

Healthwatch Coventry Steering Group pre-meeting
At: 10.00 am on 30 October 2018
Held At: Queens Road Baptist Church Centre
Minutes

Attendees: John Mason (Chair), Dennis Saunders, David Spurgeon, Apollo Economides, Steve Banbury (VAC), Samantha Keogh-Collins (Grapevine), Des Patalong, Hakeem Adedaja, Marcia Jarrett (Tamarind), Carol Fawkes,

Staff present: Ruth Light, Sam Barnett, Louise Stratton, Natasha Ramrous

Apologies: Ed Hodson (Coventry Citizens Advice), Taruna Chauhan, Karen Keates,

1. Welcome

John welcomed everyone to the meeting.

2. Steering Group recruitment - verbal update

The annual Steering Group recruitment round is open. This year, this is to recruit to 3 individual places, 3 voluntary group places and the Healthwatch Chair.

There is an application form and information pack for the roles and they are being advertised in various places. The deadline for Steering Group member places is 19 November and the deadline for Chair is 28 November. The Here2help Board will be asked for a representative to join the recruitment panel.

Those whose terms are up for renewal or ending remain on the Steering Group until 31 December 2018.

RL thanked John for the great job he has done and time he has committed whilst being Healthwatch Chair for the last 5 years.

RL proposed the JM could be co-opted onto the Steering Group for one year to provide support and insight the new Chair. This was agreed

RL informed the group that Derek Rawle from Koco Resource Centre has resigned as a member of the Steering Group as he is taking a six month sabbatical. Derek was thanked for his contribution to the Steering Group.

Actions
<ul style="list-style-type: none">• SBan to talk to the H2H Board to see who can be nominated to support the Steering Group recruitment process

3. Report back from meetings and briefings

3.1 Safeguarding

Steering Group members received a report from Des, the Healthwatch representative on the Safeguarding Adults Board. Information about Key Liberty Protection Safeguards was noted. There is no date yet as to when the bill will be turned into legislation. We have been given some copies of the Safeguarding Adults Annual report, if any Steering Group members would prefer this to the online version then they can take a copy today.

3.2 Primary care

The group received a list of which Coventry GP practices are within the 7 new GP clusters. These clusters have been set by the GPs and is part of the process of re-organising the NHS services in order to support people not going into hospital. Each GP cluster is meant to cover 40,000 - 50,000 patients

Members raised concerns that:

- The clusters were not geographically based
- Some seemed smaller than the intended patient total
- This seemed to be more about GPs than patients

It was agreed that the Healthwatch test of the clusters was ‘is there a benefit for patients?’

4. Feedback from Healthwatch England annual conference

RL, DSaun and NR attended the Healthwatch England. There were 450 people who attended from local Healthwatch.

DSaun said that he found it great to meet people from other Healthwatch and have conversations with them. The only issue was that the conference was very app based so felt excluded from certain parts of the conference. DSaun had attended a session about STPs which was interesting and talked to people from some other areas where a version of POD is being set up.

NR said that the most memorable part of the conference was the production Phyllis. The performance explores the issues there are around Health and Social Care and how the system can be made better by following an individual called Phyllis. RL said that this same production has been used for the staff at UHCW and CWPT funded by STP work.

RL said that there were a number of sessions which produced some useful resources including one where a resource aimed at getting better responses was highlighted. RL said that conversations will take part at the Operations meeting where information of lessons learnt will be shared.

Actions
<ul style="list-style-type: none">• SB to download resource materials from the Healthwatch England Conference

- Lessons learnt to be discussion at the Operations team meeting

Meeting ended 10:45

Healthwatch Coventry Steering Group meeting
At 11:00 am on 30 October 2018
Held At: Queens Road Baptist Church Centre
Minutes

John Mason (Chair), Dennis Saunders, David Spurgeon, Apollo Economides, Steve Banbury (VAC), Samantha Keogh-Collins (Grapevine), Des Patalong, Hakeem Adedaja, Marcia Jarrett (Tamarind), Carol Fawkes,

Staff present: Ruth Light, Sam Barnett, Louise Stratton, Ruth Burdett, Natasha Ramrous

Apologies: Ed Hodson (Coventry Citizens Advice), Taruna Chauhan, Karen Keates

Additional attendees: Paula Lloyd Knight (Deputy Director of Quality at UHCW), Edward Devane, Rita Warwick, Phil Jones (Members of the public)

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 with one change - the date on the public section of the meeting is wrong it should be 7 August 2018.

Actions are complete or being picked up in the agenda.

3. UHCW update on engagement work and actions arising from Care Quality Commission Inspection report

Paula Lloyd-Knight (PLK), Acting Deputy Director of Quality at UHCW attended to give an update on the engagement work and the actions arising from the Care Quality Commission (CQC) inspection report.

PLK outlined work which has been done to develop a new model of patient involvement across UHCW including:

- New governance arrangements to support accountability and ownership
- Patient facing Patient Experience Delivery plan
- Quarterly We Care Newsletter
- New user friendly Friends and family test
- Newly established patients partners programme and PPI panel
- Ward based We care posters to support improvements

This has been developed through a process of co-development.

PLK said the trust is putting in place mini unannounced PLACE (Patient Led Environment) type inspections every other month, with patients and partners actively involved.

The Trust is now triangulating complaints, PALS, Friends and family Test and other feedback.

See the trust's patient Experience Delivery Plan www.uhcw.nhs.uk/our-organisation/quality/

PLK gave an overview of the latest CQC inspection findings about UHCW. The Trust achieved 47/58 areas as Good and 1 as outstanding and 7 core services improved.

The report contained 13 must dos in 2015, 4 must dos in 2018. For the must dos there is an executive lead and action plans have been developed and work has begun on the actions

A question and answer session took place:

- i. AE asked whether there will be a process in place to monitor those who monitor with regards to the CQC actions PLK said yes, there are accountabilities now and way of performance managing clinical groups.
- ii. DSaun said he couldn't see anything about use of resources, PLK said that this is not within the main report. It is a separate report. DSaun said that there will always be an issue with limited resources which will in turn have a knock on effect. Has there been an increase in resources. PLK said that the Trust have recruited 30 new members of staff for maternity services.
- iii. RL said that Healthwatch have been concerned about maternity as there have been an increase in complaints related to maternity - what else is going on to address concerns. PLK said that new head of Maternity Services has been recruited: Alison Talbot; the Chief Medical Officer does a round on maternity every week specifically around safety. A new maternity risk post and engagement post are being created.
- iv. NR raised concerns about PALS based on the complainants she is supporting through ICAS and concerns on behalf of BAME patients who feel they are treated differently. PLK did say that at the moment they are receiving around 60 complaints a month and it is recognised that there is a trend in complaints and there is an action to triangulate these. At the moment PALS only has about 50% of staff and recruitment is currently taking place.
- v. SKC about the quality of involvement for patients with learning disabilities. PLK said that the learning disability standard is out and Trusts have to show they meet the standard.

4. Work programme and activity reports

4.1 Home Support Recommendations City Council response

Steering Group members received the response from Coventry City Council regarding the Healthwatch Coventry Home support report. This response has been included in the report and published on the Healthwatch website. Healthwatch has been invited to attend the Adult Social Care Stakeholder Group to talk through the

recommendations. RB has attended a meeting of the provider forum and RL has discussed the response with the Chair of Scrutiny Board 5.

DSaun asked whether direct payments are promoted. RL said that we would need to keep raising this with the Council.

3.2 Update in work priorities

RL gave an update on work priorities:

3.2.1 Discharge to Access and Reablement

The Council are in the process of sending out a mailing to service users on our behalf promoting the piece of work. A pilot visit has taken place at a care home with bedded provision. Work is currently taking place to arrange a number of visits to care homes and housing with care facilities

3.2.2 Out of Hospital

Healthwatch has been feeding in to the Communications and Engagement plan.

3.2.3 Prescription ordering Direct (POD)

A draft leaflet and FAQs to review have been received and circulated. RL asked Steering Group members if there was anyone else who wanted to review the resources.

3.2.4 Community Outreach

We currently have an advert running with HILLZ radio and a plan has been developed to trial a 'phone in' feature on the radio station.

3.2.5 Strokes services

The STP Stroke services plan has still not been signed off by NHS England. There is a prioritisation event taking place about rehabilitation services which RL is attending.

3.2.6 Marmot visit

There is a conference taking place on 12 November which focusses on poverty. JM is attending

3.2.7 GP services

There is a meeting taking place to discuss the design of a new GP practice building on the Livingstone baths site. There is a GP practice in temporary accommodation pending a new building.

4 Reports from Healthwatch reps on external groups

Steering Group members received the reports from Healthwatch representatives on external groups.

5 Service, engagement and policy updates

Steering Group members received a written report from the CCG for information. Areas highlighted:

i. Continuing Healthcare

RL said that she would contact Stephen O’Hanlon to let him know about the piece of work we have already done around CHC by Healthwatch Coventry.

ii. Winter

AE said that there have been issues with low stock levels of the flu vaccination. RL said that Healthwatch could raise this. RL said that this is something we could add onto the Healthwatch website as a poll to collect responses.

iii. Coventry Family Health and Lifestyle Services

Healthwatch has received a letter to inform us that South Warwickshire NHS Foundation Trust (SWFT) have been awarded the contract to deliver Coventry Family Health and Lifestyle Services.

Actions
<ul style="list-style-type: none">• RL to contact Stephen O’Hanlon about the CHC piece of work• SB to add a poll on the Healthwatch website about flu vaccinations

6 Here2Help quarterly report on Healthwatch delivery

The Quarterly report for quarter one April - June 2018 was received for information. Work is currently taking place to produce the quarter 2 report.

7 Any other business

7.2 JSNA - RL attended a meeting and fed in ideas to support engagement with community on the place (location) based JSNA and the JSNA is to be produced by May 2019.

7.3 Dates for Steering Group meetings in 2019 have been arranged up to June, please add into diaries

8 Dates of future meetings:

• Steering Group 11 December 2018	• Steering Group 2 April 2019
• Steering Group 5 February 2019	• Steering Group 4 June 2019

Meeting closed 12:30