

## **Healthwatch Hampshire Advisory Board Meeting**

**Date: 23<sup>rd</sup> July 2024**

**Venue: Nursling and Rownhams Village Hall, Nursling Street, Nursling  
SO16 OXH**

### **Attended:**

**Healthwatch Hampshire Advisory Board:** Brian Collin (BC), Liz Butterfield (LB)  
Peter Barnard (PB), Jackie Orchard (JO)

**Apologies from:** Jonathan Chambers (JC)

**Healthwatch Hampshire:** Siobhain McCurrach (SM) – HWH Area Director,  
Kate Knowlton (KK) – HWH Manager

**Guests:** Tracy Marie Williams (TMW) – from Hampshire County Council  
(HCC)

**Online:** Tracy Marie Williams (TMW) and Kate Knowlton (KK)

### **Item 1: Welcome, Introduction to the Advisory Board, Declarations of Interest**

SM asked the HWH Advisory Board members to introduce themselves.

- Brian Collin (BC)
- Liz Butterfield (LB)
- Peter Barnard (PB)
- Jackie Orchard (JO)

SM then introduced Kate Knowlton, the Healthwatch Hampshire manager.

SM asked the Advisory Board for any Declarations of Interest for the meeting. None were recorded.

## **Agenda Item 2: Minutes of Final HWH Board meeting 22.03.23**

SM explained the minutes from the final HWH board meeting on 22/03/2023 were provided for information purposes however as it was before the end of the previous contract, all issues were closed off and there were no issues relevant to the current advisory board structure. No actions were required.

## **Agenda Item 3: Introduction to HWH Advisory Board**

SM proposed advisory board members choosing a Chair and a Vice Chair for the purposes of the activities of the HWH Advisory Board, which are strategic. The HWH operational team will have responsibility to undertake the activities as directed through the HWH annual work plan. SM asked for nominations. LB was nominated for Chair, and as the sole nominee received the post after no objections were made. PB was nominated for Vice Chair and as the sole nominee was given the post after no objections were made.

JC who wasn't in attendance had been given prior opportunity to enter a nomination for chair or vice chair prior to the meeting and a nomination was not received.

## **Agenda Item 4: HWH Annual Report '23-'24**

SM discussed the HWH Annual Report that was published in July. She explained it is a published document has been shared today with the Advisory Board members, in a showcase style to show the great work that HW Hampshire has done over the last 12 months, starting from the 1st of April 2023 to the 31st of March 2024. It used a template that has been developed by Healthwatch England (HWE), has necessary information, but it gives the story behind the data as well.

HWH staff used the quality reporting documentation that they have provided to Hampshire County Council throughout the yearly contract for the content of the report.

SM asked if any questions, TMW gave a statement from local authorities point of view. Mentioned several conversations had about great work HWH has undertaken in this transitional year (change of provider), and that there has been an increase in information from HWH on social care activity and understanding. However reminder from local authority that more needs to be done, and more feedback people's experience of social care could have a more prominent part in next year's Annual Report.

SM reinforced that this is part of the HWH Annual Workplan, including going into the community and having more conversations directed at people's experiences of social care to get useful intel for HWH and the council for shaping policy and services.

**Action:** SM asked TMW to send over any information HCC would like HWH to display on their website giving an introduction to social care. Highlighted that lots of people don't know what social care means and what services are included.

SM explained it is the staff job to write the Annual Report, however there is a page at the beginning where the Advisory Board Chairperson gives their view of the work of HWH for the year. This year, in absence of Advisory Board Chairperson, SM produced the comments with approval of HCC.

SM asked if any further comment on Annual Report. Asked to promote awareness of HWH far and wide as possible. Explained hard copies of report are available as well as online version which can be sent to Advisory Board members.

#### **Item 5: Advisory Board member membership of strategic committees/ updates from meetings attended so far**

SM asked board members to update on any meetings they have attended.

LB explained that there had been limited opportunities so far as Advisory Board is in infancy, however PB has attended 3 meetings so far; Hampshire Adult Safeguarding Board, Hampshire Place Assembly workshop, and Hampshire Health and Wellbeing Board. Expressed need for work on his knowledge as didn't know composition of Boards and was a lot of information, however it was a good start and left him enthused.

SM explained she has attended lots of the strategic meetings whilst we have been putting an Advisory Board into place, such as quarterly Adult Safeguarding Board meetings and the Health and Wellbeing board. SM explained how valuable the patient perspective is to these meetings and is happy to give support to board members around these meetings and how they can have the most impact.

LB explained she would list the strategic meetings on shared spreadsheet that Advisory Board members can volunteer to attend.

- Health and Wellbeing Board – SM volunteered to continue with this, LB expressed interest to attend with SM to see what is discussed. Agreed SM will continue to attend. Subsequently LB has offered to attend.
- Hants Adult Safeguarding Board – JO volunteered to attend and agreed by other members and SM. LB reinforced all will need some handover and transition with SM's support.
- Healthwatch Wessex Local Medical Council meetings (local medical committee) GP meetings which are quarterly (online or face to face)
  - Decision made for KK to continue to represent HWH and SM represent Healthwatch Portsmouth (HWP)
- Four Healthwatch groups across Hampshire and IOW and Involving People – coordinate reports to HIOW Integrated Care Board, receive funding from HIOW ICB. Monthly meeting. Would require Chairperson attendance. Most recently discussed was Accessible Information Standard (AIS) report
- Hampshire Place Assembly – separate to Health and Wellbeing Board but could turn up to just this one. Would know in advance the topic discussed. Last time it was cardiovascular disease and most recently they had the Hants Health and Wellbeing strategy, but it also had Children's Health and Wellbeing as well. HWH could provide the

Advisory Board member with the latest Intel that we have which would help them inform discussions taking place.

Tracy asked who attends from social care point of view – SM explained HIOW ICB there, Hants Public Health team who would be closest to social care aspect. TMW asked if we can we make sure have right social care attendance there.

**Action:** need to be clear on what social care influence is and ensure right people are there. SM to ask manager of Health and Wellbeing Board for a copy and send round to everyone.

- Hampshire Place Local Quality Group – Siobhain currently goes but asked if someone wants to volunteer to come along (Jackie agreed to shadow to see what to expect). Looks at quality issues related to services provided in the locality of Hampshire. HWH gives patient perspective (monthly online meeting)
- Healthwatch England South Central Network – agreed Siobhain will continue with this one. Nuts and bolts of HW and meeting with HWE area reps. Comms and engagement activity for HW to get involved with (operational)
- North East Hampshire and Farnham Place Development Partnership leads program (to do with small area of Hampshire covered by Frimley ICB)
  - Discussion between SM and TMW whether some partnership with other HW on Frimley border should be involved so using resources effectively – agreed to get minutes only for the place meeting, bring in HW surrey
  - TMW says responsibility of ICBs to share attendance of local Healthwatch between them (Frimley and Hampshire meetings)
- Frimley Quality System Oversight – quarterly with rolling attendance with other HW on borders eg Surrey, Windsor, Ascot, Maidenhead – one attends every 3 meeting. Brian to attend every 3<sup>rd</sup> meeting with Siobhain
- HWH Comms and Engagement lead (Kate Benson) attends the Frimley Comms and Engagement group

- HIOW mental health, comm serv, learning disability and autism services transformation (project fusion) – combine and transform community and mental health services into one large Trust. Been delayed. HW need to ask questions on how services will be provided to patients. Jackie orchard volunteered to attend (wants to commit later, in the next stage – stage 2 )

TMW left the meeting at this point and said nice to meet everyone.

- HIOW ICB systems Quality Group – range and depth of services they need to cover is big. HW provide a report to HW coordinator who attends the meeting – Sue Bickler (from Involving People)
- Hampshire Leadership Forum – been difficult to attend due to staffing – run by Action Hampshire (subcontracting with them currently to do our engagement work) – includes the remit of the voluntary sector. To be covered by HWH Area Director
- Wheelchair users improvement group – linked to wheelchair report. not been invited back after published report , next thing to happen is HWH meeting with wheelchair provider to go through recommendations, once this has happened – suspect will get invited back (don't need anyone for that)
- HIOW Complaints and Experience of Care Group – (thematic or deep dive). Includes Southern Health, QA hospital, St Marys Trust on IOW, HHFT. Look at what they can learn from issues raised by patients. HWH asked how they can demonstrate how they can learn from issues. SM explained would be easy for Advisory Board member to go. PB or LB (or both) volunteered for this.
- Hants CC Social Care Assessment Executive Group – HWH had been asked to be critical friend, patient focused – this one is finished so nobody needed.
- Hampshire Hospitals Foundation Trust (HHFT) modernizing hospital meetings – short lived group for new hospital consultation process. SM explained HWH had a query about the consultation process, HWH consultation response included in report, however not sure how well they represented concerns about emergency care. SM can't attend. Happening within next 2 weeks following meeting – Brian and Peter

both expressed interest in volunteering and asked to see website and report.

- HIOW Discharge Board – small group who have asked for HWH presence. SM not been to any meetings yet. PB/LB volunteered to attend
- Health Overview and Scrutiny Committee – elected members of HCC, all have responsibility to look at particular aspect of health. Ask HWH once a year to address board to say what we have been doing or asking for a feedback on a particular service. Not been running for the last year, starting point to go as observers when reconvened. Brian to attend as a HWH presence

### **Agenda Item 6: Operational and strategic update on Healthwatch Hampshire Service**

Discussion of draft annual workplan, SM asked if anything to say about the priorities or anything in there the Advisory Board would like HWH to focus on or not focus on.

LB highlighted the part of the workplan to do with the primary care and shaping of the HIOW Primary Care Strategy. Explained the Advisory Board all think is really important and want to still have there in the work plan, but suggested that due t the change in government and how things are moving quickly – that the GP Practice Staff Survey is maybe not the best way to go about it. Thinking that action may need to be rethought and that shaping of the Primary Care Strategy might need to be a longer term action.

LB addressed PB about their thought to invite the Medical Director from the Hampshire Place meeting to give an update on primary care and see where HWH can have the most impact. PB explains in next couple of weeks we hopefully will hear from the new health secretary about what is going to

happen with GP practices.

### **Agenda Item 7: HWH Annual Workplan 2024-2025**

Workplan was addressed with agenda item 6, however SM confirmed that the above discussed was the only change to the workplan and stated by Advisory Board that everyone is happy with the rest of the workplan.

### **Any Other Business**

No other business

### **Questions from the public**

No questions from the public

### **Close of HWP Advisory Board Meeting**

SM discussed needing next date for Advisory Board meeting, explaining that the meeting is quarterly so the next one will take place in September or October.

LB thanked everyone for their attendance, thanked for electing her as Chair and PB as Vice Chair.

SM said thanks to KK for joining online and meeting was closed.

Ends.