

Healthwatch Advisory Board (HAB) Meeting held in public.

Tuesday 26th March 2024, 6pm – 8pm

Online – Microsoft Teams

MINUTES

1. Welcome and apologies.

Attendance:

Harsha Kotecha (Chair)

Kash Bhayani

Fiona Barber

Gemma Barrow (HWLL Manager)

Riyaadh Mussa (Information, Advice and Data Officer)

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

Absences:

Joe Johal

Alex Partner

2. Declarations of Interest

No declarations of interest were noted.

3. Minutes and Action Log from Public Board Meeting held on 23rd January 2024

The minutes of the previous meeting were approved.

HAB recruitment remains ongoing, with a target of recruiting 9 members and to a maximum of 12 members.

The Supported Living project's scope and proposal has been completed.

Two new outreach and engagement officers have been recruited; Sophie and Simran. The team is now at full capacity.

The priorities survey has been sent out and completed. RM will be collating the data we've collected throughout the year, as well as looking at other systems plans, to outline key themes.

Nine Chai, Coffee and Chat events have been completed.

The LGBTQ+ survey has been completed and the report is being drafted.

A new action log will be created from April 2024.

4. Work Programme Project Update

GB Reported:

The asylum seekers project has been finalised, and the reports have been released. We have continued working with LPT and the mental health neighbourhood leads. The project is something the team will revisit in 6 months, to check if our recommendations have been implemented.

The LGBTQ+ survey has been closed, with a total 82 responses. RM has been pulling together the data, and we will run a focus group with TRADE Sexual Health, to discuss the findings and to finalise recommendations.

The Supported Living project has been shared with the city and county Local Authority teams. We may have to relook our approach on this project and have a team member to fully focus on this. The biggest barrier we have found is reaching the people.

5. Chairs Update

HK reported:

UHL

UHL have been working with LLRICB, and data released from NHSE shows a 70% reduction in the number of people on waiting lists across LLR. This has been largely attributed to the opening of the East Midlands Planned Care Centre. Phase 2 of this centre will be opened in December 2024. UHL has released its annual report on prevention, which it has taken to the health and wellbeing board in the city and the ICB and will be presenting it to the county. UHL has also been working on its health inequality agenda.

They have been working in partnership with the British Association of Physicians of Indian Origin and the British Institute for International Nurses.

They have officially signed off on the formal collaboration between UHL, University Hospitals of Northamptonshire NHS group (Including Northampton and Kettering Hospitals). A number of key personnel are working in both areas, such as Alice McGee (People Officer).

HK has raised her concerns around the confusion of pharmacy first for the public, such as the specific criteria you must meet and the fact that pharmacists can only prescribe 5 days of antibiotics.

Health and Wellbeing Board: City

LiveWell presented updates, who said at the moment they don't offer self-referrals, you must be referred by GP, however people can't get in to see their GP. LiveWell stated they wouldn't be able to cope with the demand of self-referrals.

Leicester is aiming to be a smoke free city by 2030, and the strategy was reviewed.

The Better Care Fund presented an update.

Priorities

HK and the HW Rutland Chair hosted a public online session to gather feedback on HWLL's priorities for the upcoming year. The 5 key issues we heard at the session were: booking GP appointments, the quality of care and lack of continuity of care, access to mental health services, access to dental services, and booking/waiting for hospital treatments.

6. Intelligence/ Feedback Update

Mental Health

HK will attend the mental health in the absence of a HAB lead and at the time of this meeting there was no update.

Adult Social Care

FB will be taking a lead on adult social care in the county.

Adult Social care scrutiny committee

KB reported

The charging policy was opposed by 3 members. The dispute currently is that people on disability benefits who are on support are asked to contribute to the services they use.

The reablement service which supplies for up to 6 weeks after discharge was approved.

Autism diagnoses are growing in numbers.

An update was presented for carers support and will be presented at the HWB.

Carers

GB reported that Dulna is still attending the Carers Delivery Group.

Dental

GB reported that HWE have been providing dental updates in Parliament and to the HW network.

NHS dental provision is still a massive issue for adults and children. We've had a request from the Women's Institute to present (with HW Rutland) our perspective on dental provision as they want to make that their resolution for the year. Their statement is "there is a chronic shortage of NHS dentists and people are suffering health issues as a result." "We will be presenting from a patient perspective.

GB added that the LLRICB was 1 of 12 ICBs to not use additional money to invest in dentistry.

We've been attending the JSNA Oral Health meeting and having regular meetings with the dental commissioners.

Outreach

In February and March, HWLL has engaged with over 1600 people directly. Shirin is the dedicated city officer, with Simran and Sophie covering the county. We would like to increase our presence in the county.

A new data form has been created for Board members to complete after attending meetings to share the impact of the meeting, which the team can use to track themes across the system. RM will bring together all the data we have gathered to create a summer report.

7. Which premises to Enter and View and when

The list has been circulated of upcoming Enter and View visits for 2024-25. No further updates.

8. Decisions to be made by the Advisory Board

None.

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

The visit to the Leicester Royal Infirmary (LRI) adults ED report was shared with the board, who will provide a sense check and then sign off the report. All Enter and View reports that have been sent to the board up until March 2024 have been approved.

Four more Enter and View reports are to be shared with the board.

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

None.

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.

To be decided.

11. Health and social care Issues from the Public.

None.

12. Any other business.

None.

13. Date and time of next meeting.

Tuesday 30th April 2024

6pm – 8pm

Online Teams meeting.

Questions from the public.

No questions were submitted or asked.