

**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)  
Katie Weetman (KW)

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**

**2) Declarations of conflict of interest**

Liz Hancock, Chief Executive, Mary Ann Evans Hospice  
Jerry Roodhouse, Councillor, 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**

**5) Chair's Report**

The Chair expressed thanks to everyone who attended the Strategy day and to the staff for planning and organisation of a successful day. As described in Claire's papers, the 3 top priorities have been agreed as patient/public voice in the new system, GP access and Learning Disabilities. The next Work Plan is to be drawn up by end of November 21. Any feedback or offers of support would be gratefully received.

Concern was expressed about the Learning Disabilities Support project. It was clarified that the project is still to be designed in detail and will be co-produced to ensure impact. The offer from PT to help with the project will be taken up. ACTION: CJ to follow up with PT about offer of help. Anyone who could offer support and assistance with the project is to contact CJ.

There was a discussion about the recruitment of a potential new Board member - the proposed interview date is Friday 8<sup>th</sup> October at 10am, with the Chair and 2 other board members in attendance.

The Operational sub-committee is to be set up - to look at Health and Safety, HR, and operational matters, as well as offering support as needed, due to the ongoing pandemic. As there will be some overlap between the groups, the Chair proposed that as a pattern the Operational group meets before the Finance group, then if necessary, passes papers on to the Finance group to discuss when they meet. Presentations about PLACE given at the Health and Wellbeing Board (HWBB) to be forwarded to the Board. ACTION: JR to circulate the Place Presentations from HWBB to the Board.

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

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

CB explained that there is an increasing amount of guidance centrally from NHS England about the way Integrated Care will work in local areas. The 5 Priorities for Primary Care Networks (PCNs) from NHS England were discussed.

RV noted that priority No. 3 - implementing a PCN-based approach, is closely aligned with HWW's GP Access priority - the project should be carefully designed with input from the PCNs to ensure impact.

MF reported that the new South Warwickshire Patient Engagement (SWPE) group (formerly PPPG) is meeting this week with representatives from all the South Warwickshire PPG groups and the GP Federation present. Meetings with new PCN managers have been set up with the individual PPG representatives to talk about operational matters. Issues of access to GPs will be a detailed discussion at these meetings. The manager of the Stratford Central PCN has been invited to join the SWPE meeting to see what is happening at place level in order to set up her local sub-group. Lots of Patient Engagement going in on in South Warwickshire. SWPE have done an in-depth piece of work about GP access.

ACTION: CB to circulate SWPE report on GP access to the Board.

CJ and CB will look at the results from South Warwickshire to discuss how/if it can be replicated elsewhere in the county. There is not an equivalent to SWPE in the rest of the County so a different way of working may have to be found.

In his report, CB highlighted the amount of guidance that has been released about Integrated Care Systems (ICS). Most helpfully, the guidance on the Voluntary Community and Social Enterprise sector and its engagement with the ICS will be helpful as will the local government association's input called 'Thriving Places'.

It is anticipated that the statutory guidance for how Healthwatch works will change to reflect the new system - our function will not change but we will be working at System and Place level rather than with CCGs.

It was discussed that the guidance will need to be picked up at the Joint Place forum to ensure there is a common understanding.

CB reported on the NHS plans for Digitisation by 2024, and the need to talk to patient groups at an early stage about the implications of digitisation.

MF commented that the South Warwickshire Foundation Trust (SWFT) Patient Portal is working well - we had a direct input into this and are really pleased with how it is working.

CB's report included a Covid-19 update.

CJ added that an issue discussed at the Quality Surveillance Group was the strain on women's Mental Health beds at the moment.

A response is awaited from Warwickshire County Council about the Inflation Funding Bid document that was submitted.

## 7) Report from Finance and Audit Group

No formal report, as the Draft accounts were received only the day before the meeting.

It was agreed that a change of Auditors (at the next AGM) would be good practice, as the current Auditors have been in place since 2014.

## 8) Head of Operations Report

CJ acknowledged that HWW is in a period of transition with priorities at the moment, with current projects underway, and new projects being developed following the Strategy Day.

An update on current priority projects:

HWW recently undertook a piece of work about diabetes and technology that could be used to help those with diabetes. The engagement took the form of a survey that was sent out digitally

as well as paper copies to the diabetes clinics. The findings have been presented to the Diabetes Strategy Group and were very well received.

We had been looking at running an event about death and dying, but it has become clear that there is so much other work being done in this area (by the CCG, RESPECT etc), it is not clear what additional benefit an event would have, or if it would be well attended - so it has been decided for HWW to instead publicise the information that is already available. The Chair supported the decision. CJ has a follow up meeting with SWFT this week.

People are approaching us wanting to use the findings from the Carers' Project; the work has been welcomed and well received across the region. The report has been used in the review of the Dementia Strategy and has been presented to Carers Forum.

Community beds - still awaiting SWFT's response to the report. Once SWFT have reviewed the report it will be published on the HWW website.

The Deaf project is still in the research phase. There is a digital survey out at the moment but still more evidence is required to write a project proposal.

The Enter and View program has not yet restarted in the traditional format, but the volunteers have continued to make calls - specifically to providers of services for people with Learning Disabilities - with the findings being published on our website.

The staff team had a very helpful session with HWE on the Theory of Change Model and how it applies to our work - all found it very helpful.

Exception reporting: Enter & View visits are not currently taking place.

Update on the relationship with the CQC: the HWW relationship with local CQC colleagues is very good and has allowed us to stay up to date on the changes being made and implemented. An interesting discussion on the strategy day was about how the Enter and View could become more specific E.g., by looking at a specific issue such as night-time provision or dental care. CB added that some of the new HWE brand guidelines will help with making a clear distinction between HWW and the CQC.

HWW have been asked by Margaret Bell, Chair of the HWBB to present the Carers and Dentistry reports at the next HWBB meeting.

#### **9) Volunteer report**

SJ reported that the volunteers are still not doing any face-to-face work, but the calls to care homes/providers have continued to go well - Dilys in particular has put in a lot of work.

The possibility of face-to-face meetings was discussed with volunteers at a venue with good ventilation such as Wolston, however there are reservations as some are living with people that are shielding.

Update from the Volunteer Forum yesterday: the idea was floated of digital mystery shopping on GP or Dentists websites - looking at how easy they are to use etc.

It was identified that the problem with dentists is a national problem as well as local. The volunteers also discussed Access to GPs.

SJ attended the Cancer Board on Friday - they are hoping to involve patients with a patient collaborative.

The Chair expressed that it was good to see some of the volunteers at the Strategy Day and stressed that their input is valued as they are an important part of the HWW team.

#### **10) AOB**

JR suggested we look at how we can increase the HWW volunteer base, ensuring recruitment from across the County. ACTION: Volunteer roles and structure to be looked at by the Operations sub-group. WCAVA have just offered to help with recruitment for PPGs: it may be useful to ask them. ACTION: CB to talk to WCAVA about volunteer recruitment.

#### **11) Confidential**

None

**12) Date of next meeting**

The next Board meeting will be from 10.00am to 12.00pm on Tuesday 9<sup>th</sup> November 2021.  
Location/format to be confirmed.

**Summary of Actions:**

- Item 4: CB/LD to arrange Operational sub-group meeting
- Item 4: CJ/ MF to review Scheme of Delegation
- Item 5: CJ to follow up with PT about Learning Disability priority setting
- Item 5: JR to circulate Place Presentations from HWBB agenda to the Board
- Item 6: CB to circulate SWPE report on GP access to the Board
- Item 10: Volunteer roles and structure to be looked at by the Operations sub-group
- Item 10: CB to talk to WCAVA about volunteer recruitment

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



Signed: .....  
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Date: .....9/11/21.....