

Minutes of the 71st full Healthwatch Warwickshire Board Meeting

Tuesday 14th May 2024

10.30am to 12.30pm

In-person: Brunswick Hub, Leamington Spa

Present:

Liz Hancock (EH) – Chair

Robin Verso (RV) – Vice Chair

Kate Morrison (KM) – Vice Chair- Joined during item 8.

Mike Flaxman (MF) – FAG Chair

Gita Patel (GP)

In attendance

Chris Bain (CB) – Chief Executive (CE), Su Jenkins (SU)

Authorised Representative, Tanisha Reddall (TR) – minutes.

1) Welcome and Apologies:

Jerry Roodhouse, John Copping and Leonard Harvey.

2) Declarations of Conflict of Interest

Liz Hancock, Chief Executive, Mary Ann Evans Hospice

Jerry Roodhouse, Councillor, Warwickshire County Council

Mike Flaxman, SWUFT Governor

3) Appointment of Chair

MF discusses the potential for recruiting members that have previously sat on the board.

4) Minutes from previous meeting

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 12/03/24 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

5) Matters Arising

From the Action list:

- CB to action pay award from 1st April 2024. **CLOSED**
- RV and MF to schedule a meeting of the Finance & Audit group.
CLOSED
- EH/CB to provide a briefing at the next informal board meeting regarding developments within the ICS and attendance at Place executive boards. **CLOSED**

CB expresses concerns regarding the issues facing Rugby Place, specifically following feedback received during the state of care event held in Rugby last year.

CB comments that Rugby has become a dental desert and that lowest GP ratings are reported in feedback.

EH comments that all Places must have strategic aims to represent the best interests of patients in Warwickshire.

ACTION: CB to attend meeting with Sue Noyes, Chair of the Board of Directors at UHCW.

ACTION: CB to write to the ICB expressing concerns.

From the Action list: Informal Board 09/04/24

- Further research on the Accelerating Reform Fund and who will be spending it. **Awaiting further details, ongoing.**
- Further review of the CQC's final guidance on the new fundamental standard on visiting and accompanying in care homes, hospitals and hospices and the impact on Enter & View activities. **Two HWW guidance meeting sessions scheduled for Monday 20th May, invite has been sent to Board Directors.**

6) Chair's Report

Meetings EH has attended:

- Two Warwickshire Ageing Well Board meetings.
- East & West Regional Network Meeting (EH cannot attend the next meeting on Friday 17th May).
- The interview panel for the appointment of the Engagement and Outreach Officer for North Warwickshire, Nuneaton and Bedworth.
- Two Warwickshire North PLACE Executive meetings.
- HWW Informal Board meeting.
- HWW Operations Committee meeting.
- HWW Volunteer forum.
- HWW Vice Chairs/CE meeting
 - Proposals were made to have an upcoming board development day later in the year, possibly around the Autumn. RV and KM have first been tasked with having one-to-one meetings with Directors to discuss what they would like to gain from the day. Proposed external facilitation depending on intended outcomes. RV and KM to feedback once one-to-one sessions have been held. RV comments that this will also be an opportunity for individual members to discuss their roles, contributions and to give feedback.

ACTION: Notify KM of the date for the next East & West Regional Network meeting and see if she is available to attend.

7) CE's report and update on Emerging Strategic Issues

The CE's report was circulated to the Board prior to the meeting:

7.1 Adult Social Care waiting times

CB comments that the decision of the government to publish data regarding adult social care waiting times has had a mixed reception. CB comments on the merit of enabling a local authority to determine its own performance, but comments that concern has been expressed that the data will be used to provide a league table. However, the difficulty is that comparisons between one local authority and another cannot be made due to differences in funding per capita and demographics.

CB comments that the CQC already collects data to inform its assessments of Local Authorities ASC provision through the Assurance Framework.

HWW will of course monitor the data for WCC. It is to be hoped that, given the potential for overlap and duplication, the DHSC and CQC will be working closely on these new initiatives.

7.2 The use of restraint for Mental Health patients

The Department of Health and Social Care is proposing changes to CQC regulations which are intended to enable improved oversight of how trusts treat all mental health patients. In practice this means that NHS Trusts would face more scrutiny on use of restraint on mental health patients.

The main change being proposed is to require all mental health hospitals to notify CQC within 72 hours of using restraint, seclusion, or segregation on a patient. At the moment, it's a voluntary reporting system within three months, which means the CQC might be missing early spotting of trends of overuse of this type of staff responses to patients.

The DHSC's consultation on the plans is open now and closes on 21 June 2024

7.3 NHS Providers and co-production

NHS trusts have a legal duty to involve people and communities in the design and delivery of services. A new NHS Providers report provides practical advice on how senior leaders can champion engagement activities across their trust, including an overview of the value of working together, potential engagement activities and key considerations for stakeholders.

The key messages in the Report are consistent with the things HWW have been saying over many years in terms of patient voice and engagement. HWW will use the Report to help lobby and influence bodies such as the ICB, HWBB, the Care Collaborative and HOSC.

- MF discusses that he will be attending the South Warwickshire local acute trust initial briefing meeting on 15/05/24 to talk about co-production and engagement of the public. The meeting is being held with the hope to establish a baseline of how they currently engage with the public. MF and CB have extended an invitation to meet with the lead, to discuss patient involvement and engagement. MF also

comments that the South Warwickshire Patient Engagement Forum will be receiving a presentation from the ICB on the draft primary care strategy.

ACTION: RV to share updated paper on what PPGs can offer to GP practices and PCNs.

7.4 Culture of Care Standards

NHS England have produced guidance on the culture of care across all NHS-funded mental health, learning disability and autism (MH LD & A) inpatient settings.

The guidance sets out a vision for inpatient care:

'The purpose of inpatient care is for people to be consistently able to access a choice of therapeutic support, and to be and feel safe. Inpatient care must be trauma informed, autism informed and culturally competent'.

To support this vision NHS England, have co-developed 12 overarching core commitments, each of which has a set of associated standards.

These broad commitments, whilst aimed at MH LD& A services, could usefully be applied across a range of care settings. They will be discussed at a team meeting and at volunteer forums.

7.5 Other matters

7.5.1 NHS Constitution Review

On 30th April the DHSC announced a review of the NHS Constitution. HWW will be responding to the Review and will ask that it focusses on increased patient partnership, patients being able to access the services they need in a reasonable time and being treated as equals in their care. Duties around ensuring equity in healthcare provision and outcomes could also form part of our response.

7.5.2 WCC Restructure

Becky Hale is now the Executive Director for Social Care and Health.

Recruitment update

The new appointee for the Engagement and Outreach Officer for North Warwickshire, Nuneaton and Bedworth, Shabina Khalifa will be starting on Tuesday 18th June 2024. CB, TR and CG will be welcoming Shabina for her induction at the office on this date, with an in-person team meeting to follow on Monday 24th June 2024.

8) Report from Operations Committee

The Operations Committee met on Tuesday 19th March 2024.

The next meeting will take place on Tuesday 21st May, 10:30am-12:00pm.

- EH and CB presented a draft succession planning document for key roles, including the roles of Chair, Vice Chair, Chief Executive and Chair of the Finance & Audit Group. As a result, CB and EH are continuing further review of the CE's job description.
- It was agreed that the risk register would remain a working document with two risks highlighted for review at each Operations Committee meeting.
- MF commented that the role of Engagement & Outreach Officer has been advertised and successfully filled on a permanent contract basis, contrary to advise on advertising the role on a 2-year fixed term basis to offset the future recurring shortfall.

ACTION: EH and CB to present the final draft version of the CE's job description as a confidential item at the next formal board for ratification.

9) Report from Chair of Finance and Audit Group

The Finance and Audit Group Chair's report was circulated to the Board prior to the meeting.

- The report sets out the provisional, subject to audit, March 2024 outturn expenditure and a slightly updated budget for 2024/25.
- Costs have been identified for the veterans' project and these are separated from budget lines. There may be income for this project, but this will be shown in 2024/25 year.
- MF and LM have made small changes to the proposed budget, which has slightly increased the budget deficit.
- The Finance and Audit Group discussed the policy for use of reserves on 25th April. The conclusion was that the current longer-term policy being followed is the right thing to do. It was agreed that an application for inflation funding, if none is forthcoming, should be made in autumn 2025.
- The Finance and Audit Group have suggested that the Operations Committee, along with the staff team, should consider subjects for potential projects which could be funded on a non-recurring basis.

The board noted the provisional March 2024 outturn subject to audit, and approved as indicated within the report the revised 2024/2025 budget, subject to further change, once the office requirement review is completed.

10) Directors' Reports

- RV discusses the South Warwickshire Place Partnership Board and the effort to realign them to be able to respond to care collaborative commissioning.
- MF comments that he sits on the Patient and Public Advisory Group for the West Midlands Secure Data Environment. The WMSDE is an anonymised data storage platform working with universities and

hospitals to analyse patient data across the West Midlands. MF has invited the comms team to engage with HWW.

- MF discusses that SWUFT are using data to address health inequalities and are currently undertaking a project on orthodontics, focusing on priority need, areas of deprivation, lack of dental services and waiting lists.
- KM has attended the Mental Health VCSE Partnership Board who have submitted a proposal for further funding to CWPT. KM will continue to keep the board updated.

ACTION: MF to share the West Midlands Secure Data Environment newsletter with the board.

11) Volunteer Report

- The last volunteer forum was held on 15th April 2024.
- Volunteers have been invited to attend the CQC guidance meeting sessions which are being held on the morning and afternoon of Monday 20th May 2024.
- VF has completed all the volunteer support & supervision one-to-one review sessions.
- Maggie Roberson was on the interview panel for the appointment of the Engagement and Outreach Officer for North Warwickshire, Nuneaton and Bedworth, which she thoroughly enjoyed.
- West Midlands Cancer Alliance are conducting a volunteer recruitment push for their expert advisory groups.
- ICB Cancer Board are looking at inequalities, focusing on Warwickshire North with Suman Ghaiwal- Coventry & Warwickshire ICB Cancer Health Inequalities Lead heading the focus.
- SJ comments that following attendance at a workforce meeting it appears that Radiotherapy, haematology and oncology are currently more fragile services, in part due to a retiring workforce.

12) AOB

- CB has been invited to become a Senior Fellow of the Royal Society of Medicine, having been recommended by Warwick Medical School.

13) Dates of next meetings

Online Informal Board catch-up Tuesday 11th June 2024, 10:30am-11:30am.

In person- Formal Board meeting on Tuesday 9th July 2024, 10.30am to 12.30pm location to be confirmed.

Continued discussion that the face-to-face board meetings could move around the county. Board discussed the possibility of holding the next Board meeting in Rugby.

Summary of Actions: (see attached)

ACTION: CB to attend meeting with Sue Noyes, Chair of the Board of Directors at UHCW.

ACTION: CB to write to the ICB expressing concerns.

ACTION: Notify KM of the date for the next East & West Regional Network meeting and see if she is available to attend.

ACTION: RV to share updated paper on what PPGs can offer to GP practices and PCNs.

ACTION: EH and CB to present the final draft version of the CE's job description as a confidential item at the next formal board for ratification.

ACTION: MF to share the West Midlands Secure Data Environment newsletter with the board.

Board Director Attendance Record

Name	<u>09/01/24</u>	<u>12/03/24</u>	<u>14/05/24</u>	<u>09/07/24</u>	<u>10/09/24</u>	<u>12/11/24</u>
P = Present/ A = Apology/ X = Absent						
John Copping	P	A	A			
Mike Flaxman	P	P	P			
Liz Hancock	P	P	P			
Leonard Harvey	A	A	A			
Gita Patel	P	P	P			
Jerry Roodhouse	P	P	A			
Kate Morrison	P	P	Joined during item 8			
Robin Verso	P	P	P			

Minutes approved by:

Signed:

Date: