

HAB Meeting Minutes –26th September 2023

1. Welcome and Apologies

Apologies received and accepted from Jo and Alex.

Present

Harsha Kotecha (Chair)

Gemma Barrow

Kash Bhayani

Riyaadh Mussa

2. Declarations of Interest

None

3. Minutes & Action Log from Public Board Meeting

Minutes from previous meeting have been completed, circulated, and accepted as accurate.

Harsha, Gemma, and Kevin are looking at HAB recruitment, aiming to get the board up to 9 members, then potentially recruiting further, if necessary, at a later date. The advert will go out to more specific areas, such as dentists and the African-Caribbean Centre. For the other posts we will co-opt the 2 people that previously applied prior to the contract going out to tender. If they are still interested, one will take the lead on Adult Social Care in the County and the other on learning disabilities.

Gemma is planning to put together the adult Social Care proposal in October, hoping to start engagement in November.

Dulna will share the updated Enter and View list with the Board.

4. Work Programme Project Updates

Completed all visits to the Leicestershire hotels where asylum seekers have been placed, as well as 3 city hotels. Issues and concerns have been raised directly with Serco and the local authority, as well as safeguarding and environmental issues at the Ramada Jarvis Hotels. The visit to this hotel was emotionally draining and disturbing for the team that visited. Gemma spoke with the visiting team to ensure they were ok after the visit and to find out if they needed any additional support.

Gemma's report has been drafted and will be circulated with the Board as well as Serco and the local authorities for comments.

Gemma is hoping to visit the Leicester City of Sanctuary at one of their group meetings with asylum seekers, and to the assist practice to talk to people there.

Gemma noted the difference between the asylum seekers housed in the city, who can get out and about (i.e., to college, etc) and those in the county who can't get out due to lack of transport and places for them to go.

We also plan to support the ICB with starting an engagement activity regarding a bespoke service for a GP practice for people that are homeless and asylum seekers.

As part of the access and communications project, Gemma is meeting with Trade Sexual Health to start a project with the LGBTQ+ community, as concerns from some transgender people have been raised with the health service. The LGBT Centre have moved into VAL's building so we could also connect with them.

Throughout the summer, the HWLL team have been focussed on public engagement, attending events and AGMs, promoting the HW name and making connections. We hosted our first Chai, Chat and Coffee event and are looking to replicate it.

Gemma presented about HW at VAL's Future Focus event, to a room of about 30 people.

For our Autumn tour, Riyaadh has been looking into us setting up pop-up stands in the Leisure centres.

We are currently finalising details of our visit to the train stations on World Mental Health Day (10th October).

5. Chairs Update

Harsha has visited the ICB, ICS, the health and care partnership and the development sessions, with the key notes from these sessions being that they have revised and approved the 5-year plan, which is available on their website. They will present a report at the end of the year with key performance indicators to show they are going in the right direction.

CEO, Andy Williams, of the ICB is retiring in November and discussions were held around the new appointment, with a decision made that they would recruit a new CEO. Harsha is involved in the stakeholder panels for the recruitment.

The UHL is moving in the right direction, but they still have a long way to go- the elective care hub has opened but they still have long waiting lists, ambulance handovers have fallen to 30 minutes but still longer than the recommended 15 minutes. The key thing with UHL is that the CEO, Richard is now also the joint CEO of another organisation. The same is true for the Chair of UHL, John McDonald.

We have also had someone through the enquiries line get in contact from UHL regarding a research project. Harsha, on behalf of the board agreed to be collaborators but if they want anymore than a message on our social media, we will need additional funding (to support admin, etc). They put a bid in and if they are not successful, they will go for the next round of funding.

Gemma added that she's asked Dave (VAL), who is meeting with the ICB to find out if there's anymore potential projects that Healthwatch can get involved with.

6. Intelligence/ Feedback Update

Mental Health: Gemma provided an update on the “RU Ok” campaign at the train stations earlier in the meeting.

Adult Social Care: Kash attended the first adult social care scrutiny commission meeting. Domiciliary care providers that require improvement are still being used. There’s a shortage of providers. One councillor mentioned about informal carers and whether quality of their work is monitored. Kash suggested this might be something we explore in the future. The CQC’s new structure is that they’re going to inspect only when concerns are raised. Gemma suggested attending the Carers Centre’s AGM in November to unpick some of this and listen to their insights on this.

Learning Disabilities: Alex has been unable to attend the Learning Disabilities meetings. Harsha has been scanning over the minutes for these meetings. However, Alex is now back and able to attend the meetings.

Carers: The Carers Delivery Group has not met in a while, Dulna is planning to attend a future meeting. Kevin (VAL) attended the VASL AGM, and they spoke highly of Healthwatch and the team, particularly our work with dementia project.

Dental: There is an East Midlands HW meeting happening in October, where we can get some feedback from the HW visit to the select committee as well as the impact of the ICB taking on dental contracts. After the meeting, Gemma will incorporate the national picture, then the local picture into her dental update. We may need to look into the lower rates of young people in the city not visiting the dentist.

Outreach: Updates have been provided on this throughout the meeting. For Quarter 2 the total number of people engaged with was 1670. Quarter 2 report will have updates on our outreach work.

7. Enter and View Update

Dulna will be providing a regular update on Enter and View plans with the board. The Medical Director has said if there are any blockages to getting into practices, the Medical Director is willing to help.

The ED visit occurred on 23rd September, with some initial feedback that there was little improvement, though the flow of the department had improved, and the patients spoken to were largely positive.

We have begun using smart survey to contact patients and collect as much feedback as possible.

Mental Health visits are our next target.

8. Decisions to be made by the Advisory Board

a. Publish a report/agree a recommendation made in a report.

Childrens and young people report is still to be published. Mark has looked through it and sent feedback.

Policy documents are being updated to be placed on the website. Dulna has updated the volunteer handbook.

b. Breach/s of the decision-making process.

No breaches.

9.

a. Escalation to HW England/ CQC

None.

b. Request Information from commissioners/ providers

None.

c. Whether to report a matter concerning your activities to another person- e.g. CCG, Voluntary Sector, another Healthwatch, Advocacy services

None.

d. Decisions about subcontracting/ commissioned work

None.

e. Refer a matter to Overview and Scrutiny Committee

None.

10. Which health and social care services HW is looking at for priority project

None.

11. Health and social care Issues from the public- 15 minutes duration

No member of the public in attendance.

12. Any other business- previously advise to Chair

A candidate has been chosen for the media and communications post; we plan to get in touch with them tomorrow.

13. Date and Time of next meeting

-28th November 2023 (Microsoft Teams).

-Away day booked for 4th December, for team and volunteers.

