

Minutes of Healthwatch Steering Group
Monday 29 November 2021 9:00am
Meeting conducted via Zoom

Committee Members: Liz Ball (Chair), Pauline Mountain (PM), Sarah Fletcher (SF), Maria Prior (MP), Alison Lowerson (AL), Brian Wookey (BW), Dean Odell (DO), Julie Evans (JE), Pam Royales (Notes)

Apologies Received: Nicola Clarke, Sue Clements, Oonagh Quinn

	Item	Actions
1.	<p>Welcome & apologies LB opened the meeting, attendees were welcomed and apologies noted.</p> <p>Reports from representatives of external meetings had been circulated in advance and presumed read. It was agreed that moving forward only key issues from these reports will be noted and confirmation given that many of the meetings/reports listed were for information only and although important it was not felt necessary to include on the agenda. The reports were listed in chronological order:</p> <p>Lincs Outbreak Engagement Board - Highlighting the new variant, information was circulated to promote the take-up of vaccination and boosters.</p> <p>PCCC - Patients of numerous GP Practices still experiencing access problems is an ongoing concern. Primary Care Q&P meeting planned for tomorrow JE to attend and welcomed any questions from HSG to be put forward. A national concern and not limited to the Lincolnshire area - updates to be given in due course.</p> <p>It was agreed that Communications improvements were needed and the suggestion of Healthwatch offering support was made.</p> <p>DO briefed that Healthwatch are currently working closely with Kevin Gibson - Comms Lead for CCG relating to Digi Health work. Action: DO to approach the CCG in a bid for CCG Comms and Healthwatch to work collaboratively.</p> <p>DO updated that Lakeside are sharing their action plan with Healthwatch, CQC still showing concerns and are eager for Healthwatch to produce a further survey enabling patient feedback to be collated in preparation for the next inspection due to be carried out in the New Year.</p>	DO

<p>LPFT Board of Governors - It was confirmed that this was a closed group with representation/attendance carried out a Governor.</p> <p>NHS Lincs CCG - Patient Transport was raised, problems around the bid and conflict of interest issues. Action: SF will deal with privately and feedback outcome where/when necessary.</p> <p>Health Scrutiny Committee - Dental is a severe issue, Commissioners provided post Covid update which was not received well. It was noted that the water fluoridation problem is a Local Authority decision but the issue was not addressed correctly and further input remained inconclusive. DO shared that the Director of Public Health had given a presentation at the CCG Board Meeting during which it was highlighted that a sum of £75k had been gifted to improve dentistry. NHS England dentistry team to attend a future PCCC meeting. Action: DO to raise concerns around Dentistry, what has the sum of £75k been used for and how improvements can be/are being made to the local water? Update to be presented in due course.</p> <p>SF proposed that moving forward the Representation Reports could be listed separately in the format of Strategic and Operational - Strategic Reports listed at the top and followed by the Operational Reports. This would enable attendees to focus on the Strategic information to make the discussion easier and give clarity. Action: SF to assist in arranging.</p> <ul style="list-style-type: none"> • PM requested clarification on the ‘Young Carers Card’ and if this was still in operation. Action: To be followed up and checked and fed back to HSG. • DO opened a conversation around the ‘White Paper’ asking if this was moving forward? <ul style="list-style-type: none"> ○ SF took up the discussion confirming the mass confusion around this with lots of political issues. ○ Healthwatch have been asked to support in advising the public - SF has agreed once the message to be cascaded is clear. ○ DO confirmed that the theme for the April 2022 YourVoice@ Event is set to focus on the ‘Integrated Care System’ but will be subject to change. 	<p>SF</p> <p>DO</p> <p>DO/SF</p> <p>OQ</p>
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	<ul style="list-style-type: none"> MP highlighted that she will not be available to attend the ICS Development Board meeting on 10 December at 9:00am. <p>Action: SF, LB or DO will pick up and attend in MP absence.</p>	SF/LB/DO
Break		
2.	<p>Minutes of last meeting, accuracy, and approval - 18 October 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"> ○ Overview of Representation - to be scheduled early 2022 ○ Hospital DNAs to be included in the Annual Plan - item to be revisited in the New Year. ○ Final Report on Hard-to-reach communities to be brought back - has been completed therefore item to be closed. ○ BW requested an update on the 'Green rated' item - Focused questions that we can regularly use. DO explained that questions had been forwarded to JT and a draft response is due to come out to Healthwatch next week. BW also asked if Healthwatch was in favour of the proposed changes and would a response be submitted anytime soon because the response is due by 31 December 2021. <p>It was agreed that a brief extraordinary meeting could be arranged unless the CCG are happy to wait for our next HSG meeting on 17 January 2022 before a decision is made on the Healthwatch position.</p> <ul style="list-style-type: none"> ○ Renewal of the Pain Management Contract to be looked into - deeper dive needed but our belief is that the renewal of the current contract is not yet due. ○ A breakdown on the use of the Council Tax fees with regards to Social Care - A document has been circulated but the breakdown on Social Care was not included. Action: More questions to be asked i.e. a full breakdown needed. ○ A report re: Neurology referrals to be produced and sent to Clair Raybould. Action: Report to be run and submitted to CR asap. ○ A list of actions from meetings with CR and SE to be followed up. Action: Action to be carried out and responses brought back to HSG. 	<p>DO</p> <p>JE</p> <p>DO</p>

<p>3.</p>	<p>Delivery Against Contract DO gave an overview on the Healthwatch Contract with accompanying papers circulated in advance:</p> <ul style="list-style-type: none"> • KPI Report (assume read) Various areas were covered - MP questioned the Facebook post reach and the drop in viewings. DO gave a satisfactory response explaining that Facebook advertising has an impact and due to the lack of need the numbers dropped for the final quarter. Volunteers were highlighted with the idea of active recruitment drives planned for the New Year. Action: SF suggested that at the opening of YourVoice@ events the opportunity to become a volunteer could be added to the housekeeping rules. • Income & Expenditure spreadsheet (circulated) The figures within the spreadsheet were briefed and it was confirmed that this item be brought to HSG every quarter. It was agreed that moving forward any larger costs needed are to be taken to Finance & Performance Committee with a business case to back the requirement. • Review of Healthwatch staffing (future need) For noting that HSG are happy for a small T&F group to meet in January 2022 to discuss future needs and report back to HSG for discussion then outcome presented to the HR Committee in February. 	<p>PM/OQ</p>
<p>4.</p>	<p>Engagement <u>Engagement Report</u> Engagement report produced by OQ had been circulated in advance. DO requested feedback on the report and it was confirmed that, where possible, to provide more impact was needed. Action: Moving forward more impact to be included in this report.</p> <p><u>Terms of Reference for YourVoice@</u> Discussions had taken place previously around how the YourVoice@ decision making was governed. Terms of Reference were proposed, a draft outline has been produced and once an additional appendix (similar to a basic operational check list) has been inserted this will be circulated. Action: LB to assist with the final draft of the Terms of Reference and brought back to HSG in January.</p> <p>The January YourVoice@ event, the theme being ‘dentistry’, has been proposed to host virtually and not necessarily live but pre-recorded interviews and appropriate resources made available. Suggestions were put forward.</p>	<p>OQ</p> <p>DO/LB</p>

	It was agreed that this event would be conducted digitally and the format to be worked on to suit the public's needs.	
5.	<p>Healthwatch Risk Register Version 10 (August 2021) of the Risk Register had been circulated in advance. 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 be presented to the Governance Committee in February. Action: Above process to be included in HSG action log.</p> <p>PM questioned how inappropriate comments are to be handled during public events. It was agreed that consideration be given and showing respect be pointed out during ground rules and housekeeping at the opening of each event. For clarity it was agreed that in the first instance an informal discussion take place with the relevant parties and if the outcome is not beneficial then a copy of our 'formal complaints procedure' be provided which would be picked up initially by SF. Action: Above 'Potential Risk' to be considered as an additional item to the Healthwatch Risk Register.</p>	<p>DO</p> <p>DO/LB /PM</p>
6.	<p>Areas of Concern GP Access - <i>Actions to be picked up</i> Dental - <i>Actions to be picked up</i> Non-Emergency Patient Transport - <i>Actions to be picked up</i> Comments from CR to be followed up Comments from SE to be followed up</p> <p>MP informed the group of an issue raised in the Gainsborough area. Babies at 8 wks old vaccination/immunisation programme - Issues with delays babies immunisation programme commencing at 13wks and even 20wks is a concern. Action: To be addressed at Primary Care meeting and cascaded to CCG if outcome unacceptable. Feedback to be circulated in due course.</p>	<p>JE</p>
7.	<p>Review of Healthwatch Steering Group Plan for Development Sessions to discuss how HSG meetings are managed moving forward. Half day sessions to be arranged in the New Year.</p> <p>DO proposed that Healthwatch England be approached to facilitate a training session to focus on specific areas i.e. Impact etc.</p>	<p>DO</p> <p>DO</p>

8.	<p>Agree Items for reporting to HWLincs Board Capacity review Development Session Areas of Concern to be escalated Feedback on comments from CR Feedback on comments from SE</p> <p>AOB DO Updated on the upgrading of the Healthwatch website which will include some downtime. HSG page to be updated and the request for additional input was made. YourVoice@ in public and a HSG in public to be planned and brought to a future meeting for discussion.</p> <p>MP raised concerns and issues around EMAS Action: Ambulance Service to be invited to a future HSG meeting.</p> <p>Date of next meeting: Monday 17 January 2022 9:00am Virtual link to be provided in advance</p> <p>Meeting closed at 11:40am</p>	DO/LB
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Item	Actions	
1 a)	DO to approach the CCG in a bid for CCG Comms and Healthwatch to work collaboratively	DO
1 b)	Non-Emergency Patient Transport bid - SF will deal with privately and feedback outcome where/when necessary	SF
1 c)	Concerns around dentistry to be raised	DO
1 d)	Representation Reports to be split between strategic and operational on agenda	DO/SF
1 e)	Check if the Young Carers Card is still in operation	OQ
1 f)	Attendance at ICS Development Board meeting on 10 December to be arranged	SF/LB/ DO
2 a)	Re: Breakdown of Social Care figures regarding Council Tax fees to be addressed	DO
2 b)	Neurology Report produced and submitted to Clair Raybould	JE
2 c)	Actions from CR and SE meetings to be followed up	DO
3	Volunteer Recruitment Drive added to opening statement/Housekeeping at YourVoice@ Events	PM/OQ
4 a)	Impact to be included in Engagement Report	OQ
4 b)	LB to assist in final draft of the TOR then brought back to HSG in January	DO/LB
5 a)	Healthwatch Risk Register process to be added to action log	DO

5 b)	Consideration of potential risk added to Healthwatch Risk Register	DO/LB/PM
6	Babies vaccination/immunisation programme - delays to be addressed	JE
7 a)	Development sessions to be arranged	DO
7 b)	Healthwatch England approached to facilitate specific training session	DO
8	Ambulance Service to be invited to a future HSG meeting	DO/LB

Signed
(Liz Ball)

Dated

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