

## Healthwatch Coventry Steering Group Pre–Meeting

## Draft Notes

### Held 10:00 am on 19 November 2024

**at Trinity House, 5a Priory Row, Coventry, CV1 5EX**

**Attendees:** Stuart Linnell (Chair), Catherine Smith, Ghulam Vohra, Ifra Ali, Jo Dickie, Rose O’Malley, Steven Hill (Coventry and Warwickshire Mind), Allen Margrett

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

**Apologies:** Claire Dale (Carers Trust Heart of England), Sue Ogle (VAC), Last Mafuba, Yasmin Taha, David Spurgeon

###  Welcome and introductions

Stuart Linnell (SL) welcomed everyone to the meeting.

###  Matters arising

SL provided an update on conversations he has had regarding Healthwatch Coventry funding. This followed discussion at the last meeting and the unsuccessful tender round with no successful bidders to run Healthwatch Coventry for 32% less funding. SL had been raising concerns about the funding level and seeking clarity on what the City council plans to do next. Healthwatch England will be writing to the council and so will the Chair of the West and East Midlands Healthwatch Network.

1. **Healthwatch updates**

**a) Fit for the future/Dash review**

SL gave a verbal update on the Healthwatch England Conference he attended last week along with RL. The focus of the session was about the plans for NHS and care services and the future of the Healthwatch Network.

Baroness Merren, the minister responsible for Healthwatch spoke about government policy and the direction of travel for services.

Stuart and Ruth said there was discussion related to the Dash review which includes Healthwatch England and the Healthwatch Network. Healthwatch England have submitted proposals that they become the commissioner of local Healthwatch and asked for the restoration of Healthwatch funding.

Healthwatch England used Healthwatch Coventry as an example of a Healthwatch which had won the network award but was subject to a proposed funding cut.

SL raised Steering Group terms/memberships. The recruitment round for 2024 had not taken place due to the tender process. RL said some members were near the end of their terms, but until there was more certainty about the future funding it was difficult to plan recruitment. It was noted that the Steering Group is an important function within local Healthwatch.

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| **Actions** |
| Conversations with individual Steering Group members  |

### b) Brand awareness

The group considered findings from the annual Healthwatch England survey to gauge awareness of Healthwatch and its work. This is broken down by region but not for individual Healthwatch areas. It asked a representative sample of the population if they know about Healthwatch and what Healthwatch does. RL noted that there was no money within the Healthwatch network to do brand awareness advertising. The approach for Healthwatch Coventry has been to focus on reaching those who are most likely to need Healthwatch and the mission of reaching those who are least heard in services. Healthwatch England works through national media and social media to gain awareness.

### c) Shared values and behaviours

Following agenda items at previous meetings, RL introduced the updated version of the Healthwatch values and behaviours framework which has been produced by Healthwatch England in consultation with local Healthwatch.

Members said they liked the values and behaviours. Healthwatch England would like all local Healthwatch to adopt these. It was noted that due to the unclear Healthwatch position this was not possible currently.

1. **NHS complaints information work priority**

Findings from work to review information about the NHS complaints process from Coventry and Warwickshire Integrated Care Board (CWICB) and local GP practices on their websites were shared. This identified several suggestions for improvement to make information clearer and easier to navigate.

JD asked about accessibility in relation to GP websites - accessibility tools including magnification options. RL agreed this was important and said there are 11 different web templates in use, so this varies along with translation features too.

The group agreed that discussions with relevant people at the ICB should take place to seek agreement on work to improves ICB information and with GP leader about how Healthwtch can support the development of information about complaints through an agreed template.

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| **Actions** |
| * Staff team to continue to take forward work to improve information and empowerment of people to raise NHS complaints
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### Draft Minutes

### Held 10:00 am on 19 November 2024 at Trinity House, 5a Priory Row, Coventry, CV1 5EX

**Attendees:** Stuart Linnell (Chair), Catherine Smith, Ghulam Vohra, Ifra Ali, Jo Dickie, Rose O’Malley, Steven Hill (Coventry and Warwickshire Mind), Allen Margrett

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

**Other Attendees:** Rose Uwins (Coventry & Warwickshire ICB), Ren Jones (Warwickshire CAVA), Rebecca Haughton (CRGPA), Patricia Marson (CRGPA),

**Apologies:**), Claire Dale (Carers Trust Heart of England), Sue Ogle (VAC), Last Mafuba, Yasmin Taha, David Spurgeon

###  Welcome and Declaration of interest

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

SH asked if there were any declarations of interest related to the agenda. There were none.

###  Minutes of the previous meetings

Minutes of the last meeting were agreed as a true record of the meeting.

RL provided answers to questions raised at the last meeting obtained via the Community Pharmacy Steering Group:

1. Why the Pharmaceutical Needs Assessment counts households instead of population.

Households are used because population projections change whereas the number of houses built is more tangible.

1. Queries raised about new pharmacy applications being turned down

Some applications are turned down due to the quality of the application.

###  The role of the VCSFE ICS Collaborative

Declarations of interest: Steven Hill sits on the VCSFE Collaborative Reference Group; Ghulam Vohra is member of the Community Empowerment Network.

Rose Uwins Head of Communications and Public Affairs Coventry and Warwickshire ICB and Ren Jones Programme Manager for the Collaborative (hosted by Warwickshire CAVA) joined the meeting.

RU explained that the voluntary and community sector was within her portfolio and that the sector was important. Voluntary community faith and social enterprise organisations can be providers of services and also have valuable connections with communities.

The point of this collaborative is to bring organisations together to enable them to input into design and delivery. RU said it was at a formative stage and in some ways is like the primary care collaborative which also involves multiple individual organisations with lots of different views.

A reference group has been set up. A portal is being created hosted on the ICB website, for the purpose of improving communication of things such as training, making connections, engagement and funding. To make funding more equitable by having a clear conduit.

It will also make use of existing networks including Healthwatch.

SL asked who was on the Reference Group and if the group have had met yet? RU confirmed the group have met twice so far.

Multiple questions were raised regarding the diversity and equality of group. RU responded that is something they are aware of and is still in development. It was important to start with an initial group rather than wait.

GV said that if you the right people are not in the collaborative from the start then won’t have co-production. He also asked about accountability of those on the reference group. RU said it was work in progress. An assembly will be held in January.

SH said it was positive to have the resource for this work with the sector and a champion in Rose.

RL said that there is an opportunity to consider how the statutory role of Healthwatch can connect with and support the Collaborative.

###  Healthwatch activity

1. **Work programme and activity report**

RL outlined recent opportunities to influence including an oncology summit to review how the services are overseen/organised.

Community Integrator – the name of the contract UHCW had taken on which includes community health services and a transformation programme. We have recently been invited to join the Board for this programme.

Integrated Urgent Care – a recommissioning exercise of several services including urgent treatment centres and GP out of hours.

We have limited our work programme to focusing on the couple of projects that have been agreed with the Steering Group to make as the focus, until we know more about the future of Healthwatch Coventry.

FG provided an update on housing with care scheme project. Overall, the feedback we have received shows that these service providers have been set up well and the individual is given autonomy to make decisions. People feel supported.

Though some had great GP experiences where the GP was very proactive in supporting individuals, there were some who were struggling to get face to face GP appointments. There were also some dentistry issues. We are in the process of analysing the data from all the different services and will be sharing the report soon.

GV asked about the diversity or the people who have taken part. RB said they were mainly White British. The group asked how this compared with the demographics of people living in these facilities.

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| **Actions** |
| FG/RB to look at/find out the demographics of people living in housing with care |

##### Response from CWICB to Urgent and Emergency Care report

Members noted the letter of response from Coventry and Warwickshire ICB to the report/recommendations. They queried the actions from this.

RL said Healthwatch Coventry presented the findings at the recent Integrated Urgent Care workshop about the future of services and that this was featured early in the agenda and influenced the discussion.

###  Local service changes and reports

1. **CQC**

Steering Group members noted the most recent inspection reports by the Care Quality Commission (CQC).

Two key reports have been published regarding the review of the effectiveness of the CQC and the changes that are being considered.

RL highlighted that the CQC had an ongoing inspection to UHCW.

1. **Pharmacy changes**

Steering Group members were provided with a verbal update to local pharmacy service changes and a link to the Healthwatch England article which highlights pharmacy closures.

1. **Coventry JSNA**

Coventry City Council have published this set of data regarding the current health and wellbeing of residents in Coventry. [Joint Strategic Needs Assessment (JSNA)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flinks-1.govdelivery.com%2FCL0%2Fhttps%3A%252F%252Fwww.coventry.gov.uk%252Ffacts-coventry%252Fjoint-strategic-needs-assessment-jsna%252F3%2F1%2F01000192bf0f4491-14f22e12-39bd-475a-b6a1-ef4be25bbb9e-000000%2FZuP683uEylmykT6EXiixAQTa5miA4aNrMqo2ujttOLQ%3D376&data=05%7C02%7Cr.light%40vacoventry.org.uk%7Cc1d8cc89198e4fd4c60008dcf43d3ce6%7C35d06efd966e4786920522e7e58b0fe3%7C0%7C0%7C638653791095866009%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=a7u6AMvfyDTkoOCmnG4wAHW41vrm%2B9wV13yZyTGXa1E%3D&reserved=0)

###  Policy Updates

Developments likely to impact locally were highlighted. Members were asked if they wanted Healthwatch to submit a response to the current government consultation on fixing the NHS. Members agreed if there was time.

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| **Actions** |
| RO’M and CS to help feed into the response with RL |

###  Reports from external meetings

AM attended an online workshop about Virtual Care Telehealth and Telemedicine. This was interesting however AM could not take part in all of the session as an NHS email address was required.

### 8. Items for information

SG members were provided with useful information and reports covering:

* CWICB -Learning from the Lives and Deaths of People with a Learning Disability and Autistic People (LeDeR) Annual Report 2023/24 <https://www.happyhealthylives.uk/integrated-care-board/resources-and-services/learning-disability-and-autism/leder/>
* Social Prescribing, Health Inequalities and Black, Asian and minoritised Ethnic Communities

<https://raceequalityfoundation.org.uk/wp-content/uploads/2024/11/Social-Prescribing-Report-REF_v5.pdf>

### 9. Any other business

RO’M raised concerns about changes to the Chaplaincy services at UHCW, leading to an end to the paid role for the visiting Champlain for the Catholic Church. Members thought the changes were likely to impact other denominations and faiths as well.

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| **Actions** |
| Request further information from UHCW about Chaplaincy changes and access. |

### 10. Date and time of future meetings

TBC