

Healthwatch Advisory Board (HAB) Meeting held in public

Tuesday 26th October 2021, 6pm – 8pm

Online - Microsoft Teams

MINUTES

1. Welcome and apologies

Apologies were received from Joe Johal.

2. Attendance

Harsha Kotecha (Chair), Mark Farmer, Kash Bhayani, Mukesh Barot and Alex Partner
Gillian Jillett – Information and Support Officer

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

3. Minutes and Action Log from Public Board Meeting held on 29 June 2021

Minutes approved.

4. Work Programme Project Update

Mukesh provided a staffing update. There was a discussion on staff retention and turnover, it was agreed that a risk register should be started.

Mukesh gave a verbal overview of work progressed by Jackie Owen, Projects Officer. The HAB were informed of work to establish a Diversity & Inclusion Health Network as part of Shirin Shahid, Outreach Lead's portfolio of work.

Mark requested that the HAB are kept informed of developments. The Chair suggested a written update would be better than verbal.

In relation to survey low response rates, the Chair asked if the Voluntary Community Sector could be approached with a paid incentive to support completed surveys and asked if a link to all surveys could be provided to HAB.

The Chair also suggested extending the Domiciliary Care project deadline to the end of February. The HAB agreed the extension.

5. Intelligence/ Feedback update

Harsha reported:

GP Practices

- Harsha stated there are concerns ongoing issues relating to GP access, one frustration is patients not being able get appointments face to face with their GPs. These concerns have been reported to the CCG, who have recently conducted their own survey around GP access and plan to develop an action plan. Harsha has asked for the plan to be shared once available.
- Harsha has been involved in the procurement of Thurmaston Healthcare as well as the development of the New Health & Wellbeing Board Strategy for Leicestershire.
- Harsha has established regular meetings with both City and County HWB Chairs.

Leicester Hospitals

- Harsha advised the meeting that Leicester Hospitals' New Chair, Richard Mitchell is currently reviewing the current structure for meetings.
- UHL are currently working on a Covid-19 post peak exercise that will help planning for the winter ahead.
- Acting Chief Executive paid tribute to staff for their resilience during the pandemic and thanked patients for their continued support during this difficult period.

Councillors

- There has been an initial discussion with Cllr Vi Dempster to establish a regular Councillors catch up.

Integrated Care System

- Mark stated the importance of the patient voice being central in the Integrated Care System (ICS).

Action: Harsha to contact Sarah Prema to query why HWLL is down as observer only status on the ICS.

Mark reported that:

- Conversations have taken place on engagement and involvement at the LPT Update meeting held on 26/10/21.
- Bi-monthly Director's meetings have been held by the Mental Health Design Group.
- The Chair would like to see targets applied for CAMHS. MF stated targets cover adults only.

Kash reported:

- Carers Delivery Group – the Carers have considerable concerns and HWLL want to support Carers using all the tools we have regarding providing information across LLR.

- Kash provided feedback on the Carers Event and Leicester Partnerships work with the Carers Centre. KB commented on survey overload as impacting on public response rates.
- Kash spoke of his involvement with Suicide Prevention and Audit Group. There is a launch of survivors of bereavement from suicides initiative at Peepul Centre.

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

During the COVID-19 pandemic, Enter & View activities were put on hold. We have received guidance from Healthwatch England and can begin to resume some activities following the regulations. The focus of our visits for 2021/ 22 will be based on evidence-based findings and user feedback.

6 x GP sites identified to re-establish Enter & View (to include Care Homes from January 2022).

The Deputy Manager has provided an updated work plan for Enter & View. HK has already shared this with the HAB Members.

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 next meeting

Tuesday 30 November 2021

6pm – 8pm

Questions from the public

Tony Patel asked the following:

Tony asked for HAB meeting links to be posted with clearer detail on how and when public can join meetings.

Tony asked if the HAB Member leading on Carer is a carer. Tony questioned the lived experience relating to caring on the HAB.

Harsha said that HAB members are appointed on their skills and knowledge to carry out the role and they are given specific areas to represent the HAB. HAB leads are based on interest or experience. Mark assured the meeting attendees that there are carers within the Board or some have been carers at some stage in the past.