

Minutes of the 73rd full Healthwatch Warwickshire Board Meeting

Tuesday 10th September 2024

10.30am to 12.30pm

In-person: The SYDNI Centre, Leamington Spa

Present:

Liz Hancock (EH) – Chair

Robin Verso (RV) – Vice Chair

Mike Flaxman (MF) – FAG Chair

John Copping (JC)

In attendance virtually- Jerry Roodhouse (JR)

In attendance

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

1) Welcome and Apologies:

Leonard Harvey (LH), Kate Morrison (KM).

KM has confirmed with the Chair that she will not be able to join further board meetings until the end of October.

Gita Patel (GP) has tendered her resignation as HWW Board Director. The Chair thanks GP for being with HWW from the start and for her hard-work and dedication with the early HR Committee. The CE supported these comments and added that GP will be sadly missed.

The board echo a big thank you, as do the staff and volunteers.

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 09/07/24 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

4) Matters Arising

From the Action list: Board Strategy meeting 23rd May

ACTION: CB to read through the role description for the Warwickshire Care Collaborative Advisory Forum and inform HWW Directors. **CB attended the first Care Collaborative Advisory Forum meeting. The Forum will meet once-a-year. EH to attend future meetings. CLOSED.**

From the Action list: Formal board 09/07/24

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

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.

Ongoing.

RV comments that 1:1 directors' meetings have not taken place during August and will not take place in September.

RV to contact KM to discuss workable dates to conduct future 1:1 sessions. EH comments that she is happy to support director 1:1 meetings if KM isn't available. Feedback from these sessions will be used to support the structure of a future a board development day.

ACTION: RV to contact KM to discuss workable dates to conduct future 1:1 board director sessions.

5) Chair's Report

Meetings EH has attended:

- An introductory meeting with HWW's new Engagement & Outreach Officer for North Warwickshire, Nuneaton & Bedworth, Shabina Khalifa.
- The CE's appraisal.
- HWW formal board meeting.
- HWW contract review meeting with WCC.
- Warwickshire North PLACE Executive meeting.
- EH will be attending the Health & Wellbeing Board on 11/09/24, presenting the HWW annual report along with the CE.
- EH will be sitting on the appointments panel for the upcoming board director interview, interviewing Jane Bryan, along with LH and DA online on Wednesday 25th September.

The HWW AGM is being held virtually on Thursday 14th November, 10:30am-11:30am. Standard agenda items apply.

EH comments the opportunity to showcase specific topic work to highlight feedback and impact.

CB discusses recent work on the difficulties in patient access to pharmacy across the county, with Rugby and South Warwickshire reports available and published online and the North Warwickshire Pharmacy survey closing on Monday 30th September.

The CE also has an upcoming meeting with the Regional Pharmaceutical Council on 19th September.

MF comments that Arrandeep Konkon, lead pharmacist for the ICB, will be attending the South Warwickshire Patient Engagement Forum in the next two weeks. Caroline Graham will be in attendance.

The Chair also raises the importance of the equal focus on social care, with JC commenting that he has been invited to talk to Social Care who are doing a lot of coproduction and engagement with carers.

CB comments that HWW will be holding a Health & Social Care Forum in Spring 2025 with a focus on Adult Social Care.

ACTION: Add pharmacy feedback to the agenda for the AGM and include in advertising.

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 NHS 111

NHS England has announced that NHS 111 will now provide direct support to patients experiencing a mental health crisis.

The service expansion announced on 27th August means that patients can now call 111, select the mental health option and speak to a mental health professional if they are in a crisis.

HWW will promote awareness of the development and continue to monitor the effectiveness of the service and it's impact on issues such as delays, access and quality of treatment.

Healthwatch England has welcomed this move to simplify access to mental health crisis service but will be asking for more detail on a number of issues including how this expansion is being funded, what it means for capacity in other parts of the mental health system, and how it interfaces with other services.

6.2 Major Conditions Strategy

The Plan to tackle six major health conditions has been put on pause by the new Government pending the review of the NHS by Lord Darzi and the development of a new 10 year plan. The Darzi review is expected to be completed in September/October.

The Plan was targeting 6 long term conditions (LTC):

- cancers;
- cardiovascular diseases, including stroke and diabetes;
- chronic respiratory diseases;
- dementia;
- mental ill health;
- musculoskeletal disorders.

The decision to "rethink" the strategy has been welcomed by Doctors' organisations. HWW's concern is when and how some of the poor

performance across the ICS in relation to the LTCs will now be addressed and what impact that will have on patient outcomes and wellbeing.

6.3 NHS Dentistry

HW England report that annual figures for NHS dentistry were published this week, showing a modest rise in dental activity, but still far from pre-pandemic levels, and not felt evenly across England.

In Coventry and Warwickshire ICS the percentage of the adult population seen by an NHS Dentist is 50.2%, the second highest in England.

The percentage of children seen by an NHS Dentist in our ICS is 59%, the 12th highest in England.

The situation in Rugby and Stratford remains extremely difficult for patients who cannot afford Private Dentistry.

HWW will continue to meet with NHS England to highlight the problems in Rugby and Stratford, but the relatively good performance in our ICS means that the need for additional resources may be greater in other healthcare systems.

6.4 Other matters

6.4.1 Vaccination update (RSV and flu programmes)

The NHS has started vaccinating people against Respiratory Syncytial Virus (RSV) for the first time in its history.

As part of winter preparations, the NHS will be vaccinating pregnant women and older adults, including those turning 75 on or after 1st September. There will also be a one-off 'catch-up' offer for everyone aged 75 to 79 years old to ensure the older age group are protected as the winter months approach.

HWW will promote the availability and efficacy of the RSV and Influenza vaccines.

6.4.2 Warwick University Medical School

The CE has been invited by Warwick Medical School to join the next stage of PIPER (Patients and the Public in the Implementation of Health and Social Care Research). The PIPER project is a national project.

HWW is also participating in the NIHR sponsored GPNET - 0 project. The project has a dual purpose: First to understand how general practice is implementing decarbonisation actions to help achieve a net zero NHS. Second, to generate actionable recommendations on how to support and accelerate the implementation and sustainability of actions to decarbonise general practice to help achieve a net zero NHS.

The role of HWW is to input a patient perspective and to assist in evaluating the impact on patient experience.

6.4.3 Remote Monitoring Pilot

The Remote Monitoring Pilot (Docobo) has been in place since 2021. The Remote Monitoring Pilot is part of a nationally funded scheme which has supported services such as Virtual Ward Rounds, Care Home resident monitoring, and Long-Term Condition management to explore a digital solution for supporting patients to remain in their usual place of residence and avoid hospital admission.

The funding for this pilot scheme has now come to an end.

The decision has now been taken to conclude the pilot and use the findings to inform development of a wider Virtual Care strategy.

The ICB has said that “The ICB is committed to developing a robust Virtual Care strategy that addresses current challenges and delivers impactful remote care services tailored to the needs of our communities.

HWW will remain engaged in the transition period to the new arrangements and will try to ensure that the safety and wellbeing of patients remains at the heart of development.

6.4.5 Inpatient survey

The results of the latest annual survey of hospital inpatients published on 21st August by the Care Quality Commission (CQC) show patient satisfaction levels are largely unchanged since 2022 but remain significantly worse than pre-pandemic.

People’s experience of being discharged from hospital remained poor. Only 33% of respondents said they were involved ‘a great deal’ in decisions about their discharge - a notable drop from the 37% who said this in 2022.

Other matters

The CE met with Manuela Perteghella the MP for Stratford-on-Avon. It is hoped that regular meetings will follow with Caroline Graham. CE confirmed that he is planning to arrange meetings with other local MPs.

7) Report from Operations Committee

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

ACTION: Send Operations Committee agenda to all board directors to extend invite.

8) Report from Chair of Finance and Audit Group

The FAG Chair's (Finance and Audit Group) report was circulated to the Board prior to the meeting.

- The audited accounts show an underspend of £3,536. Appendix 1 to the letter of representation shows some potential overstatements of the operating surplus, which are not material and are self-explanatory in relation to our lease agreement with WCAVA. MF has signed the appendix on behalf of the Board as Finance and Audit Group Chair.

MF recommended the audited accounts to the Board for adoption and signature by the Chair on behalf of the directors.

The Board were also asked to authorise the Chair to sign the letter of representation on behalf of the Board and to authorise the Chief Executive to submit the audited accounts and CIC 34.

Acceptance of recommendations proposed and seconded by the board (RV, JC). The Board agree the adoption of the accounts for 2023/2024.

- The July expenditure report shows an underspend on staff training which appears to be because staff are completing free or funded courses.
- IT shows an overspend. New equipment has been brought for SK (Outreach & Engagement Officer for North Warwickshire, Nuneaton & Bedworth) and there may be potential for a small spend in the way of headphones if staff require them, in light of a move to a laptop-based telephony app. MF asked if we could resolve LM's problems with her internet connections.

The Chair extended her thanks to MF for his ongoing support of HWW's financial processes and MF thanked LM for her continued hard work on the financial system and the accounts.

9) Directors' Reports

- RV comments that HWW will now have a regular quarterly update item on the agenda for the South Warwickshire Place Partnership Board. RV presented at the last meeting providing more context regarding who HWW are, what we do and RV's role.
- MF comments that the South Warwickshire Patient Engagement Forum should be getting the ICB Primary Care Strategy draft on 18th September, the SWPE Forum meeting is on 19th September. Members have until 7th October to respond to the strategy. The West Midlands Secure Data Environment has finished consulting on their publicity materials. Six documents have now been released to stakeholders to inform staff, patients and the public about what it is. MF to share with CB and directors.
- JC discusses ongoing work with Warwickshire County Council Social Care and their coproduction work with experts by experience.

Alongside that, JC is also supporting ADASS (Association of Directors of Adult Social Services) across the West Midlands.

10) Volunteer Report

- Volunteers attended the in-person Volunteer Forum on 09/09/24.
- DA comments that there was a good volunteer turn out at the Armed Forces Day in Warwick and Pride event. DA was impressed by the effectiveness of the range of techniques used to gather feedback and engage the public.
- Volunteers have been invited to attend upcoming training from Voiceability, which will be held online on Monday 16th September at 12pm. The training will cover Voiceability's work within the Care Act, Independent Mental Capacity Act & Liberty Protection Safeguards. This will support ongoing Enter & View visits.
- Four Enter & View visits had initially been planned for this part of the year. Unfortunately, due to circumstances outside of HWW's control two visits were cancelled. Preparation meetings and visits for the other two visits will be taking place in October and November.
- At the Volunteer Forum, volunteers proof-read and fed-back on draft versions of new HWW marketing materials, which included information on volunteering and ways of getting involved.
- DA will continue his role as volunteer board representative for the next twelve months.

MF comments that it may be useful for him to contact Sharon Elwood, staff governor in charge of volunteering at SWUFT, to discuss HWW volunteering opportunities.

ACTION: Discuss volunteer recruitment at the Operations Committee meeting.

11) AOB

DA received a newsletter from Clarendon Lodge GP surgery updating on industrial action. For information, industrial action will be in the form of not participating in external data gathering and information collection.

12) Dates of next meetings

Online Informal Board catch-up Tuesday 8th October 2024, 10:30am-11:30am.

Online Formal Board meeting on Tuesday 12th November 2024, 10.30am to 12.30pm.

Summary of Actions: (see attached)

ACTION: RV to contact KM to discuss workable dates to conduct future 1:1 board director sessions.

ACTION: Add pharmacy feedback to the agenda for the AGM and include in advertising.

ACTION: Send Operations Committee agenda to all board directors to extend invite.

ACTION: Discuss volunteer recruitment at the Operations Committee meeting

Board Director Attendance Record

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

Minutes approved by:

Signed:

Date: