

# DRAFT Healthwatch Coventry Steering Group Meeting Minutes 11:00 am on 6 February 2024

**Attendees:** Stuart Linnell (Chair), Catherine Smith, Rose O'Malley, Yasmin Taha, Mia Hutchinson, Ifra Ali, Jo Dickie, Claire Dale (Carers Trust HofE), David Spurgeon

**Staff Present:** Ruth Light, Fiona Garrigan, Ridhwana Sheikh, Ruth Burdett

**Other Attendees:** Hayley Best (UHCW), Emma Denis (UHCW), Kayden Anderson (CWPT), Jason Toolan (CWPT), Rebecca Haughton (CRGPA), Patricia Marson (CRGPA), Mehjabeen Farid (HW Volunteer)

**Apologies:** Sue Ogle (VAC), Christine McNaught (FWT), Steven Hill (C&W Mind), Ifra Ali, Ghulam Vohra, Last Mafuba

## 1. Welcome Introductions

Stuart Linnell (SL) welcomed everyone to the meeting. Apologies were given on behalf of steering members who were unable to attend the meeting.

## 2. Declaration of interest

SL asked if there were any declarations of interest. There were none. SL reminded member they should complete and return the new declaration of interest form agreed at the previous meeting so that the staff team can compile an up-to-date register of interests. SL thanks those who had already done so.

Action
All Steering Group members to complete the declaration of interest form and return it to HW office.

## 3. Minutes of the previous meetings

Minutes from the previous Steering Group meeting in December were approved as an accurate record.

JD asked about the concerns that were raised at the last meeting regarding the backlog of complaints and the timeline for responses. RL said that the issues were raised with UHCW at the last quarterly meeting and the trust confirmed it had a plan underway.

#### **4. Mental Health related development - Right Care Right Person**

Jason Toolan and Kayden Anderson from Coventry and Warwickshire Partnership Trust came to the meeting to present information on Right Care Right Person.

A copy of the presentation will be circulated with the minutes.

Jason said that Right Care, Right Person (RCRP) is a nationwide mandate and has been developed to support the police with decision making about when they should be involved in responding to reported incidents involving people of all ages with health and/or social care health needs.

RCRP will mean the police will, in future only respond if there a real and immediate risk to life.

CWPT have been involved in an engagement process with West Midlands and Warwickshire Police to ensure the safe implementation in a phased approach.

This covers:

- Absent without Leave (AWOL) – from a mental health facility
- Welfare concern (Safe and Well checks)
- Mental Health transport
- Section 135/136 of mental health act (holding powers)

The threshold for a police response to a health and/ or social care related incident is:

- to investigate a crime that has occurred or is occurring; or
- to protect people, when there is a real and immediate risk to the life of a person, or
- of a person being subject to or at risk of serious harm

Members asked who made the decision if there was an immediate risk to a person.

JT talked about the circumstances of patients absconding from a mental health facility and how they would respond to this kind of situation.

The call centre for 999 calls has a desk for RCRP a vulnerability desk (Thrive), where they will make the decisions on the response service needed. Mental Health services have the information about patients/people known to services and so are best placed to assess and respond.

SL asked what would response times would be after a call has been made? JT responded that it depends on the risk, and it only take one hour to make the plan of response for the individual.

When the police took patients to the hospital this took up a lot of time. There will be one hour handover standard for police to handover patients at a place of safety.

In scenarios where the patient has been missing and concerns have been raised by family members, the Mental Health Service will be able to help and make a visit to the home address.

Queries regarding how this service is going to be resourced were raised. JT explained that this will be split across the different organisations to help manage the load depending on risk factors.

There will be a change in culture with mental health service becoming the primary agents.

There is phased implementation of change and governance groups have been set up along with twice daily touch point calls.

- AWOL and Welfare phases go-live 5th February 2024
- Transport and S135/136 phases go-live is October 2024
- Live review period between October 2024-March 2025

JD asked about referral on to other relevant agencies. Jason said the police are using directories for across West Midlands. RL observed these may be difficult to keep up to date.

## **5. Healthwatch activity**

### **a) Enter and view responses and A&E visit plans**

12 visits were made to six wards. Three reports are published and two are with the Trust for response.

Specific issues with one ward were highlighted to the Trust ahead of drafting the report. UHCW has received the draft report and a follow up meeting with

the Chief Nurse was held. Our feedback was taken seriously, and actions are under way.

A public report will be written with the input of Steering Group members, and this will include the high-level plan from the trust. A more detailed action plan sits under this.

<b>Action</b>
Yasmin, Rose and Mia to work alongside with RL on the ward report.

## **b) Activity report**

RL said key areas of work completed since the last Steering Group meeting are:

- Grant funding - We received 14 application forms for the grants programme we are running. 3 applicants have been successful. Ruth B is making the project plans for the successful applicants.
- We made a video of women talking about their maternity care experiences from the maternity project.
- We are talking to the ICB about the NHS complaint's procedure and work to improve responses.
- Following the discussion at the last Steering Group RL has reviewed ICB mitigations for closure of Prescription Ordering Direct POD and worked with Stuart on a letter requesting information which was sent to Chief Executive of ICB.

## **c) Healthwatch England and CQC joint campaign**

Healthwatch England and the Care Quality Commission (CQC) have started a new campaign called Share For Better Care. The focus of this campaign will be on groups that are underrepresented or unheard from. They will be looking at different ways to collate the information and are looking to spread brand awareness and campaign messages across all the channels from February 2024 to April 2025.

## **d) Other HWE work**

RL highlighted the Healthwatch England online conference taking place on 11 March 2024. Healthwatch Coventry has been shortlisted in this year's Network Impact Awards. The winners will be announced at this conference. SL congratulated the team for the work being shortlisted.

RL said that following discussion about the Healthwatch role in relation to high profile and serious cases of criminality or errors in the NHS Healthwatch England is drafting an escalation policy. This will set out how Healthwatch can raise matters with the CQC and Healthwatch England and the role Healthwatch England will play if Healthwatch feel their voice is not being heard.

## **6. Reports from meetings**

Reports from Steering Group Reps who attended external meetings were shared and noted.

## **7. Health and care system updates**

Members noted papers giving summary information on key areas of work and service developments with a local impact:

### **a) CQC inspection findings**

There has been an increase of CQC visits to GP practices and Kensington Road surgery has been rated 'Requires Improvement'.

Within the last couple of months, two care homes in Coventry have been rated 'Inadequate'.

### **b) Pharmacy changes**

A high level of change continues with pharmacies in Coventry which is making it more difficult for residents to access a pharmacy.

At the last Community Pharmacy Steering Group meeting, there was a presentation given on Pharmacy First to explain how it works. This national initiative is for pharmacies to provide help with seven common conditions. GP practices can refer to pharmacy as can NHS 111 and other services.

### **c) Mental Health Response Vehicles (MHRVs)**

West Midlands Ambulance Services have launched this new service to help those urgent calls that have come via 999 or 111 whose primary concern is mental health.

#### **d) Policy updates**

The group noted a summary of national developments with a local impact including new focus on women's health priorities 2024.

### **8. Items for information**

SG members received web links to useful information and reports covering:

- The Health Foundation report on financing Primary Care Networks or PCNs (groups of local GP practices working together). The report recommends higher funding for PCNs in areas of high deprivation. [Doing more for less? - The Health Foundation](#)
- Health inequalities, lives cut short. This [report](#) from the Institute of Health Equity confirms that a million people in 90% of areas in England lived shorter lives than they should between 2011 and the start of the pandemic.
- Life expectancy in England the Office for National Statistics (ONS) published [data](#) on life expectancy estimates in England, Northern Ireland and Wales from 2020-2022.

### **9. Any other business**

SL suggested an item on community pharmacy at a future meeting.

### **10. Date and time of future meetings**

Next Steering Group meeting is on 9 April 2024.

Venue: Old Blue Coat School, Holy Trinity Church, 5a Priory Row, Coventry, CV1 5EX (School Room)

Members meetings start at 10am. Meeting in public starts at 11am.

**Dates of future Steering Group meetings are:**

4 June 2024