plans by autumn. Chris Ham, the Chair is the lead on reviewing the Governance, looking at the difference groups and structures which sit under the STP. A task group is being set up for this review. RL said it is unclear where Healthwatch will sit in this structure yet but recommended that Healthwatch are still involved in the STP meetings. Steering Group members agreed.

DSpur said that there seems to be so many names for the same areas in the NHS e.g. STP, Better Health, Better Care Better Value. Ruth agreed and part of the role of Healthwatch is to challenge terminology used and make it understandable for the service user.

#### **UHCW**

It is expected that the Care Quality Commission will be going back to UHCW before August 2019 as they are currently rated as requires improvement.

#### **Safeguarding Adults Board**

DP reported back from the meeting the previous week. Healthwatch findings regarding Home Support had featured in a paper circulated two days before the meeting. The summary report from Healthwatch on Home Support had also been circulated to Board members and findings/recommendations noted.

Meeting ended 10:45

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**Additional attendees:** Stephen O'Hanlon, Head of Communications & Engagement - Coventry and Rugby CCG; Phil Jones (member of public), Maggie McHale (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 with two additions to the attendees - David Spurgeon and Samantha Barnett have been missed off the attendance list. All actions are complete or/and appear on the agenda.

#### Matters arising

- i. **Safeguarding Adults Board**  
SBar to send the presentation given by Robert Mackenzie-Wilson to all Steering Group members.
- ii. **360° survey**  
Stephen O'Hanlon said that the results will probably be published in July
- iii. **Reablement report**  
The draft report has now gone out to a sub group of Steering Group to review. Following any changes, this will go out for official response.
- iv. **Pharmacy awards**  
We are awaiting further information about this.
- v. **Low value medication**  
The consultation response has been submitted.

<b>ACTION:</b>
<ul style="list-style-type: none"><li>• SBar to send the presentation given by Robert Mackenzie-Wilson to all Steering Group members</li><li>• The agreed sub group of Steering Group members to review the reablement report</li></ul>



### 3 Review of work programme and setting future priorities

#### 3.1 Review of work

RL summarised the work undertaken to complete the 2018-19 work programme which had been agreed by the Steering Group:

**Respite care:**

The Respite care/carers breaks piece of work from the 2018-19 work programme were still ongoing as their original timeframes were delayed. An existing Healthwatch volunteer is supporting this piece of work whilst the Co-ordinator post is vacant.

**Discharge to assess:**

The Discharge to assess piece of work was also ongoing as the report was being finalised and work would be needed to generate responses to recommendations.

**Care Home visits:**

Due to other work there was not time to carry out more care home visits.

**Out of hospital services (OOH):**

At the moment RL sits on the OOH Programme Board and Engagement Officer goes to the Engagement Group. Outcomes have been seen.

**Pharmacy:**

RL has a seat on the Pharmacy Services Steering Committee. This group has ideas to progress the recommendations from the 2017 Healthwatch report on community pharmacy services.

**Quality Accounts:**

It is the commentary writing point of the cycle. Each Trust should be sending their Quality Account soon.

Healthwatch Coventry was also involved in **Long term plan survey** - work is currently ongoing with this survey, we have distributed over 1000 surveys into the community and focus groups are being arranged by the Engagement Officer.

Steering Group members noted that there was a lot of work still ongoing and that this would continue to until June.

### 3.2 Future work priorities

RL introduced a paper about how Healthwatch sets its work programme; factors to consider and potential topics.

RL suggested that a different approach was taken due to the staff vacancy/recruitment; amount of ongoing work and need to induct and support the new member of staff once recruited. RL asked for a flexible approach identify a list of items to be approached, as the time was right. Steering Group members agreed.

RL highlighted potential topics of work drawn for the Healthwatch Coventry Issues log:

- Extending outreach on issues to long term plan - experiences and views on outpatient services
- Continue membership of community pharmacy steering group
- Continue linkage with engagement group of out of hospital programme
- Information for people discharged from hospital to discharge to assess pathways
- Visits to UHCW wards regarding discharge planning - reprise previous methodology

Coventry City Council had also proposed HW did engagement activity with social care survey respondents to find out more information. There was a discussion about the surveys and the issues of making them too generic as you end up with generic responses

Stephen O'Hanlon said the CCG were undertaking engagement work related to outpatients as part of planned care work.

<b>ACTION:</b>
<ul style="list-style-type: none"><li>• RL to work on list of priorities for agreement at June SG</li></ul>

## 4 Work programme and activity reports

### POD

There has been a further meeting of the Scrutiny Board and Andrea Green attended to provide information needed relating to finances. Stephen O'Hanlon said that the new information leaflet has been produced and are ready to be distributed. There is an opportunity for Healthwatch to take part in future discussions about POD. Members agreed this was a good course of action

## 5 Healthwatch representation

There was a discussion about the current Healthwatch representation on external meetings:

## Scrutiny Board 5

It is agreed it is beneficial for Healthwatch to continue with a seat on Scrutiny Board 5. RL asked DS if he would be happy to continue being the Healthwatch representative until March 2020. DSpur said he would and Steering Group members agreed for DSpur to maintain his role noting that if there was anyone else who was interested in becoming involved to contact RL.

## Safeguarding Adults Board

DP has been attending the Safeguarding Adults Board for three years and will be standing down from this role. Joan Beck who chairs the board meeting is also standing down and a new Chair starts in June 2019.

The Steering Group discussed the importance of Healthwatch linking in but it was agreed that continuing to sit on the Board was a significant role for a volunteer to take on and therefore was not feasible.

<b>ACTION:</b>
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| <ul style="list-style-type: none"><li>• RL to write to the Safeguarding Adults Board</li></ul> |
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## 6. Report on delivery of Healthwatch Contract

Steering Group members received a copy of the latest quarterly report for information.

## 7. Patient public engagement update - Coventry and Rugby CCG

### 7.1 GP surgeries

Steering Group members received a letter highlighting issues regarding GP practices who have APMS contracts, which are up for tender. There are currently four practices whose contracts will expire on March 2020. There are several possible scenarios for each practice:

- Put the contract out for open market tender with no changes
- Bundle the contract together with some or all of the other contracts which are due for re-procurement
- Do not offer a new contract and disperse the patients lists to other local practices in the area

Stephen O'Hanlon said that they are currently contacting all the patients effected to gather views related to the scenarios for example how far would people travel to a GP appointment.

Steering Group members raised questions about this process and what would happen if practices closed. The number of patents in total was nearly 19,000. Steering group members expressed concerns that other practices would not have capacity to absorb this number of patients without extra provision being put in. There was also concern about the cumulative effects of different GP practice changes and what this meant for communities.

## 7.2 Outpatient appointments

A piece of work is going to start which looks at engaging with patients/service users on what works well, improvements needed for outpatient appointments. The timeline for engagement is six weeks. Stephen said that he confirm the definite timeline

## 7.3 Maternity

The second phase has begun going back out to people to check that the information collated is correct. Common themes seem to be around communication and information sharing.

## 7.4 Information/communications

Stephen said that Healthwatch could help with work around how to make communications more joined up through work on promoting a clear process set of guiding principles.

<b>ACTION:</b>
<ul style="list-style-type: none"><li>• Stephen O’Hanlon to keep Healthwatch up to date on the decision made around the APMS contacted GP surgeries</li><li>• Stephen O’Hanlon to confirm the timeline for the outpatient appointments survey</li><li>• Stephen O’Hanlon and RL to meet up to discuss how communications can be more joined up</li></ul>



## 8. Any other business

RL highlighted useful documents available at the meeting:

- Letter from CRCCG re. Merger of Coventry GP practices
- NHS long term plan - survey regarding possible legislation - <https://www.engage.england.nhs.uk/survey/nhs-long-term-plan-legislation/>
- Payments and contracting for integrated care - The Kings Fund - <https://www.kingsfund.org.uk/publications/payments-contracting-integrated-care>
- Primary care networks - NHS England slides
- Peoples experiences of social care services - NICE quality statements - <https://www.nice.org.uk/guidance/qs182>

<b>ACTION:</b>
SB to send links to the documents available at the meeting

## 8 Dates and times of future meetings

(All 10 am start)

4 June 2019

6 August 2019

15 October 2019  
3 December 2019  
Annual meeting 16 July 2019 - 9.30am-1.30pm