

Healthwatch Coventry Steering Group Meeting Minutes

10:00am on 17 September 2024

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

Attendees: Stuart Linnell (Chair), Catherine Smith, Ghulam Vohra, Last Mafuba, Rose O'Malley, Yasmin Taha, David Spurgeon

Staff Present: Ruth Light, Samantha Barnett, Ridhwana Sheikh

Apologies: Steven Hill (Coventry and Warwickshire Mind), Christine McNaught (FWT), Claire Dale (Carers Trust Heart of England), Ifra Ali, Jo Dickie, Sue Ogle (VAC),

1. Welcome Introductions

Stuart Linnell (SL) welcomed everyone to the meeting.

2. Notes of previous meeting and matters arising

The notes of the informal planning meeting held in July were agreed.

There were no matters arising not on the agenda.

3. Steering Group membership

Mia Hutchinson has resigned from the group due to starting new job at UHCW. She will remain connected to Healthwatch Coventry but can no longer give time to the group. RL and SL thanked Mia for her contribution to the Steering Group.

RL asked members to consider co-opting Alan Margrett onto the Steering Group. Alan is volunteering with Healthwatch Coventry as an Authorised Representative. Members agreed to co-opt Alan for a year.

Discussions took place regarding the broader membership of the group. RL said that the annual recruitment round would have started but was on hold due to the tender for Healthwatch Coventry and the outcome not yet being clear. Voluntary group membership would have been included as it was rolled on for a year. FWT had not attended Steering Group meetings this year. It was noted that there are many pressures on VCS groups.

Healthwatch tender

A brief update was given to the Steering Group regarding the tender process. The closing date has passed, and we are currently waiting to hear from Coventry City Council about their decisions and next steps. Steering Group members voiced their concerns about the length of time the process has taken and the impact this is having on planning, work and staff members. There was concern about the possibility of a further short roll on of funding due to the tight timeline and current funding ending on 31 December.

Following on from this SL mentioned the release of the NHS Darzi review. One aspect highlighted is the importance of hearing patients voice to deliver the right care. It is easier to put the plan in effect with the organisation, Healthwatch, that is already in place whose focus is to listen to the patient/people.

4. Healthwatch England - questions to ask your ICB

RL said Healthwatch England had produced this quite long list of questions with the intention each local Healthwatch would gather this information from their ICB. RL felt it was onerous. Members agreed and felt that stock answers may result.

RL asked if there were some of the topics members were particularly interested in.

There was discussion of issues in NHS dentistry and queries about what actions were being taken locally.

Question 8 was raised regarding Pharmacy First services by DS, as several pharmacies are being closed across the city. DS said this should be something the ICB should have picked up regarding the delivery of Pharmacy First.

YT raised concerns over the waiting times for Autism assessments. It was agreed this should be picked up in a separate conversation outside of the meeting.

GV added, question 13 regarding service providers involving family members in discharge decisions is important. There is a lack of communication with family members regarding discharge. RL said this was highlighted in our reports and UHCW have identified actions regarding the discharge process and the triangle of care.

5. Updates and information sharing

RL said it had recently been raised that alternative locations for midwife appointments were being created as several GP practices have said they cannot accommodate the service anymore. It was agreed to seek further information about this as there could be access impacts.

6.AOB

UHCW visiting policy

RO'M asked if changes were made to the draft policy following the input from Healthwatch Coventry. RL confirmed there were.

Actions
<ul style="list-style-type: none">• Follow up conversation with YT by FG or RB• RL to seek further information about access to maternity appointment in the community to understand the issue and the mitigations

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11:00am on 17 September 2024

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Attendees: Stuart Linnell (Chair), Catherine Smith, Ghulam Vohra, Last Mafuba, Rose O'Malley, Yasmin Taha, David Spurgeon

Staff Present: Ruth Light, Ridhwana Sheikh

Other Attendees: Allen Margrett (Healthwatch Volunteer), Emma Denis (UHCW), Sarah Brennan (UHCW), Rebecca Haughton (CRGPA), Gillian Blyth, Tom Garroway

Apologies: Steven Hill (Coventry and Warwickshire Mind), Sue Ogle (VAC), Christine McNaught (FWT), Claire Dale (Carers Trust Heart of England), Ifra Ali, Jo Dickie

1. 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.

SL welcomed Alan Margrett to his first meeting as a co-opted member of the group.

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

2. Minutes of the previous meetings

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

3. Coventry Care Collaborative role

RL gave a presentation originating from a development session for the Coventry Care Collaborative to highlight its role and structure.

The structures are:

- The Care Collaborative Committee, which is a formal committee of the ICB, with decision making capability

- The Care Collaborative Forum – will help different service providers to work together.
- The system and strategy planning group assesses how the resources in the ICB are used and how they utilise the facilities across Coventry and Warwickshire.

The membership of each was outlined.

The Care Collaborative will be responsible for areas of commissioning including:

- Urgent treatment and the GP out of hours services - current contract expires in June 2025.
- The Patient Transport Service is due to be recommissioned in 2026.

GV and LM queried the membership of the committee and forum and the extent of representation from the community.

RL said there is a VCSEF Care Collaborative being set up and this will have two representatives from the voluntary, community and faith sector.

LM said this committee are the ones who would be making the decisions for organisations across the city, but it would be better to be included from the planning stages instead of just being told the decision once it is agreed.

SL highlighted the importance of the Healthwatch role, which is created to ensure the voices of local people reach decision makers and to hold them to account for how they involve local people in plans for services.

AM said that the membership of the groups was already large and that adding further people may not be workable in terms of their size and ability to function.

RL added that there will be different work streams and task groups to do the more focused and practical work.

RL provided information about the Coventry and Warwickshire HEAT Tool (Health Equity Assessment Tool). The HEAT Tool helps understand need and how a service is impacting on people, through analysis of data about access, experience and outcomes. RL said this has been adopted by the Coventry Care Collaborate and will be an important step in any design and commissioning process and should drive better involvement and understanding of communities.

4. Healthwatch activity

a) Work programme and activity report

RL provided an update on recent work highlighting:

- Publication of three reports and a re-edited video from the partnership projects with VCS groups
- Publication of a report analysing what people told us via outreach
- Support for review of Healthwatch by Voluntary Action Coventry
- Follow up conversations with UHCW regarding their action plan for Urgent and Emergency Care recommendations.
- The housing with care project is well on the way with visits being made

Other developments are:

There will be a change in the leadership team for CWPT with Jagtar Singh OBE leaving the role of chair.

RL is due to attend an all-day workshop for Oncology, about a new model for organising services in Coventry and Warwickshire. An update on this will be provided at the next meeting.

b) UHCW response to enter and view visits

The group received further information from UHCW regarding their actions in response to themes Healthwatch Coventry identified from visits to hospital wards.

RL said that action plans are reported into the UHCW Patient Experience and Engagement Committee (PEEC). RL has been attending this group and this is useful to understand more about work which is taking place. For example, a back to basics in nursing campaign is underway in the hospital.

Actions
<ul style="list-style-type: none">• Explore someone from UHCW coming to speak to the group

5. Local service changes and reports

a) Docobo decision

Members noted the ICB's decision to end the Docobo contract. Docobo is the virtual monitoring system in use in care homes in Coventry and Warwickshire. The ICB have reviewed Docobo and have decided that it is not cost effective. They will be developing a new virtual care strategy.

b) Pharmacy changes and supplementary statement

Steering Group members were provided with an update to local pharmacy service changes and a copy of the supplementary statement produced by Public Health to update the Pharmaceutical Needs Assessment for Coventry and Warwickshire. It was noted the statement stopped short of saying that the various closures and changes created a gap in services for local people.

Steering Group members raised concerns regarding the impact of closures of pharmacy services from several locations around Coventry. DS gave the example of Coundon where both pharmacies on Mosely Avenue had closed and the impact this had on those who do not drive. They would need to get two buses to reach a pharmacy.

A question about the figures used was raised – the Statement uses the number of households, but this may not be a good indication of the number of people who use the pharmacy.

RL said that work the full Pharmaceutical Needs Assessment will begin soon and this will include a public survey.

The group concluded that this needs to speak to the people who are being affected by pharmacy closures in their area.

Actions
<ul style="list-style-type: none">• RL to feed the points raised to the Community Pharmacy Steering group for Coventry and Warwickshire at the next meeting

c) CQC inspection findings

There were no inspections carried out since the last Steering Group meeting but an update on CQC work was provided.

d) Proposed location change for Children and Young People's SARC in Birmingham

Steering Group members noted information about the proposed location change. They are looking to move around October/November 2024.

6. Reports from external meetings

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

7. Items for information

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

- Interim report into the CQC
<https://www.gov.uk/government/news/government-acts-after-report-highlights-failings-at-regulator>
- [Men's health: The lives of men in our communities | Local Government Association](#)
- Government consults on extending Healthy Start to more families
<https://www.gov.uk/government/news/government-acts-after-report-highlights-failings-at-regulator>
- The cost-of-living crisis and the nation's mental health
[Just living and coping - Centre for Mental Health](#)
- [New GP contract explained by the Kings Fund](#)

8. Any other business

There was none.

9. Date and time of future meetings

Next Steering Group meeting date is on 19 November 2024 at Trinity House.