

## **Healthwatch Advisory Board (HAB) Meeting held in public**

**Tuesday 30th November 2021, 6pm - 8pm**

**Online - Microsoft Teams**

### **MINUTES**

#### **1. Welcome and apologies**

Apologies were received from Jo Johal and Kash Bhayani.

#### **2. Attendance**

Harsha Kotecha (Chair), Mark Farmer, Mukesh Barot, Alex Partner, Gemma Barrow, and Gillian Jillett (taking notes).

The meeting was quorate. No declarations of interest to be noted.

#### **3. Minutes and Action Log from Public Board Meeting held on 28th October 2021**

One amendment: point 5 should read GP Services at Thurmaston.

Minutes approved.

#### **4. Work Programme Project Update**

Mukesh advised the Board that despite the challenge of retention of staff there is a high level of activity around Mental Health and Projects.

He referred to the Suicide Project and said that a report is imminent and will be sent to the HAB. He said the ICS Board were interested in seeing the report. Mark said it would be helpful to see the report and recommendations.

Mukesh talked about the staff and suggested that informal meetings should take place working with Young People and their experience of Mental Health and shared experiences. Partners for this include Community Radio and Vita Minds.

It was also suggested that we should have a Healthwatch presentation we could use in promoting HWLL in other areas. Gemma said that we have presentations that can be used and advised that there would be new branding with new posters. We will produce an information pack that can be shared with the public and we have the booklets that we are disseminating.

Mukesh talked about the “Let’s Talk” events. There were four events planned with low number attending. At Wesley Hall two team members talked to two groups which represented 25 people in total. Primary Care was their main concern.

Mark commented that he had been on one website which took him to an old Healthwatch Leicester page so need to ensure these are cleaned up.

Mukesh advised that Shirin had moved to full time hours which would enhance various areas she covers.

Mukesh announced that he would be leaving Healthwatch on the 15 December to take up a new role in the NHS. The Board expressed their congratulations to Mukesh and wished him well for the future.

## 5. Intelligence Feedback Update

Harsha reported:

GP Practices

- Harsha advised the CCG that there were concerns around access to GP Practices which is of a major concern to patients. She said the CCG confirmed they were looking into this to resolve the access issues and bringing back face to face appointments.
- She asked the CCGs to produce public facing document for patients and to share the plan to provide further funding.
- Vaccinations continue to be delivered at the practices.
- She advised that there were plans to have more face to face appointments and have also asked the CCG to ensure the public are aware.
- She also talked about the plans to deal with further variants and the need to have Young Healthwatch up and running.

Mark reported:

- Mark expressed concerns about the performance of LPT and felt we needed to have a conversation with LPT.
- The ‘Step up to great Mental Health’ consultation feedback has been received. There is a 400-page analysis and over 6000 comments.
- Mark was on Radio Leicester recently talking about Mental Health and profiling some of the work we do.
- LPT is looking at developing a framework for lived experiences and Carers. They are also looking for advocacy services across Leicestershire.
- LPT would like to introduce a shared Experience Director.

Alex reported:

- Alex attended the Learning Disabilities Partnership Board and there was a patient and carers presentation on ‘keeping healthy.’ There is a push for people to get annual health checks.
- Alex raised questions on how do people know where to go and was told that there are specialist clinics.

- LLR key workers service officially launched looking at intervention. Weight management was also looked at in the meeting and how that would work.
- Bradgate Unit –a new sensory environment has been created.

Mukesh reported:

- Mukesh reported that he and Harsha has share the CAMHS report with OSC who have responded to the CAHMS and Dentistry Report. Cllr Ketteridge said it was one of the best discussions they had ever had, in the Committee. NHS England Directors had to come to the meeting and come back with Action Plan based on information received.
- The CCGs will be replaced by the ICS in April.

## **6. Decisions to be made by the Advisory Board**

None

### **6a. Escalation to HW England/CQC**

None

### **6b. Publish a report/ agree a recommendation made in a report**

None

### **6c. Request information from commissioners/ providers**

None

### **6d. Which premises to Enter and View and when**

Gemma shared that the team had visited Latham House Medical Practice. We worked with the practice and used the GP text messaging service to reach patients. We received comments from over 1100 patients via the text messaging service and feedback via the telephone.

We are planning visits for January and hope to use the same approach. We are unable to visit care homes at the moment but are looking at ways we can do this virtually.

### **6e. Decision about subcontracting/ commissioned work**

None

### **6f. Whether to report a matter concerning your activities to another person**

None

### **6g. Which health and social care services HW is looking at for priority project**

None

**6h. Refer a matter to Overview and Scrutiny committee**

None

**7. Breach/s of the decision-making process**

None

**8. Health and Social Care Issues from the public**

None

**9. Any other business**

None

**10. Date and time of the next meeting**

Tuesday 25th January 2022

6pm – 8pm

**There were no questions received from the members of the public.**