

**Healthwatch Coventry Steering Group pre-meeting**  
**At: 10.00 am on 7 August 2018**  
**Held At: Queens Road Baptist Church Centre**

**Minutes**

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

**Staff present:** Ruth Light, Sam Barnett, Louise Stratton

**Apologies:** Carol Fawkes, Derek Rawle (Koco Resource Centre), Ed Hodson (Coventry Citizens Advice), Samantha Keogh-Collins (Grapevine), Des Patalong

## **1. Welcome**

John welcomed everyone to the meeting.

## **2. Report back from meetings**

### **2.1 Meeting about the POD debrief**

Following on from an action at the last meeting, a group of Steering Group members met with the managers of POD. Paper Z is a record of the points made.

To date the information the CCG agreed to send has not been received. Steering Group members felt it was important that this information was received and RL will chase this up.

The Steering Group discussed next steps. It was noted that discussion had taken place regarding Healthwatch Coventry assisting with pieces of work about communication for POD including an information leaflet and frequently asked questions and importantly information about how to raise a complaint/concern.

AE said that the POD meeting was illuminating, patients still don't understand what POD is still and communication is critical in order for POD to work. Also the question about why there is POD has still not been answered sufficiently.

Members raised concerns about how individual GP practices operate POD and that this could mean new information is not passed on to patients.

It was agreed for Healthwatch to be available to support the development of improved information about POD long as this includes a clear route to raise concerns/complaints.

Members wondered what was happening in other areas of the country and RL said that it seemed 'Third Party Ordering' i.e. by pharmacist on behalf of patients was being ended in many areas in order to reduce costs.

RL thanked Steering Group members for contributing to the POD meeting.

## 2.2 Report from Safeguarding Adults Board

The report of the last Safeguarding Adults Board was given for information. It seems that there are a couple of Safeguarding Adults reviews taking place. Information received shows issues relating to information sharing and communications. Recommendations will be key to this process.

## 2.3 Feedback on Healthwatch work

RL introduced a report on feedback on Healthwatch Coventry services and work from April 2017 to March 2018. This is part of the internal processes to reflect on the quality of what Healthwatch does.

The information line is currently undertaking a sample survey of people who have used the services and this information will be reported back to a future meeting.

The ICAS service is not getting many completed surveys from clients and this will be discussed through the Operations meeting to consider what can be done differently to ensure that feedback is collected. Natasha (ICAS worker) is collecting quotes from people to be used in case studies. TC said that one possible solution would be to gather feedback from the person when they are seen face to face.

Positive feedback had been received from people who have attended training courses and the annual meeting. The notes from the annual meeting have now been added to the Healthwatch Coventry website and also sent to the CRCCG. It was noticed that some NHS people seemed to be over shadowing some of the table discussions by providing information. KK said that maybe they thought that this was an opportunity to inform people of what is happening rather than for listening to group discussions.

<b>Actions</b>
<ul style="list-style-type: none"><li>• RL to contact the CRCCG about the information they agreed to send</li><li>• RL to arrange a letter to be sent to the CRCCG Chair and Accountable Officer signed by JM outlining key questions about POD</li><li>• Discuss in the operations meeting how feedback can be collected from ICAS clients</li></ul>



Meeting ended 10:45

**Healthwatch Coventry Steering Group meeting**  
**At 11:00 am on 07 August 2018**  
**Held At: Queens Road Baptist Church Centre**  
**Minutes**

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

**Staff present:** Ruth Light, Sam Barnett, Louise Stratton

**Apologies:** Carol Fawkes, Derek Rawle (Koco Resource Centre), Ed Hodson (Coventry Citizens Advice), Samantha Keogh-Collins (Grapevine), Des Patalong

**Additional attendees:** Julia Flay (UHCW NHS Trust), Ramon Johal (Coventry and Rugby CCG)

## **1. Welcome**

John welcomed everyone to the meeting.

No declarations of interest were noted.

It was noted that the meeting was not quorate and decision would need to be agreed by members not in attendance to ensure quoracy.

## **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.

Matters arising:

At a recent Steering Group meeting there was a discussion about Coventry's population breakdown. Paper 1 is a Coventry City Council document which looks at the population estimate for 2016. Links to other useful online documents were also given to Steering Group members.

## **3. Work programme and activity reports**

### **3.1 Responses**

#### **a) POD**

A meeting has taken place with a small group of Steering Group members and the POD management team. There is an opportunity for Healthwatch to be involved in the re-design of the communications information.

It was agreed that a letter would be sent to the Chair and Accountable Officer of the CRCCG setting out Healthwatch Coventry's position including that it is

important that GP practices which do not implement POD as intended have a sanction through a service agreement and that POD does not fit with future planning for how local NHS services and public health prevention work; neither did it seem sustainable.

It was agreed that RL and DSp brief the chair of Scrutiny Board 5 on the work Healthwatch has been doing to raise concerns regarding POD.

## **b) Home Support recommendations**

RL and RB met with Coventry City Council to discuss the recommendations made within the Home Support report. The meeting was positive, however the official response received did not reflect this. Deadlines were extended and an updated action plan has still not yet been received. We do not have an action plan to include in the report to date. It was agreed that the report should be published anyway to prevent it being perceived as old.

## **3.2 Update in work priorities**

RL gave an update on work priorities:

- A request has been received to join the CRCCG group regarding communication and engagement to promote cervical screening. It was agreed that Healthwatch would not attend this group as there was no link to the current work programme.
- The Healthwatch England conference is taking place on 3-4 October. There is an opportunity for a Steering Group member to attend the conference. DSau said that he would be interested in going.
- DSau is attending a patient advisory forum for Anchor and Meridian. This is to help feed into the design. RL said that she will forward the original email with information about the group to DSau.
- Work related to the new work priorities is beginning: research and contact is being made with the lead people within the NHS /Local Authority
- Outreach is taking place within the set target areas. Louise is going to be promoting Healthwatch on a local radio station - Hillz FM soon.
- Due to GDPR around 100 people have been removed from the Healthwatch membership database. Promoting membership is a work priority.
- VAC and therefore the Healthwatch team are moving office next week to Trinity Street. Systems will be down for a while, we will let you know when we are back online

<b>Actions</b>
<ul style="list-style-type: none"><li>• RL to publish the Home Support report and to chase Coventry City Council for the Home Support action plan and include action plan within the report when received</li><li>• RL to forward email about Anchor/Meridian Patient Advisory Group to DSau</li></ul>



#### **4. Reports from Healthwatch reps on external groups**

Steering Group members received the reports from Healthwatch reps on external groups. The Health and Wellbeing Concordat (Paper 4) has been refreshed at the Coventry and Warwickshire Place Forum. This sets out on a page what this Forum is working for.

#### **5. Update from CRCCG - re engagement activity**

Raman Johal, CRCCG Engagement Officer attended the Steering Group to discuss the current CRCCG survey linked to their commissioning intentions which is open for response.

Healthwatch was asked to provide feedback on priorities and aims for each of the seven areas. There is no deadline set for this yet. The commissioning intentions are to be confirmed in October.

RL asked SG members whether they wanted to submit individual responses or an overall Healthwatch response. Steering Group members agreed to submit a joint response.

<b>Actions</b>
<ul style="list-style-type: none"><li>• Promote the Commissioning Intentions survey on Healthwatch website and within our newsletter</li><li>• RL to co-ordinate a Healthwatch response for the Commissioning Intentions survey</li></ul>



#### **6. Any other business**

Other documents available are:

- Coventry Health Profile
- CQC Driving Improvements report
- CQC 10 GP Case studies

#### **We care event**

On 5 September, 10am-2pm there will be an event at UHCW where discussions will take place on developing patient engagement activity and the volunteering roles available

#### **7. Dates of future meetings:**

Steering Group 16 October 2018
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Steering Group 11 December 2018
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Meeting closed 12:30