

## Minutes of the 72nd full Healthwatch Warwickshire Board Meeting

Tuesday 9<sup>th</sup> July 2024

10.30am to 12.30pm

In-person: The Benn Partnership Centre, Rugby

### Present:

Liz Hancock (EH) – Chair  
Robin Verso (RV) – Vice Chair  
Kate Morrison (KM) – Vice Chair  
Mike Flaxman (MF) – FAG Chair  
Gita Patel (GP)  
Jerry Roodhouse (JR)  
Leonard Harvey (LH)

### In attendance

Chris Bain (CB) – Chief Executive (CE), David Alexander (DA)  
Authorised Representative, Tanisha Reddall (TR) – minutes.

### 1) Welcome and Apologies:

John Copping.

### 2) Declarations of Conflict of Interest

Liz Hancock, Chief Executive, Mary Ann Evans Hospice  
Jerry Roodhouse, Councillor, Warwickshire County Council  
Mike Flaxman, SWUFT Governor

### 3) Minutes from previous meeting

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 14/05/24 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

### 4) Matters Arising

#### From the Action list: Formal Board 14/05/24

- CB to attend meeting with Sue Noyes, Chair of the Board of Directors at UHCW. **CLOSED.**
- CB to write to the ICB expressing concerns. **CLOSED.**
- Notify KM of the date for the next East & West Regional Network meeting and see if she is available to attend. **CLOSED.**
- RV to share updated paper on what PPGs can offer to GP practices and PCNs. **CLOSED.**
- MF to share the West Midlands Secure Data Environment newsletter with the board. **CLOSED.**

#### Board Strategy meeting: 23<sup>rd</sup> May

- TR to send the HWW Succession Planning Report to MF. **CLOSED.**
- TR to email out updated PEP guidance once issued by HWE. **CLOSED.**
- CB to read through the role description for the Warwickshire Care Collaborative Advisory Forum and inform HWW Directors. **EH confirms**

**that she is happy to represent HWW on the Advisory Forum. CB to email out more information once received.**

- Look at HWE PEP guidance at the next informal board meeting.
- CLOSED.**
- Impact of the election to become an agenda item for the July formal board meeting. **Ongoing.**

RV/KM to start 1:1 director sessions in August/September.

**ACTION:** EH to send KM the link for the East & West Regional Network meeting on 19<sup>th</sup> July, 10:00am-11:30am.

## **5) Chair's Report**

Meetings EH has attended:

- HWW Board Strategy meeting.
- HWW Volunteers walk.
- HWW Operations Committee meeting.
- Two Warwickshire North PLACE Executive meetings
  - Focus was the developing of 2025+ Place clinical strategy
  - Initiatives discussed included the mobile heart failure unit due to launch in July.
  - Updated regarding the Warwickshire North cancer transformation program.
  - Discussed the cap on the community recovery service and the imbalance of funding between the North and South of the county.

## **6) CE's report and update on Emerging Strategic Issues**

The CE's report was circulated to the Board prior to the meeting:

### **6.1 Association of Directors of Public Health**

The ADPH have released the results of a survey on Integrated Care Systems (ICS). The objective of the survey was to "investigate and understand the experiences of Directors of Public Health (DPH) when engaging with ICSs". The survey notes that the majority of DPH felt they had good or very good representation in their ICP. This is taken as a positive signal that ICSs recognise the importance of having DPH involved in developing the long-term strategy of the ICS.

The response about representation on the ICB was much more mixed. This appears to reflect the role of the ICB as a largely NHS organisation which is responsible for planning health services which therefore less closely aligns with the perceived responsibilities of DPH.

The survey sets out a number of recommendations to address some of the issues.

CB has arranged to meet the Director of Public Health Dr Shade Agboola on a regular basis to discuss the recommendations and other related matters to establish what joint actions and initiatives we can take.

## **6.2 Community Pharmacy**

England saw a net loss of over 1,200 community pharmacies between 2019 and 2024.

In the same time period, 410 new community pharmacies opened – just one for every four that had closed – indicating a net loss of 1,223 pharmacies over the five years. 90% of those pharmacies lost were providing NHS community pharmacy services.

According to the General Pharmaceutical Council ‘There are many contributing factors to this situation but most notably a community pharmacy contractual framework and flat funding model that is not fit for purpose.’

The funding model that pharmacy contractors currently work to, takes no account of inflation or dispensing volume increases.

The recruitment of pharmacists and pharmacy technicians also “continues to be a challenge”.

This bleak assessment has been reflected in the feedback HWW have been getting. In response we have launched our pharmacy survey starting in Rugby, then moving on to South Warwickshire and Warwickshire North.

The HWW interim findings have been presented at Regional Pharmaceutical Council on 4<sup>th</sup> July. The final conclusions will be taken to the Health and Wellbeing Board and to Overview and Scrutiny. It will also be sent to the ICP/ICB.

## **6.3 ICS Update**

NHS England has asked every integrated care system (ICS) to develop a 10-year system-wide infrastructure strategy that aligns to its clinical vision, delivers the NHS Long Term Plan and sets out how the local estate will be used.

These plans will need to incorporate requirements from the NHS trusts and primary care network (PCN) estates within the ICS. They will also need to support national strategic plans and priorities such as those for the New Hospital Programme.

HWW is to ensure that local peoples' needs, wants and aspirations are fed into the process, and that the lived experience of patients helps to shape and inform the final outcomes.

## **6.4 Other matters**

### **6.4.1 Office for Health Improvement and Disparities (OHID)**

CB met with OHID last week. They have asked if Healthwatch can support a program of work to determine the levels of effectiveness of ICSs in reducing health inequalities. The CE has suggested that taking the work to the Regional Meeting might be a useful first step and has been asked to join the steering group.

It is anticipated that some form of in-person workshop could be arranged for late October or early November.

### **6.4.2 West Midlands Combined Authority (WMCA)**

The CE attended the launch of *West Midlands Mental Health Commission – A Year on in Birmingham* on 27<sup>th</sup> June. The WMCA Wellbeing Board will take forward the findings. The CE is a member of the Wellbeing Board and the Commission was chaired by Danielle Oum.

## **7) Report from Operations Committee**

The Operations Committee met on Monday 10<sup>th</sup> June 2024.

The next meeting will take place on Tuesday 17<sup>th</sup> September, 10:30am-12:00pm.

- DK gave a presentation to the committee on FORMS, the online data collection platform used by HWW allowing staff, volunteers and Board Directors to input feedback and log activities outside of routine HWW board meetings. The link to FORMS was included within the Operations Committee meeting minutes.
- The proposal of an additional risk based on the absence of inflationary funding for the duration of the contract was circulated to committee members and EH delegated the rewording of the impact description and impact scoring to CB and MF.

The CE's job description and person specification was circulated to the board prior to the meeting.

- MF comments that he would prefer to see the CE's person specification split into essential and desirable categories. Reference to the scheme of delegation and financial management document under 'governance' is missing and MP's are missing under 'key relationships'. MF would like to put further amendments forward in more detail.
- Board Directors are invited to email CB with any further amendments or comments.

The Chair confirms when all required amendments are made, the final draft version can be circulated to the board electronically and approved by Directors via email.

**ACTION:** CB and MF to arrange a meeting to discuss amendments to the CE's job description and to finalise the re-wording of the proposed additional risk.

## **8) Report from Chair of Finance and Audit Group**

No Report.

Audit ongoing.

## **9) Directors' Reports**

- JR discusses the commencement in September of a joint post to support Rugby Place and its development, with the appointee to work with SWUFT/UHCW and the borough council.
- JR has been reappointed to the Warwickshire Care Collaborative Committee.
- JR reports that UHCW are looking to move into the site of the Wilko store in Rugby to deliver outpatients support/help on the high street.
- RV reports that CG attended the last South Warwickshire Place Partnership board where there was consultation on WCC's Adult Social Care Strategy. RV discusses the importance of ensuring patient engagement in the development of the strategy and confirms he will email CB with a copy of the presentation.
- South Warwickshire Place Partnership Board has invited HWW to present their findings every three months. CG will be presenting to both the Place Partnership Board and delivery group in July, providing information about HWW and its findings.

## **10) Volunteer Report**

- Volunteers attended the Volunteer Walk along with members of staff and board directors on 04/06/24.
- The Enter & View programme has continued throughout the year with volunteers attending visits, preparation meetings and consultatory sessions. Enter & View reports are published on HWW's website.
- Volunteers have recently been involved in supporting HWW activities at the Armed Forces Day and continue to be involved in other events throughout the summer including the upcoming Warwickshire Pride event.

## **11) AOB**

None.

## **12) Dates of next meetings**

Online Informal Board catch-up Tuesday 13<sup>th</sup> August 2024, 10:30am-11:30am.

In person- Formal Board meeting on Tuesday 10<sup>th</sup> September 2024, 10.30am to 12.30pm location to be confirmed.

## **Summary of Actions: (see attached)**

**ACTION:** EH to send KM the link for the East & West Regional Network meeting on 19<sup>th</sup> July, 10:00am-11:30am.

**ACTION:** CB and MF to arrange a meeting to discuss amendments to the CE's job description and to finalise the re-wording of the proposed additional risk.

## Board Director Attendance Record

<u>Name</u>	<u>09/01/24</u>	<u>12/03/24</u>	<u>14/05/24</u>	<u>09/07/24</u>	<u>10/09/24</u>	<u>12/11/24</u>
<b>P = Present/ A = Apology/ X = Absent</b>						
John Copping	P	A	A	A		
Mike Flaxman	P	P	P	P		
Liz Hancock	P	P	P	P		
Leonard Harvey	A	A	A	P		
Gita Patel	P	P	P	P		
Jerry Roodhouse	P	P	A	P		
Kate Morrison	P	P	Joined during item 8	P		
Robin Verso	P	P	P	P		

**Minutes approved by:** .....

**Signed:** .....

**Date:** .....