

Healthwatch Hampshire Board Meeting

10.30am 13th May 2021 Via Teams

Present: Ann Smith (AS) Richard MacKay (RM), Emma Leatherbarrow (EL), Neil Bolton-Heaton (NBH) Pat Bull (PB), Subashini M (SM), Jonathan Chambers (JC), Rachel Stanton - Part (RS), Claudine Weeks (CW), Ann Brosnan (AB - Minutes), Sue Alford (SA), Guy Patterson (GYP)

Apologies: Tracey-Clare Dunlop (TCD), Kate Knowlton (KK) Alex Solomon (AXS)

1. Welcome and Apologies

Guy Patterson was welcomed and introduced to the team.

2. Declarations of Interest

Updates for AS put on the Website and Sharepoint by CW and AB.

Pascoe Two discussed early prior to SM joining the meeting later and agreeing not to be present during this discussion.

3. Sign off approved minutes of 11th February 2021

Minutes signed off by board.

4. Matters Arising

Agreed AS will sign off the SLAs on behalf of the board.

CCF: SM provided some slides as to how this works and the chance to match the funding. AXS looking at the data. SM will meet with the team by end of June to progress this.

Action: SM

RM: CitA may have some data that will help with this.

NBH: We have CRM, Care opinion, surveys and the CitA data and in terms of setting priorities for next year we need a board meeting to look at all that data collectively and this ties in with the CCF as well.

Action AB

GYP: Important to identify the need and support the allocation of funding.

JC: Interesting in terms of data analytics; important if you want to analyse across data and funding for this would be useful and valuable.

EL: H&C have appointed a data insight person which will help improve things and suggested putting JC in touch with them.

Action: EL

5. Updates:

Safeguarding.

Important that all NEDs have done or plan to do some Safeguarding training. Links to online courses were sent at the end of last year. It covers a broad range and general guidelines would be most relevant to board members who are not working with members of the public. There is a Safeguarding policy for the board.

All board to confirm in an email to AB they have read the Safeguarding Policy.

Action: Board

Child Safeguarding: need to be mindful of this as some volunteers are under 18 and so we are looking at getting a fully up-to-date child Safeguarding policy.

EL: There are too many Safeguarding groups to attend, and Quality Group seems the most relevant at present, but only two people turned up to it so it was cancelled.

EL and CW presented the updated Carers' report at the last meeting and it was well received. EL is raising the issues with the Safeguarding people.

They have no carer feedback as part of their work and HWH has a proposal to do some work into this and currently waiting for them to come back to us about this proposal.

Covid

NBH: Receiving regular comms on how the vaccination programme is going and continuing to receive calls about the vaccine programme and generally positive in terms of the actual process. There is also an issue arising about elective care. We need to keep informed about where the issues are in the system and we are waiting for data. There is a review going on at present. Can share the data when we get it, plus data on ambulance response times etc.

Action: NBH

SA: We are continuing to extract Covid data which may feed into other things.

SM: How are we separating 'covid' from what is happening because of system changes. Data points are important to ensure we get accurate data.

EL: Cannot always pick out the reason so now we record the narrative rather than assume it is covid related. No longer coding it as Covid unless it is long covid or relating to vaccines, and it is not necessarily relevant to the person raising the issue.

GYP: Waiting times will become more of an issue for appointments etc.

AS: Primary Care is now excessively busy and hard to get staff in the vaccination centres as they return to more normal lives.

6. Staff and Volunteers

Staff:

NBH: Have the new resource of GYP. Team is looking forward to the prioritisation of work streams for the year and all in a period of change for what is happening locally and more broadly.

CW: WMM survey is closed and so working on that report as well as the Annual Report and comms plan for this.

This week launched a campaign to get carers to tell their GPs about their caring responsibilities because of what came out of the carers' survey.

Continuing with updates on vaccination programme and testing.

RM: The update doesn't tend to address the data and if more detail is needed then we can provide it if HWH request it.

EL: Would be good to be able to analyse this along with what HWH has.

AS: Suggest a meeting for Richard Heafield (H&C data person), SA, NBH, RM, AS, EL, AXS and JC about integrating the data sources. **Action: AB**

Volunteers:

NBH: Because of what has happened in the past year we want to run a workshop with both volunteers and volunteer leads (not just Hampshire) to decide how volunteers relate to our functions and what new roles and role profiles might be needed.

7. Delivery Plan

a) Strategic Planning 2021-22

Meeting in June around this looking at prioritising projects and this will also go in the Annual Report.

AS: We need a focused Board meeting in June for Strategic objectives planning, to consider including the Associates.

Action: AB

b) Projects

Care Homes

KK to send update outside of the meeting.

Action: KK

Carers

CW is looking at how easy it is to find information on Carers' Assessments on council website.

EHDC want to set up an online 'Carers' forum' which should go live on Monday 17th May.

NBH: the carers' piece has been very interesting and has been successful due to the level of work we did on it, and it is a good model for us to follow in future.

PCN (Primary Care Network) Collaboration

RS: Now looking at Phase 2 and focusing on Gosport and Whitewater Loddon PCNs to develop a deeper understanding to help them engage in their communities and establish a key set of principles. Phase 3 will see a toolkit developed.

PB: Would be helpful to have a project plan/ timeline for both the pilot schemes.

Action: RS

SM: How are we placed with sharing this with medical schools etc as would be a good way of showcasing things?

RS: Gosport has been chosen for this reason as it is linked into some of the training programmes and hope to link back what comes out of the project with this PCN.

AS: Let the academic health organisations know what we are doing as well. Also ensure that this is well-publicised.

PB: Need to let the ICS comms contacts know about this project as well.

Action: CW/RS

Hampshire Together (Modernising Hospitals and Health Services)

There have been delays in the consultation process so it will be good to have Eliot from HHFT and members of the team at the August Board meeting.

JC: The next HT meeting is Monday 17th May.

ICS (Integrated Care Systems) Integration

NBH: HWH is meeting with other HW teams and director of comms and engagement. Aware of Traverse coming in to work on engagement.

EL: Also funding Wessex Voices this year and ICS are funding our projects and provide a project manager. Most pivotal in terms of how we work with other HealthWatches and ICS. Some training will be rolled out around this and should be sorted out in the next few weeks. There is also a steering group and all is looking positive.

AS: This gives a better platform for the people of Hampshire.

IAPT (Improving Access to Psychological Therapies) Services

NBH: Engagement and quality work is still being firmed up.

It is likely that there will be a focus group around the care pathway/website.

CW: Looking at best how to communicate with their patients, given their conditions, which would make it challenging to do focus groups for example.

What Matters Most

Data is waiting to be analysed but headline report already in circulation.

Remote Monitoring - Hypertension

GYP: the discovery questionnaire was designed by Imperial College London NHS Healthcare Trust and is out for consultation with the early mover sites who will adapt it for their needs. Important research as this is likely to be used more in the future. There is a challenge in getting people to continue to do it regularly once the 'novelty' has worn off.

SM: Challenges around pulse-ox meters regarding differing skin tones affecting readings, so important to consider similar challenges.

JC: Data privacy also an issue and does the participant see their results?

EL: should be an equalities impact assessment done around this as standard.

Project Plan to be sent to the board.

Action: GYP

Access to GP Surgeries

NBH: Access to GPs is still an ongoing issue and there is a centralised project looking into this. Also meeting with CQC as they are also looking into this.

8. Sub-Group Discussion

AS will give more feedback at the next meeting after holding discussions with the team.

Steve Turner is still on the Ethics committee in a volunteer position and continues to feed back to the board. He is trying to get better representation.

Christine Holloway is on the Health and Wellbeing board but would like to give someone else the opportunity to sit on this board going forward.

NEDs to consider sitting on this board

Action: NEDs

9. Southern Health Pascoe Two

AS gave an update of the situation. There is still a pressure group of patients and carers who are proactive about their thoughts on the review. All documentation received has been put on Sharepoint by AB in a sub-folder contained in the 'Southern Health' folder.

NBH: Last public hearing was on 29th April, nothing has come out publicly yet from this.

10. Governance

Finance Update:

Finance Committee has not met recently so a full update will be given at the August Board Meeting.

TCD to set up meeting of Finance Committee in next two weeks and also to arrange future meetings around Board Meeting dates.

Action: TCD

Contract Monitoring:

HCC delivering funding on a more regular basis.

Email from HCC has confirmed HWH is still in contract for another year.

Office Space/Remote Working

The physical space has been given up but records are still stored at Winnall. Need to change footers on HWH emails.

Remote working should be possible for AB at the end of the year when she may be in France.

11. AOB

Claudine to ensure that website states that members of the public can attend the public parts of the HWH Board meetings.

Action: CW

SM: Asked when F2F meetings will be back. AS said as soon as it is safe to do so, but is monitoring the situation carefully as we continue to open up.

PB: How are we going to develop as an organisation in future given the lack of a location for people to visit?

NBH and EL are looking into this.

Action: NBH/EL

12. DONM

Thursday 19th August 2021