

Healthwatch Coventry Steering Group Meeting Minutes

11:00am on 04 June 2024

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

Attendees: Steven Hill (Chair) (Coventry and Warwickshire Mind), Catherine Smith, Ghulam Vohra, Last Mafuba, Mia Hutchinson, Jo Dickie

Staff Present: Ruth Light, Fiona Garrigan, Ridhwana Sheikh

Other Attendees: Allen Margrett (Healthwatch Volunteer) Hayley Best (UHCW), Rebecca Haughton (CRGPA), Patricia Marson (CRGPA), Atiqullah Jabarkhil, Hadassah Dwek (Peace House), Darren Bird (Peace House)

Apologies: Stuart Linnell, Sue Ogle (VAC), Christine McNaught (FWT), David Spurgeon, Claire Dale (Carers Trust Heart of England), Yasmin Taha, Rose O'Malley, Ifra Ali

1. Welcome Introductions

Steven Hill (SH) welcomed everyone to the meeting. SH agreed to chair the meeting as Stuart Linnell was unable to attend due to cancer treatment.

Apologies were given on behalf of steering members who were unable to attend the meeting.

2. Declaration of interest

SH asked if there were any declarations of interest. There were none.

3. Minutes of the previous meetings

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

Actions were reviewed. RL said she had chased but the ICB had not sent any further information related to the Healthwatch Information request about access to NHS apps to re-order medication. Building new links at CWPT was ongoing.

4. Update on VCS Grants programme

A) Peace House

Hadassah Dwek and Darren Bird from the Peace House attended the meeting to present findings from research with Men's Shed group funded through the Healthwatch Coventry small grants funding for community research.

They completed four focus groups with 21 men taking part. The sample of people was largely from a lower economic background. Men's Shed is a social group – a lot of men have MH/anxiety.

Issues highlighted include:

- Issues of changes in medication and experience of this
- Complimentary about physical health service such as cancer treatment
- Observation that they need to keep following services up – if keep ringing may be seen earlier
- Long waiting times for appointments or referrals – the long wait times to access the right services in a timely manner affected the trust levels in the service provider
- If you suffer with anxiety and you have to visit A&E, it is always busy and it makes your anxiety levels worse
- Discussion about annual health checks available in other countries

JD asked, what health checks are men routinely called for? Discussions within the group confirmed that there is an over 40s check for men which includes a blood pressure check and diabetes check. RL responded it is worth looking into to understand what health checks are available for men and if men are called for these or have to ask for them.

DB added, men's health is not something that is widely talked about and blokes don't like to talk about it either.

GV stated that there is a variation of services, which is dependent on what is offered per GP practice. HD said it would be helpful if the GP would discuss the options/services they offered so that the patient can make an informed decision.

LM said the experiences of refugees asylum seeking men were important. RL explained this was not in the scope for this project.

B) WATCH/Hillz FM

The Hillfields WATCH audio recording was played to the group. This is young people talking about their experiences and suggestions for health services gathered through another of these Healthwatch funded projects. Questions were raised about:

- At what point are young people able to access health care without their parents?
- Are they told how they are able to make an appointment with their GP?
- Did they feel they could access information on how to access services through schools or how to speak to someone to access the right services?

C) Coventry Independent Advice Service (CIAS)

The Group looked at the draft report from Coventry Independent Advice Service of the work they did to talk to people in Foleshill. The group had spoken with 25 people.

Questions were raised about the sample of people and how representative this was of the population. RL explained that the work provided case studies of people's experiences. CIAS had originally thought they would talk to more people.

GV said there were other routes which should have been used to reach people in the area. RL said the idea was to fund groups to use their connections in communities.

The Steering Group decided not to make any recommendations to add into the report and acknowledged the useful case studies.

5. Healthwatch activity

a) Work programme and activity report

RL provided an update on the activity report.

- The Healthwatch Coventry Quality Account commentary has been sent to UHCW
- The A&E findings are being written up and finalised
- The Healthwatch Coventry annual report has been written and must be circulated by end of June

b) UHCW response to ward reports

Healthwatch has received an official letter of response and as this did not contain details, Ruth L and Fiona G met with Jazzi Chopra-Povall the Deputy Chief of Nursing at UHCW. Jazzi provided an update on the changes that were being made by UHCW regarding the different types of communication and uniform. UHCW are working on a new action plan which will be shared with us.

c) Our work priorities

Consideration needs to be given to the work focus until 31 December. RL provided an update on where work was at in relation to previous priorities and two are ongoing:

1. The new CDC facility is due to open early next year – potential further work about welcome, self-service terminals
2. Piece of work for scoping about information on handling of NHS complaints across NHS organisations with a specific element about information regarding complaints process available on GP websites

Members supported this ongoing work. SH said that due to the uncertainty from the tendering this is a factor in deciding what work is possible.

JD asked if the complaints back log at UHCW was being cleared? Hayley Best from UHCW (who was in attendance) responded that they are now better staffed and are working to clear the backlog.

Action
<ul style="list-style-type: none">• SG members to inform Healthwatch Coventry of any events they are able to attend and speak to people about their experiences.• A separate meeting for the steering group to discuss work priorities for the rest of the year.

6. Reports from external meetings

This paper which includes reports from meetings which Healthwatch reps have attended was noted for information.

7. Healthwatch England - Our shared values

SG members reviewed 'Our shared values' document from Healthwatch England. The shared feedback was that they liked the values but would be good for Healthwatch Coventry to also incorporate local values and

behaviours. The wording of the longer explanation was not particularly accessible for a public audience.

8. Health and care system updates

a) Pharmacy service changes

Steering Group members were provided with an update to local pharmacy contract applications and changes and any information on notifications we have received.

There has been an application for a change of ownership which was granted and there was an application for unforeseen benefits for a pharmacy to open on Daventry Road parade of shops which was refused.

b) CQC inspection findings

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

c) Policy updates

Steering Group members were provided with information about key national developments with local impact, including Women's health hubs, NHS priorities and targets for 2024/5 and new NHS guidance for GP practices for phone access.

8. Items for information

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

- [2024/25 priorities and operational planning guidance \(england.nhs.uk\)](https://www.england.nhs.uk/2024/25-priorities-and-operational-planning-guidance/)
- [Securing the future sustainability of Healthwatch | Healthwatch Network](#)
- [Primary Care Services Explained | The King's Fund \(kingsfund.org.uk\)](https://www.kingsfund.org.uk/primary-care-services-explained/)

9. Any other business

There were none.

10. Date and time of future meetings

Next Steering Group meeting date to be confirmed and a priorities meeting that will be held online.