

Minutes of Healthwatch Steering Group
Monday 17 January 2022 9:00am
Meeting conducted via Zoom

Committee Members: Liz Ball (Chair), Pauline Mountain (PM), Sarah Fletcher (SF), Dean Odell (DO), Nicola Clarke (NC), Sue Clements (SC), Julie Evans (JE), Alison Lowerson (AL), Maria Prior (MP), Oonagh Quinn (OQ), Brian Wookey (BW), Pam Royales (Notes)

Present: Jeremy Thorpe (JT)

Apologies Received: None

	Item	Actions
1.	<p>Welcome & apologies LB opened the meeting attendees were welcomed and no apologies noted. JT was introduced to the group and a round of introductions took place.</p> <p>Assessment and next steps from Representation Reports from representatives of external meetings had been circulated in advance and presumed read. It had been agreed that the reports be split into categories ‘Strategic’ and ‘Operational’ and only key issues from the ‘Strategic reports be discussed and noted.</p> <p>The ‘Strategic Reports’ were listed in chronological order: Cancer Board OQ shared that many urology patients are being miscoded and ULHT currently looking into the problem with a view to improving the system. The impression given that this was a legacy issue. It was questioned that once ICS is in place would there be changes to the use of coding nationally? Action: OQ to take this up at the next Cancer Board meeting. Action: DO to contact Paul Burnett (Director of Strategy) to ask the same question. Action: MP is attending an ICS meeting on Friday and will raise the issue. Action: Evaluation/results from the Urology Consultation to be picked up. Action: Cancer patients post covid to be picked up as a separate piece of work for Healthwatch to carry out.</p> <p>Primary Care Quality and Performance Oversight Group Attended by JE a brief update was given on Infant Vaccinations. It was confirmed that this is not a county wide issue, however there</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>OQ</p> <p>DO</p> <p>MP</p> <p>DO</p> <p>DO</p> <p></p>

<p>is currently a limited service at Caskgate Street Surgery running for only 2 days a week due to staff sickness/shortages. Marisco Surgery - following a recent CQC inspection an action plan is to be put in place by the CCG. Action: JE will feedback any further concerns following the next meeting but is aware that 'Access Issues' are posing a problem. Branston Pharmacy closure - a piece of work to be carried out by HWLincs linking-in with the CCG. Action: JE to establish if the closure is a temporary or permanent situation.</p>	<p>JE JE</p>
<p>ULHT Board meeting MP highlighted that there have been lots of changes since the last meeting, no meeting scheduled for January therefore the next one will be on the 01 Feb 2022. LB thought it would be Interesting to hear what impact the critical and major incident situation had on waiting times. Action: Healthwatch request to be added to ULHT Comms distribution list. Staff morale is low throughout the Trust, management aware and have acknowledged the situation - lots of wellbeing input in place. JT made an offer of support for consideration. Paul Matthew is currently acting Director of People and Organisational Development since the departure of Martin Rayson in July 2021. A permanent appointment has yet to be assigned. Action: MP to pick up and feedback on any specific points relating to this area and to pursue the reason for the delay in appointing a new Director. SF raised concerns around medication safety being a major issue. MP responded that the new Medical Director is aware of the situation, is taking full responsibility and taking steps to make improvements. Action: Why did ULHT not provide a representative/spokesperson to speak to media re: critical incident situation/internal leak? MP to take this question to next ULHT Board meeting. Action: Poor communications particularly around the patient visiting, no compassion shown - MP to raise this issue.</p>	<p>DO MP MP MP</p>
<p>LPFT Board of Governors iLog was questioned - NC gave the brief response that this is the system used to record patient experiences.</p> <p>Health Scrutiny Committee BW referred to the ASR consultation and the Healthwatch Response paper produced which is to be submitted over the next couple of days. This response relates to changes to the services. A complicated system - confusing to the public.</p>	

	<p>LB appreciated that this is a complicated system and proposed to reflect on the comments during the forthcoming discussion at item 5 on this agenda.</p> <p>ULHT Patient Panel DO questioned if it is known what impact our Healthwatch feedback is having? What difference is being made to the services improvement? OQ confirmed that following sensory impairment concerns/problems improvements have been made with helpful changes to access and signage introduced. Action: Assistance/support from Healthwatch to be offered to the Patient Panel with specified areas in mind.</p> <p>Once specific areas are identified an offline conversation to determine an appropriate/suitable piece of work. Outcome brought to HSG for further discussion would be helpful.</p> <p>Lincs Outbreak Engagement Board - No Questions.</p> <p>Operational Reports had been shared for information only with no further discussion necessary or action needed.</p>	OQ
Break		
2.	<p>Minutes of last meeting, accuracy, and approval - 29 November 2021 (<i>minutes circulated in advance</i>) - minutes circulated in advance and checked for accuracy. Minutes were agreed as a true and accurate record.</p> <p>Action Log - circulated in advance. Amber rated Items were listed and relevant updates given:</p> <ul style="list-style-type: none"> ○ Representation to be brought back to this meeting in March any missing ToRs can be identified at that time. ○ Data collection can be removed from the Action Log but to remain on our radar. ○ Pain Management Contract is up for renewal 31 March 2024 with the option to extend to 2026. ○ Children’s Services at ULHT - OQ is currently awaiting a response but will chase up with Jenny Negus. Suggestion to check with Autism Strategy owners at LCC to find out who has lead on this strategy. Action can now be closed. ○ Development Sessions - arrangements in progress therefore remove from Action Log. ○ Neurology Report to Clair Raybould - complete can be removed. ○ Healthwatch to work collaboratively with CCG - DO has this in hand - action to be closed. ○ Non-Emergency Patient Transport Bid - Action complete. 	

	<ul style="list-style-type: none"> ○ Young Carers Card is still in operation - action to be removed. ○ Addressing of Council Tax Fees - escalation process to be put in place with an FOI request to be considered. ○ OQ to include impact in 'Engagement Report' for HSG - noted and can be removed. ○ ToR for YourVoice@ is complete - to be removed. ○ Actions from CR and SE meetings - no feedback to date DO to chase. ○ Infant vaccination programme - delays addressed action to be removed. ○ Development sessions with HWE - arrangements in progress action to be removed. ○ Ambulance Service invite to attend future HSG meeting - DO to offer dates for next 6 months. 	
<p>3.</p>	<p>Delivery Against Contract</p> <p>DO gave a verbal overview on the Healthwatch Contract confirming that the End of Quarter Full Report will be available at the next HSG meeting in March.</p> <p>Digital Engagement was highlighted with an increased number of views in recent months. Figures were shared regarding volunteering hours alongside the number of comments and queries received through the Signposting and Information Service. It was confirmed that the Annual Report presentation is to be arranged for later in the year and discussion needed whether this be face to face or virtual.</p> <p>HD gave a brief summary on the responses from the Care Home Survey with the majority of feedback being positive.</p> <p>Restrictions to Visiting and regulations, Communication issues and Dentistry Access were amongst the small number of negative comments.</p> <p>The draft Report on the survey to be circulated to HSG members later today with plans to share with care homes and the general public considered in due course.</p> <p>Planning is underway for a report which will give an overview of the themes covered by Healthwatch Lincolnshire during 2021 with individual comments noted.</p> <p>The intention to establish better relationships with neighbouring Healthwatch's, Trusts and Services was highlighted in addition to reaching Frontline Staff and sharing 'Impact' with the public.</p> <p>Quality Accounts are scheduled to be carried out in May/June 2022 and it was suggested that updates in preparation would be beneficial.</p> <p>Mental Health Services to be looked at with the opportunity to carry out a survey focusing on supporting patients waiting to be seen.</p>	

	<p>LB thanked DO for the updates and suggested in moving forward a written report giving an overview of workstreams would be advantageous to the group which could remind of KPIs and give assurance that targets are being met. Action: DO to produce and include in future papers.</p> <p>LB made the request to HSG members that if/when Reports/drafts are circulated for comment that attendees respond as a matter of courtesy, even if they feel that no further action or comment is needed.</p>	<p>DO</p>
<p>4.</p>	<p>Engagement <u>Engagement Report</u> Not produced as nothing significant to report at this time.</p> <p><u>YourVoice@Event January - Dentistry</u> OQ updated on the next YourVoice@ event which is scheduled for Wednesday 26 January 2022 and is being conducted slightly different. It was highlighted that this event/theme was posing a challenging task, poor take up with limited live panel representation. Promotional videos produced with assistance from a number of Trustees are to be made available alongside pre-recordings from dentists, specialists, NHS England, Public Health etc. Additional useful information will also be provided.</p> <p>DO suggested that this event should be postponed due to lack of involvement/engagement from key dentistry representation available for the live panel. Discussion evolved and it was agreed that following one final push the decision be made over the next couple of days as to whether the event go ahead or be postponed.</p> <p><u>HSG Dentistry Questions</u> At least 30 questions from the public have been submitted, a good response with varied content. OQ read the questions out to the group for approval.</p> <p><u>YourVoice@ Working Group TOR - for approval</u> ToRs draft had been shared previously. Content was agreed with minor amends necessary. It was also agreed that checklists be available to accompany the ToR.</p> <p><u>YourVoice@ theme for April</u> It was agreed that should the YourVoice@ event scheduled for next week be postponed then ‘Dentistry’ should be considered in April.</p>	

	<p>If the Dentistry event does go ahead next week then discussion to take place offline to agree the theme for April with Neurology, Major critical incidents with ULHT (and the impact on the public) plus other additional topics were listed as a starting point.</p> <p>Action: It was agreed that a written ‘Engagement Report’ be produced for all future meetings.</p> <p>OQ shared that she is building strong connections with LinCA Board and has been invited to attend their meetings as a Healthwatch Representative.</p>	OQ
5.	<p>Acute Services Review - Healthwatch Response Following the sharing of the consultation paper the response document from Healthwatch has now been produced. HSG members happy with this document and agreed that we should get the statement and the questions out to the public and request an acknowledgment/response from the CCG within 20 working days. An external company are collating the results and will look to form an outcome March/April 2022.</p>	
6.	<p>Areas of Concern Dental Comments to be shared with NHS England EMAS Invite to HSG meeting to be followed up Neurology to be followed up Cancer Performance OQ has actions to follow up ULHT Comms to be contacted and actions to be picked up ICS A national delay.</p> <p>DO briefed on the Lakeside Stamford survey. With over 1300 responses to date the survey closes at the end of January 2022. The survey was produced as a request by CQC prior to their next inspection. Comments and findings from the survey to be shared with CQC, Lakeside, CCG and NHS England. HSG confirmed that Healthwatch must make clear to the public that our organization acts purely as the ‘patient voice’ and does not have the power to implement changes or guarantee service improvements.</p> <p>Action: DO to confirm when CQC inspection will be carried out.</p>	DO

7.	<p>Healthwatch Risk Register Version 10 (August 2021) of the Risk Register had been circulated in advance in addition to the draft Risk Statement which was shared for comment. It was agreed that this item be addressed quarterly for reference and information, Half yearly for a deeper discussion and the updated version and Risk Statement will be presented to the Governance Committee in February 2022. Action: BW noted that the date for review be amended and read September in place of August.</p>	DO
8.	<p>Meeting Dates for 2022/23 Proposed HSG meeting dates for 2022/23 had been shared. Attendees were asked to look over the dates and advise of suitability, obvious clashes or difficulties. Action: Attendees to respond by COP Friday 21 January 2022. Amended dates will be circulated once responses have been collated and new dates set.</p>	All
9.	<p>Agree Items for reporting to HWLinco Board Areas of concern. KPIs - assurance that we are meeting targets.</p> <p>AOB MP confirmed that the minutes of this meeting will be presented at Finance & Performance meeting in February.</p> <p>PM has been formally invited to join the ICS Research Steering Group. It was felt that this should not be a 'Conflict of Interest' however the situation will be monitored.</p> <p>Date of next meeting: Wednesday 02 March 2022 9:00am Virtual link to be provided in advance</p> <p>Meeting closed at 11:55am</p>	

Item	Actions	
1 a)	Will patient coding change nationally once the ICS is in place?	OQ
1 b)	Contact Paul Burnett with above question	DO
1 c)	Raise above query at next ICS meeting	MP
1 d)	Evaluation/results from the Urology Consultation to be picked up	DO
1 e)	A piece of work to be carried out on Cancer patients post covid	DO
1 f)	Issues/concerns with Marisco Surgery to be fed back to HSG	JE

1 g)	To establish if the closure of Branston Pharmacy is permanent	JE
1 h)	Request to be added to ULHT Comms distribution list	DO
1 i)	Pick up any feedback on ULHT staff low morale and pursue the delay in appointing a new Director of People and OD	MP
1 j)	Question to next ULHT Board meeting - Why did ULHT not provide a representative/spokesperson to speak to media re: critical incident situation/internal leak?	MP
1 k)	To raise concerns around poor communications at ULHT particularly around the patient visiting, no compassion shown	MP
1 l)	Assistance/support from Healthwatch to be offered to ULHT Patient Panel with specific areas in mind	OQ
3	Written Report on 'Overview of Workstreams' to be presented at future HSG meetings	DO
4	Written Engagement Report produced/presented at future HSG meetings	OQ
6	To confirm when the next CQC inspection will be carried out on Lakeside	DO
7	Minor amends to Healthwatch Risk Statement	DO
8	To agree proposed HSG meeting dates for 2022/23	All

Signed
(Liz Ball)

Dated