

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

Tuesday 23 January 2024, 6pm – 8pm

Online - Microsoft Teams

MINUTES

1. Welcome and apologies

Attendance:

Harsha Kotecha (Chair)

Kash Bhayani

Joe Johal (who left the meeting partway through)

Gemma Barrow (HWLL Manager)

Riyaadh Mussa (Information, Advice and Data Officer)

Hardip Chohan (Head of Operations and Services, VAL).

Apologies: Alex Partner.

Mark Farmer has resigned from the HW board, having taken a role in Leicester hospitals. The Chair expressed thanks for Mark's contributions to HWLL.

2. Declarations of Interest

No declarations of interest were noted.

3. Minutes and Action Log from Public Board Meeting held on 26 September 2023

KB noted on page 3, that the minutes appeared to present Leicestershire NHS Trust Board and Northamptonshire NHS Trust Board as a joint trust and this should be changed.

The minutes of the previous meeting were approved.

KB questioned whether we still planned to send out a poll to see how well the new GP's cloud-based telephone system was working. HK stated that the ICB has a live GP survey so it wouldn't make sense to duplicate this at the moment.

HK added that we have three members of Youthwatch. She plans to meet them and the volunteering Lead to look at activities - particularly with our planned work with young people's mental health from April.

4. Work Programme Project Update

Access and Communications

a. LGBTQ+ engagement

GB reported that the LGBTQ+ survey was live and we are using our social media channels to drive people to the survey. The team are engaging with groups and the public to complete the survey. With February being Pride History Month, the team is looking for activities to tie our work in with. We also received an email from Harborough District Council, looking to help push the survey widely in the district.

b. Public Priorities Survey

GB reported that we have finalised the priorities survey and it will be sent to the HAB for review. The survey will be sent out in the coming weeks and a joint session with the Chair and the Rutland Chair will be online.

The survey will be sent out to all our contacts and printouts will be taken to outreach and engagement events.

RM will be going back through the quarterly reports to outline the key themes and trends of the year.

HK added that she will be meeting with key stakeholders, having met with the Chair of the county health and wellbeing board, and will be meeting with the city equivalent, to ensure we are working in partnership with the system.

c. Supported Living

GB reported she will be attending a City Supported Living Meeting this week, to talk with leads to find opportunities to engage with the people in supported living. Engagement with people is planned to start in February.

d. Engagement with Diverse Communities

The engagement team has been engaging with diverse communities by hosting Chai, Coffee, and Chat events in the city - with one being held before Christmas with the Bangladeshi Men's community and two more already this year. There are three more upcoming, with a planned total of eight to be achieved in the year. Initially, these are targeted at the city, however we are planning to hold events in the county.

5. Chairs Update

Health and Wellbeing Board (HWBB)

HK attended the County HWBB development session which focussed on mental health and the City HWBB which focused on young people. At the City HWBB, GB presented an update on HWLL with details on our current work and planned activities.

University Hospital of Leicester NHS Trust (UHL)

UHL opened the new Chest Pain centre at Glenfield Hospital in November, which will provide the regional hub for assessing angina and chest pains, as well as following up with patients who have suffered heart attacks.

UHL also funded their second surgical robot, which will allow them to treat head and neck cancers.

They have been successful in their renewal bid to be the research hub for the region.

An area of concern is the winter pressures. Ambulance handovers have begun to rise again as a result of increased attendance at the Emergency Department and the ongoing strikes.

Integrated Care Board (ICB)

Caroline Trevithick has been appointed as the CEO of the ICB, with her previous role as Deputy CEO now being filled by Rachna Vyas, who will also continue her role as COO. Robert Toole has been appointed as CFO and will be working to improve their financial deficit.

HK reported that Leicester hospitals and Northampton hospitals will be working collaboratively, which was discussed at the development session earlier that month. The collaboration is thought to provide better opportunities as a result of economies of scale and better resources.

6. Intelligence/ Feedback Update

Adult Social Care

KB shared the following insights from the scrutiny committees of public health and social care.

KB reported it would be worth keeping our eyes on the scheme to support those with respiratory problems and in public housing.

Flu symptoms have risen slightly, and the flow of patients with the flu in the emergency department is stable. COVID-19 levels and admissions are low. KB noted that some hospital wards have continued the wearing of masks, and some have not.

Measles had five confirmed cases in December which may not be a concerning amount, but the low vaccination rate could lead to an outbreak.

KB reported that the ICB is conducting, as well as the GP patient survey, a more local survey that will reflect the local demographics. Results from this will be shared later. KB asked about service users' access issues for GPs and whether the PCNs are helping with this. The ICB were unable to answer, stating that there hasn't been enough of a stable time to evaluate this.

The NHS app has seen a good uptake, with the only issue being the number of practices that allow options to the patient.

GB added that there are two surveys in the system, the GP survey and the young people's survey. We attended a follow-up meeting about the young people's survey and its progress. GB added that, as members of the ICB, we need to share the survey and ensure it reaches as many people as possible.

Carers

GB stated that at some point in the year, we will go out to the carers group, using our links with the Carers Centre who are based at VAL. We have connections with various groups to engage with on carers issues.

Dental

GB reported we are working on the JSNA chapter recommendations with the county council. HWE shared a report that stated increased spending on dental services were blocked by ¼ of ICBs, including LLR ICB despite the evidence regarding dental services.

Outreach

GB reported that as part of our autumn tour, RM visited numerous leisure centres, with more upcoming visits in January. This was an effective method of engaging with people, especially in the county. We are also looking at more opportunities, similar to our Samworth Brothers visit, to visit businesses, with the potential to work with Leicestershire County Council.

GB reported that in Q3 we attended 63 events and engaged with 2,400 people directly. Our media and communications Officer has also increased our social media presence, creating reels on Instagram, and creating dynamic content, to encourage engagement. We are looking to revive our HWLL LinkedIn page. Our media and communications Officer will also be looking for other opportunities, such as a radio presence.

7. Which premises to Enter and View and when

HK shared with the HAB an update on Enter and View. A new list of visits for the upcoming year will be put together based on data we have collected and data the system has shared with us.

GB added that three reports have been sent to the HAB to be signed off - Rushey Mead, Waring Close and Glenfield Surgery. Responses are expected from Beaumont Leys Surgery, Hallaton Manor and Asquith Surgery.

The LRI ED report has been sent to UHL today. The report suggests there have been many improvements from the last visit, but still some areas for improvement.

As part of the commissioned piece of work from HWE, today the team conducted the first Enter and view into the Community Diagnostics Centre.

KB questioned whether surgeries that are connected by being within a PCN or surgeries that are owned by the same company/ GP are considered when conducting enter and views. GB answered that these are taken into account when researching and deciding Enter and View visits- especially for care homes.

RM will share data about trends from our intelligence with HK and a new list of Enter and View visits will be shared with the board once finalised.

8. Decisions to be made by the Advisory Board

None.

8a. Publish a report/ agree a recommendation made in a report.

The HAB members are to read and sign off the three Enter & View reports for publication by the end of the week.

8b. Breach/s of the decision-making process.

None.

8c. HAB co-option

We had three applications to join the board in 2022, but with the contract going out for tender, the recruitment process was paused. We are now revisiting those application to get the board back up to capacity of 9 members.

It was proposed that we co-opt for Fiona who had previously applied for 12 months. This was approved by all current members of the HAB, Alex had emailed her approval before the meeting.

The recruitment plan is to increase the volunteer base and recruit board members from this pool, with a focus on targeted recruitment.

A seat on the board will be reserved for member of Youthwatch. HK to meet with Youthwatch members to explore this.

9a. Escalations to HW England/ CQC

None.

9b. Request information from commissioners/ providers

None.

9c. Whether to report a matter concerning your activities to another person.

None.

9d. Decision about subcontracting/ commissioned work.

None.

9e. Refer a matter to Overview and Scrutiny Committee.

None.

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

Priority survey will feed into this.

11. Health and social care Issues from the Public.

None.

12. Any other business.

GB stated she will be presenting at the next County Health Overview and Scrutiny (HOSC) meeting in March, with an update about our activities and they have requested financial information.

KB raised concerns about the new GP appointment booking system- people are now able to complete this online and for those who are not able to use technology, they can call GP reception for aid in doing so. HK stated that she has raised concerns about this, and the ICB reassured her there is still the opportunity to call for appointments.

Another concern was raised around the lack of knowledge about GPs offering home visits. GB noted that we have had an enquiry involving someone complaining that their GP isn't offering home visits, instead being told to call NHS 111.

13. Date and time of next meeting.

Tuesday 27 March 2024

6pm – 8pm

Online Teams meeting.

Questions from the public.

No questions were submitted or asked.