

**Minutes of the 56<sup>th</sup> full Healthwatch Warwickshire Board Meeting**  
**Tuesday 9<sup>th</sup> November 2021**  
**10.00am to 12.00pm**  
**MS Teams Conference Call**

**Present:**

Liz Hancock (EH) - Chair  
John Copping (JC)  
Jerry Roodhouse (JR)  
Leonard Harvey (LH)

Mike Flaxman (MF) - Finance & Audit Chair  
Gita Patel (GP)  
Robin Verso (RV)

**In Attendance:**

Chris Bain (CB) - Chief Executive (CE), Claire Jackson (CJ) - Head of Operations, Su Jenkins (SJ)  
- Authorised Representative, Lucy Dean (LD) - minutes.

**1) Welcome and Apologies**

Paul Tolley and Katie Weetman submitted their apologies.

**2) Declarations of conflict of interest**

Liz Hancock, Chief Executive, Mary Ann Evans Hospice  
Jerry Roodhouse, Councilor, Warwickshire County Council  
Katie Weetman, Research Fellow - Marie Curie/ University of Warwick

**3) Minutes from the previous meeting**

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 14<sup>th</sup> September 2021 were agreed to be an accurate record of proceedings and were electronically signed by the Chair.

**4) Matters Arising**

Terms of reference for the Finance and Audit subgroup and Scheme of Delegation need to be reviewed, to be addressed at a future meeting.

**5) Chair's Report**

Whilst preparing for the AGM on 10<sup>th</sup> November, the Chair noted how much HWW have achieved over the last year, cementing our position as a vital component in the ongoing development and improvement to the local health and social care provision; and expressed thanks to the staff team, the volunteers and the Board for their work.

It was highlighted that it is less than a year till October 2022, when the position of HWW Chair is due to pass to someone else. A regular agenda item is to be added to Board meetings to keep the discussion as a priority. It was suggested that a task group could be set up to look at this - EH and CE will meet to discuss.

It was discussed that it is desirable to appoint the Chair from within the Board, avoiding the need to recruit a Chair from outside of HWW.

ACTION: LD to add a regular agenda item for Replacement Chair of HWW.

ACTION: EH and CB to meet to discuss the plan for the replacement of the HWW Chair.

The interview with the potential new board candidate has been rescheduled to Friday 12<sup>th</sup> November.

EH and CB met with the Chair and CE of HW Coventry. It was agreed that the Health and Care Forum would be a joint event in the Spring with HW Coventry.

The new Chair of the Integrated Care System (ICS), Danielle Oum, has had previous involvement with Healthwatch England as a Director - it was suggested she could be invited if a joint meeting with HW Coventry were to be planned.

The Care Collaboratives for Coventry and Warwickshire look like they will be separate under the new ICS. The difference between Care Collaborative and Provider Collaborative was discussed - CB clarified that the founding principles of a Care Collaborative are co-design and co-production, whereas a Provider Collaborative is based on the most effective use of resources and delivery of the NHS plan.

#### **6) CE's Report and Update on Emerging Strategic Issues**

The CE report was distributed to the Board in advance of the meeting.

The State of Care report, a yearly report released by the CQC, has been released in which the CQC have highlighted their concerns about the state of social care. It is reported that all services are struggling with workforce, staff having to work longer hours.

A consideration for HWW is how this message could be spread to the council and the public.

CB reported that HWW has received feedback about healthcare staff working in the community showing signs of stress and anxiety.

CJ noted that we have heard a lot more about UHCW in the last quarter. Problems with discharge could be linked to a lack of community support that is available.

Expenditure report - the spend on conferences will be less than budgeted this year - JR suggested looking at our marketing techniques with the new ways we are working now, e.g. increased Facebook advertising. CJ commented that there has been spend on promotional material, aligned to project work - but agreed that there is a need to raise the profile of HWW more generally. In raising awareness amongst GPs, HWW has written to GPs previously, as part of the homelessness project - it is unknown if all of the letters were read or not.

RV reported on the Community Powered Warwickshire conference - put on by Warwickshire County Council (WCC) to mobilise the voluntary and community sector to work better together, and to common priorities. There may be opportunities for HWW to work more closely with other organisations - possibly through working with WCAVA at a strategic level.

CB clarified that before any project is undertaken, HWW firstly analyse if anyone else is already doing the work or could do it better.

#### **7) Report from Operational Sub Group**

The Terms of Reference Document and the Code of Conduct policy have been distributed in advance of the meeting.

RV had some comments on the Terms of Reference document, which he will forward. ACTION: RV to forward comments on the Terms of Reference to CJ.

MF clarified that the Terms of Reference document will become part of the Scheme of Delegation, the Board agreed that the document is acceptable as a starting point, to be reviewed in 6 months' time. It was also suggested that the Operational group absorbs the function of the Performance Group.

The frequency of the Operational group meetings (quarterly), and the decision on quorum were questioned - it is felt that there should be more than one Board member present: a minimum of 2 board members and 2 staff was suggested. CJ clarified that the frequency of meetings was chosen to align with the Performance Reports; and will review the decision on quorum.

The Code of Conduct Policy was approved, subject to minor comments from EH on the layout of the Document to make it clearer to read - no comments on the content.

ACTION: CJ to amend layout of the Code of Conduct Policy.

### 8) Report from Finance and Audit Group

MF reported that the outcome of the inflation funding bid was a 2% raise from WCC. The Chair thanked MF for his work on the document.

The audited accounts and Letter of Representation were unanimously approved and formally adopted. EH will sign them electronically.

ACTION: EH to electronically sign the Letter of Representation.

### 9) Head of Operations Report

There is an increased focus on Equality, Diversity and Inclusion (EDI) as part of our work. A recent Healthwatch England (HWE) EDI workshop highlighted that there is a Board responsibility to consider EDI in every aspect of our work - what can be done at a system level to address barriers.

HWE have released a 3-year roadmap plan for EDI with targets to work towards. Eg. By 2024 every Local Healthwatch (LHW) should have a project on EDI. HWE will approach Commissioners to advise that there should be less of a focus on numbers and more on equality. HWE will be surveying each LHW to find out demographic information of the Board, volunteers, and Staff. By 2024, the aim is that campaigns should meet accessibility standards, feedback should reflect local demographics.

MF raised that Warwickshire does not have a very diverse demographic, and that our own organisation reflects it well and highlighted that HWW does make an effort to reach seldom heard groups.

It is hoped that HWE will recognise each county's specific demographics when looking at LHW. RV cautioned that diversity is about more than just race, it is also sexual orientation, disability, gender etc.

CJ stated that HWW project reports clearly identify if any specific demographic groups have not been reached, such as the recent Carers' Wellbeing study.

HWE EDI 3-year Roadmap: <https://www.healthwatch.co.uk/report/2021-11-04/our-equality-diversity-and-inclusion-roadmap>

Topics for engagement were discussed at informal board meeting. The HWW Engagement & Outreach Officers have shortlisted the following topics:

- GP access - to be looked at from GP staff's point of view, to raise awareness of the pressures in the system at the moment, feeding into an information sharing campaign encouraging people to choose the right service,
- Gypsy/ travellers as a seldom heard group (to be confirmed),
- Dentistry,
- Care homes - not much feedback has been received over the last year, need to start the conversation again.

The topics complement our workplan and are relevant to local residents in Warwickshire.

MF reported that he is involved with the South Warwickshire Patient Engagement (SWPE) group - formerly the PPPG group in South Warwickshire, and confirmed that it is difficult to keep Patient Engagement at the forefront of CCG priorities.

EH suggested running the topics through the scoring matrix that has been used previously, in which one question is 'Is anyone else doing this work?'

CB highlighted that the PPPG recently had a presentation from a doctor: 'A day in the life of a GP during Covid' which CB will forward.

ACTION: CB to forward 'A day in the life of a GP during Covid' presentation.

HWW were asked by the Council to run some focus groups to collect feedback from Carers - there are 2 taking place this week. It is recognised that carers get very little free time.

HWW have been approached by HWE to work on an NHSE project with Carers and discharge - we need to identify 10 people locally who care for someone who has been through the hospital

discharge process in the last 6 months, to take part in semi-structured interviews. The work is a paid project, which will feed into NHSE's work with carers and the Health and Social Care bill.

MF has passed on to a staff member contact details of someone who runs the Dementia café in Bideford who is keen to help and will know some useful contacts.

There will be focus groups in February 2022 to feedback on the findings.

The survey into people's experience of NHS 111 has had over 100 responses, thank you to all who have helped with promoting the survey.

Exception reporting: HWW is not currently undertaking Enter and View visits, however - at the operational subgroup meeting, the work that needs to be done so that visits can be restarted was discussed. HWW will approach WCC to ask about a 'friendly home' that can be visited.

ACTION: CB to speak to Becky Hale at WCC about a potential care home to visit.

#### **10) Volunteer report**

SJ reported that the local ICS is now top of the list in the Country for their staging data. There is still a backlog in breast screening - due to catch up by March. Cervical screening is up and running - hoping to have turnaround reduced from 14 days to 5 days.

The contact developing the Patient Engagement Board is Luke Hammer. They are looking for a Chair from the public to run the board, with support from the NHS. The board will hold workshops, increase awareness, and try to prevent people 'DNA-ing' (Did Not Attend) appointments.

The Volunteer forum has been delayed until later in the month. The volunteers are still not carrying out face-to-face visits. A group of volunteers are doing some mystery shopping on GP websites - looking at how easy they are to navigate. The pilot has been completed, with a meeting on Friday to look at next steps.

MF reported that there is development of a standard format for GP websites - MF will share the report after the meeting on Thursday.

ACTION: MF to share report on standardised format for GP websites.

#### **11) AOB**

None

#### **12) Confidential**

None

#### **13) Date of next meeting**

The next Board meeting will be from 10.00am to 12.00pm on Tuesday 11<sup>th</sup> January 2022 via MS Teams.

#### **Summary of Actions:**

Item 5: LD to add a regular agenda item for Replacement Chair of HWW.

Item 5: EH and CB to meet to discuss the plan for the replacement of the HWW Chair.

Item 7: CJ to amend layout of the Code of Conduct Policy.

Item 8: EH to electronically sign the Letter of Representation.

Item 9: CB to forward 'A Day in the life of a GP during Covid' presentation.

Item 9: CB to speak to Becky Hale at WCC about a potential care home to visit.

Item 10: MF to share report on standardised format for GP websites.

Minutes Approved by: .....Liz Hancock.....



Signed: .....

Date: .....11<sup>th</sup> January 2022.....