

PUBLIC MEETING

**Healthwatch Leicester & Leicestershire Advisory Board (HAB) Meeting
held on Tuesday 24 September 2019 6.00 – 8.30 p.m.**

Pera Business Park, Nottingham Road, Melton Mowbray LE13 0PB

Present: Harsha Kotecha (HK) HW Leicester & Leicestershire HAB Chair
 Micheal Smith (MS) HW Leicester & Leicestershire Manager
 Rita Patel (RP) HW Leicester & Leicestershire HAB Member
 Shireen Bharuchi (SB) HW Leicester & Leicestershire HAB Member
 Sue Venables Head of Communication – BCT programme
 Simon Fogell (SF) ECS Executive Director
 Aileen Farrer (AF) ECS Corporate Services Manager (Minutes)

Apologies: Mark Farmer (MF) HW Leicester & Leicestershire HAB Member
 Joe Johal (JJ) HW Leicester & Leicestershire HAB Member
 Paul Blakey (PB) HW Leicester & Leicestershire Deputy Manager

Item No		Action
1.	<u>Welcome and Introductions</u>	
	The Chair welcomed members to the meeting.	
2.	<u>Declarations of Interests</u>	
	No declarations of interest to be noted.	
3.	<u>Minutes of the Meeting held on 30 July 2019</u>	
	The minutes of the meeting held on 30 July 2019 were agreed as an accurate record.	
	<u>Actions from the Meeting held on 28 May 2019</u>	
	The action sheet has been updated and is attached to these minutes.	
4.	<u>Work Programme Project Updates</u>	
	MS provided an update as follows: <u>Medicines Management</u> The field work has been completed, 92 survey responses are being input for analysis and this will come back to the November board meeting.	

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	<p><u>Personal Budgets</u> The project is now live, Community Outreach Leads are engaging with social groups where the use of personal budgets is more prevalent.</p> <p><u>Social Prescribing</u> This work will be undertaken through workshops and focus groups to be held during October to mid-November. It is hoped that community navigators will help with this work.</p>	
	<p>The team will then move onto working on community mental health services supported living and lifestyle services and the work for this will take place during the second part of the year. Proposals will be shared with Board.</p>	
	<p>The special projects are:</p> <ul style="list-style-type: none"> • Experience of looked after children • Changes to CAMHS impact on service users • Experience of parents and users with special educational needs on dental services. <p>ECS have recruited sessional researchers to take the above work forward. The previous difficulties in engaging with LPT about CAMHS have now been resolved.</p> <p>Proposals for 2019/20 special projects have been submitted to the Local Authority and feedback is awaited from commissioners.</p>	
5.	<p><u>Intelligence/Feedback Update – Public Issues</u></p>	
	<p>The intelligence received by Healthwatch Leicester/shire over the last few months has been as follows:</p> <ul style="list-style-type: none"> • Experience of foster parents who have frustrations about accessing help and support. This may be an area of future work. • Access to GP services. • Lack of support for sepsis survivor. • Concerns about socially isolated people going into hospital that do not have family or a support network. 	
6.	<p><u>Chairs Actions - Public</u></p>	
	<p>No actions to report.</p>	
7.	<p><u>Health and Wellbeing Board Update</u></p>	
	<p>The City HWBB meeting was cancelled. The County HWBB meeting is to be held on 26 September 2019.</p>	

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8.	<u>Overview and Scrutiny Update</u>	
	<p>MS attended both the City and County OSC meetings, at which the HW Annual Report was presented. This was well received by Councillors.</p> <p>The City OSC received an update on LPT and it was noted that the CEO has changed some of the CQC ratings. People need to be aware that the CEO role is a job share with Northamptonshire.</p>	
	<p>After lengthy discussion regarding walk in services and it was agreed that HW should write to each of the CCGs to ask what they have done re change of access. If it appears to be chaotic then HW could undertake more work around this.</p>	
	<p>It was agreed that the focus of the next Board development meeting would be around primary care networks in order to gain an understanding of the situation. SV would be happy to help with this.</p>	
	<p>MS agreed to circulate a paper around charges for services to be applied for people receiving a benefit. This will allow HW to consider whether a response should be submitted on the consultation about the affects this will have on vulnerable people.</p>	MS
9.	<u>Enter and View Programme Reports</u>	
	<p>Updates were given on the four visits as follows:</p> <ul style="list-style-type: none"> • Merlin Vaz • Errington Medical Centre • Clarendon Mews Supported Living • Humberstone Medical Centre 	
10.	<u>Healthwatch Reports Published</u>	
	<p><u>Long Term Plan</u></p> <p>A copy of MS presentation was included in the agenda pack and the report has now been published and is available from the website. An overview of the research based work was given which outlines what is being done locally. HWE are doing a thematic review from a national perspective. A lot of messages are similar across the country.</p> <p>MS will also make the offer of presenting the findings to strategic groups and it was agreed a 2 page overview would be prepared as it is incumbent of HW to communicate to the public about what this means.</p> <p>No queries were raised and the team were thanked for their work.</p>	
	<p>RP has attending two meetings and will be completing the meeting feedback forms. The Mahir practice is closing on 27 September and all patients have been allocated</p>	

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	an alternative surgery. RP raised the issue about dementia patients receiving written communication and the need for this loop to be closed.	
	MS informed members that JJ had highlighted an application from Westcotes practice to extend the boundary which will impact on patients.	
	The Melbourne Road practice has had a contract extension.	
	Thurmaston practice is going through changes.	
11.	<u>Health and Social Care Issues from the Public</u>	
	No issues.	
12.	<u>Any Other Business</u>	
a)	<p>MS raised the issue about the CCG governance structure change and advised members that a number of quality and assurance boards will be coming together. HK is waiting for a meeting with the CCG Accountable Officer, Andy Williams.</p> <p>SV advised members that collaborative arrangements will go out to formal consultation and there will be pre engagement work with HW as a key stakeholder.</p>	
b)	MS advised of Care Alliances integrated care shifts and changes for health and social care arrangements.	
c)	<p>Briefing received from Mark Farmer as follows:</p> <ul style="list-style-type: none"> • Response now received for HK/MF to meet the new CEO of LPT. • MF and Cllr Dempster pushed for the long term plan to be raised at the HWBB. • MF to do presentation at the next meeting following his attendance at the NHS Expo and Suicide Prevention Conference. • MF and Bryonie Mellor will be talking to people about mental health services at the Bradgate Unit. 	
13.	<p><u>Date and Time of Next Meeting</u></p> <p>The next meeting will be held on 26 November 2019. As every effort has been made to hold HAB meetings across the County, due to very limited public attendance, members agreed that meetings would be held in the City and will be promoted through the usual channels.</p> <p>Timings will remain in the evening for the present time but can be reviewed at a later date.</p>	