

**Healthwatch Stoke-on-Trent Advisory Board
Public Agenda 21 July 2020 at 12pm to 1pm**

Join Zoom Meeting

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Meeting ID: 274 641 5190

Password: 1WRqWR

Part 1 – Public 12pm to 1pm		
1	Welcome and Apologies	Chair
2	Declaration of Interests	Chair
3	Minutes and Action Log from the Meeting held on 26 November 2019 & 25 February 2020	Chair
4	Work programme Project Updates	Chief Officer
5	Intelligence/Feedback Update – Public Issues	Chief Officer
6	Chairs Actions – Public	Chair
7	Health and Wellbeing Board Update	Chief Officer
8	Overview and Scrutiny Update	Chief officer
9	Enter & View Programme	Chief Officer
10	Healthwatch Reports published	Chief Officer
11	Health and Social Care Issues from the public (15 minutes duration)	Chair
12	Any Other Business	Chair
13	Date and Time of Next Meeting: TBC	

Healthwatch

Stoke-on-Trent

Healthwatch Stoke-on-Trent Advisory Board (**HAB**) Public Meeting held on 26 November, 2pm at the Dudson Centre, Hope Street, Hanley.

Present:	Lloyd Cooke (LC)	HW SoT Advisory Board Chair
	Hilda Johnson (HJ)	HW SoT Advisory Board Member
	Philip Leese (PL)	HW SoT Advisory Board Member
	Simmy Akhtar (SA)	HW SoT Chief Officer
	Simon Fogell (SF)	ECS Executive Director
	Mike Dixon (MD)	HW SoT Advisory Board Member
Apologies:	Daniel Flynn (DF)	HW SoT Advisory Board Member
	Sharon Sutton (SS)	HW SoT Advisory Board Member

Item No		Action
1.	Welcome and Introductions	
	The Chair welcomed members of the public to the meeting and introductions were made. LC informed the Board of George Wallace's resignation from HAB, although it is pleasing to note that he will remain with HW SoT as a volunteer.	
2.	Declarations of Interest	
	No declarations of interest to record.	
3.	Minutes and Action Log from the Meeting held on 11 September 2019	
	The Minutes of the meeting held on 11 September 2019 were agreed as an accurate record. Speaker Ruth Emery from CCG was in attendance to speak about Primary Care Networks and members of the public in attendance had the opportunity to ask questions.	
4.	Work Programme Project Updates	

	<p>SA outlined the project update report in detail and no queries were raised by the Board or members of the public.</p> <p>HJ asked the members of the public present to provide HW with any feedback on any areas outlined in the work programme, as well as information on any health and social care issues, as all intelligence received is welcomed. Contact can be made online or by telephoning the office.</p>	
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Item No		Action
5.	Intelligence Feedback	
	<p>SA outlined the report detailing the feedback received by HW for the period Sep 2019 to Nov 2019.</p> <p>The top three areas of intelligence received within the period noted above was:</p> <ul style="list-style-type: none"> - Primary care - Hospital Services - Mental Health Services <p>The information received by HW SoT is continuously shared with the health and social care leaders in the City. HW SoT is currently looking at how the future engagement and outreach work can help to deal with the issues raised.</p> <p>The report shows where the majority of feedback originates from and the newly appointed Community Outreach Lead has improved the amount of intelligence being received, all of which is captured to look at emerging themes and trends.</p>	
6.	Chairs Actions	
	There are no actions to inform the Board of.	
7.	Health and Wellbeing Board Update	
	<p>The Health and Wellbeing Board met on 15 October http://www.moderngov.stoke.gov.uk/ieListDocuments.aspx?CId=673&MId=10619&Ver=4)</p> <p>We emphasised the need to include all partners in the development of the NHS Long Term Plan together with our report findings https://www.healthwatchstokeontrent.co.uk/ltpreport/).</p> <p>The Joint Strategic Needs Assessment (JSNA) has been published. https://www.stoke.gov.uk/directory_record/333579/joint_strategic_needs_assessment</p>	
8.	Overview and Scrutiny Update	

	<p>SA attends the Overview and Scrutiny Meetings where the health and care services are scrutinised by the local Councillors.</p> <p>http://www.moderngov.stoke.gov.uk/ieListMeetings.aspx?CommitteeId=638</p> <p>Readmission rates were discussed, and it was confirmed that the Urgent and emergency care Board plans to complete their audit in December 2019.</p> <p>http://www.moderngov.stoke.gov.uk/ieDecisionDetails.aspx?Id=18924</p>	
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Item No		Action
9.	Enter and View	
	<p>Members of the public were advised that Enter & View is a critical process of Healthwatch, and thanks were extended to the volunteers who support the programme of visits.</p> <p>SA advised that all the completed Enter & View reports that have been approved by the Board are on the HW SoT website. The reports contain recommendations for improvement and HW follow up with a further visit, if required.</p> <p>HJ wished to put on record formal thanks to staff and volunteers for supporting the programme and if any member of the public would be interested in volunteering for HW, then contact should be made with the team.</p> <p>Our completed Enter and View Reports are available on our website. https://www.healthwatchstokeontrent.co.uk/enter-and-view-reports/ 5 Enter and View visits are scheduled in December 2019 and our visits are informed by public feedback.</p>	
10.	Healthwatch Reports Published	
	<p>The Board and public were advised that the reports published are as follows:</p> <ul style="list-style-type: none"> • 5 Enter and View reports <p>Members of the public were encouraged to look at the HW website and to raise any issues with HW directly.</p>	
11.	Health and Social Care Issues from the Public	
	<p>The public were given an opportunity to raise any queries about HW or generically about the NHS.</p>	

Item No		Action
12.	<u>Any Other Business</u>	
	No items of AOB were raised.	
13.	Date and Time of Next Meeting	
	The next meeting will be held on 25 Feb 2020, 10.00 a.m. venue to be confirmed but the aim is to hold meetings across different venues in the City.	

Minutes

**Healthwatch Stoke-on-Trent Advisory Board Meeting
The Dudson Centre, Jenny Manning Room, Hope Street, Hanley,
Stoke-on-Trent ST1 5DD.
Tuesday 25 February 2020**

Present :

Lloyd Cooke (LC)	HW SoT HAB Chair	Simmy Akhtar (SA)	HW SoT Chief Officer
Hilda Johnson (HJ)	HW SoT HAB Member	Simon Fogell (SF)	ECS Executive Director
Philip Leese (PL)	HW SoT HAB Member	Laura Johnson (LJ)	HW SoT
Mike Dixon (MD)	HW SoT HAB Member	D Rushton (DR)	HW SoT
Martin Bailey	Member of the public	Stuart Lea	Together We're Better Digital Programme Director
Apologies			
Sharon Sutton (SS)	HW SoT HAB Member		
Daniel Flynn (DF)	HW SoT HAB Member		

Part 1 – Public 10:00 to 11:30		
1	Welcome and Apologies	Chair
	Noted as above.	
2	Together We're Better Digital / One Health and Care – Stuart Lea, Together We're Better Digital Programme Director	Stuart Lea
	<ul style="list-style-type: none"> • DR - People concerned about the data being available to all partners, who the software company are, will there be opt in/opt out questions - this coming from engagement sessions run by partnership, HW volunteers, PPGs, pensioner groups. Latter two parts not answered in detail. • Question re how they use people's data. <ul style="list-style-type: none"> ○ Will it be used to make profiling decisions about whether we are eligible for treatment v the cost? Will people be explicitly told at the onset of treatment for either social care or health services that your data will be shared? ○ We were told there are two clear areas where data isn't shared – they won't give our data to companies like Pfizer. and they won't share third party information/data with anyone. Big grey area re the issues of consent and how currently interpreted 	

	<p>that they can share our data. They currently believe the GDPR and DPA 2018 gives the legal right under their remit of providing treatment.</p> <ul style="list-style-type: none"> • There were points raised about how the project has been promoted – we were told by many different formats, mediums across several media channels and in engagement sessions – concerns were voiced that this often misses people. • Point raised by SF about not all having access to digital especially for certain age groups plus impact of some of the areas of deprivation that exist within SoT will mean people have limited access to digital even if equipped with smartphones. • SF asked if they could share some guidance that is an easier read as possible to explain the definitions and how they are used by the partners to justify their use of our data and why it is a legitimate use, in reference to the info below found online signposted from the ICO... https://digital.nhs.uk/binaries/content/assets/legacy/pdf/3/p/igagdprprocessing.pdf <p>8) The most appropriate basis for lawful processing that is available to publically funded and/or statutory health and social care organisations in the delivery of their functions is: 6(1)(e) ‘...for the performance of a task carried out in the public interest or in the exercise of official authority...’</p>	
3	Declaration of Interests	Chair
	None	
4	Minutes and Action Log from the Meeting held on 26 November 2019	Chair
	IT glitch which has prevented them being available	
5	Work programme Project Updates	Chief Officer
	<p>SA used paper to brief HAB/Public on progress</p> <ol style="list-style-type: none"> 1. Patient experience of community mental health services <ul style="list-style-type: none"> - Fieldwork complete - Draft report being finalised prior to circulation to the HAB 2. Patient experience of prescriptions <ul style="list-style-type: none"> - Fieldwork complete - Data input, analysis and report writing 3. Patient experience of NHS and social care in the home <ul style="list-style-type: none"> - Fieldwork ongoing with a timescale for the draft report to be completed end March/early April 	
6	Intelligence/Feedback Update – Public Issues	Chief Officer
	Primary Care, Secondary Care and Pregnancy and Maternity are the top three areas reported on in the last three months. The intelligence received is recorded on our CRM to identify themes/trends, inform our priorities and it is shared with relevant providers/commissioners/local authority and CQC on an ongoing basis with request for feedback. We have also completed a focussed outreach project which gathered public feedback about pregnancy and maternity services. This report will be published shortly.	
7	Chairs Actions – Public	Chair
	None	
8	Health and Wellbeing Board Update	Chief Officer
	The Health and Wellbeing Board met on 21 January and the next meeting is scheduled for 31 March. The minutes for the former have not yet been published and the agenda is available at: http://www.moderngov.stoke.gov.uk/ieListDocuments.aspx?Cid=673&Mid=10786&Ver=4	

	<p>Consultation has commenced with Board Member organisations around what are considered to be some of the City's main challenges regarding the population's Health and Wellbeing and what would be the priority actions to address some of the inequalities. Main overarching themes currently being considered are:</p> <ul style="list-style-type: none"> • Improving lifestyle choices to reduce the risk of cardiovascular disease (including coronary heart disease and circulatory disease) • Improve end of life care • Build resilience within individuals and communities • Reduce poverty (including child poverty and fuel poverty) • Improve the quality of life for those people who live with impairments, inequality and vulnerabilities • Creating a fully inclusive society (including reducing loneliness and isolation) <p>We asked for more information about the Better Care Fund, to include outcomes and impact. A paper will be shared with members. We also raised concerns about proposed cuts to the City's drugs and alcohol services and the lack of equality and quality impact assessments. Stoke-on-Trent is now the 2nd worst in the country for infant mortality and we were informed that a review is being conducted which will include partners. We will share our pregnancy and maternity report once it is finalised. Emphasised that this will contain patient experience which is key to service improvement.</p>	
9	Overview and Scrutiny Update	Chief officer
	<p>http://www.moderngov.stoke.gov.uk/ieListMeetings.aspx?Committeeld=638</p> <p>We raised concerns about the proposed cuts to drugs and alcohol services in the City. As well as the concerns detailed above, we queried the lack of detail about what the service will look like going forward together with whether there are contract monitoring issues.</p> <p>https://www.stokesentinel.co.uk/news/stoke-on-trent-news/rise-druggies-drunks-crime-1-3795258</p> <p>Stoke-on-Trent City Council Budget Consultation - The current Mental Health Section 75 contract will be reviewed to deliver improved value for money and the savings detailed are £250,000. Stoke-on-Trent City Council are proposing bringing commissioned mental health services for adults in-house and delivering through local, integrated teams which "will mean a more holistic and enabling service for mental health service users". The council representative also said ".....We are working with combined to look at how money is spent and what the issues are, there have been many restructures and it is very clinical and we need to know what is delivered in Social Care ... overspent year on year and can't work out what they are spending money on..."</p>	
10	Enter & View Programme	Chief Officer
	<p>Our completed Enter and View Reports are available on our website.</p> <p>https://www.healthwatchstokeontrent.co.uk/enter-and-view-reports/</p> <p>3 Enter and View visits are scheduled in February 2019 and our visits are informed by public feedback.</p>	
11	Healthwatch Reports published	Chief Officer
	As above – item 10.	
12	Health and Social Care Issues from the public (15 minutes duration)	Chair
	MB suggested the SOTCC commissioners for the service that are proposed to be brought back in-house are invited to give presentations at a future meeting e.g. S75 contract and Drug and Alcohol services	
13	Any Other Business	Chair
	None	
14	Date and Time of Next Meeting: TBC	

Healthwatch Stoke-on-Trent Advisory Board Meeting **Public** Papers

Item 4 - Work Programme Project Updates

Annual priorities 2020/21

Prior to Covid-19 and on 26 February 2020 we agreed the following 2020/21 priorities based on feedback and intelligence from our residents:

- Autism pathway for children and adults including transition
- Primary Care Access and public experience of the pathway
- Prioritise our outreach and engagement with seldom-heard groups

Due to the impact of Covid-19 we will need to adapt our workload in response to 'reactive priorities'. Therefore, we will only complete targeted work on the priorities if we have capacity to do so as we will prioritise reactive work in response to local health and care issues as they inevitably arise throughout the year.

We will also carry-out 'call-outs for evidence' based on local and Healthwatch England intelligence.

We launched our Covid-19 Impact survey on 13 July 2020. This survey was developed in collaboration with Stoke-on-Trent City Council, Staffordshire County Council and Health.

<https://engagingcommunities.researchfeedback.net/s.asp?k=159462856403>

Publication of the following in 2019/20 was delayed due to Covid-19 and stakeholders focussing on the response to the latter resulting in comments on reports not being a priority. The following reports will now be published in 2020/21.

4. Patient experience of community mental health services
5. Patient experience of prescriptions
6. Patient experience of NHS and social care in the home

Field work was ongoing with a deadline of 13 March with analysis and report writing scheduled to be completed by end March/early April. We identified possible opportunities for targeted face to face engagement to maximise response rate. Due to Covid-19 and cancellation of all face to face engagement activities we were unable to continue with planned targeted engagement. Our online survey remained open until 20 April (deadline was extended to allow for a higher return rate). Due to the low response rate we will summarise findings/feedback and share a short paper with providers/commissioners.

Item 5 – Intelligence/Feedback Update – Public Issues

Top areas for feedback received are:

- Shielding and access to prescriptions
- Access to blood tests
- Primary Care

Individuals are signposted and supported as needed. The intelligence received is recorded on our CRM to identify themes/trends, inform our priorities and it is shared with relevant providers/commissioners/local authority and CQC on an ongoing basis with request for feedback.

Item 7 – Health and Wellbeing Board Update

The Health and Wellbeing Board met on 25 June and the next meeting is scheduled for 23 September. The minutes for the former have not yet been published and the agenda/papers are available at:

<http://www.moderngov.stoke.gov.uk/ieListDocuments.aspx?MIId=10787&x=1>

We have a seat on the Health and Wellbeing Board Strategy Steering Group and contribute local intelligence to inform priorities. We will support with engagement and the final strategy is due to be published by the end of this year.

Item 8 - Overview and Scrutiny Update

This Committee has not met since our last Healthwatch Advisory Board meeting. The next meeting is scheduled on 30 June 2020.

<http://www.moderngov.stoke.gov.uk/ieListMeetings.aspx?CommitteId=638>

Item 9 – Enter and View Update

Completed Enter and View Reports are available on our website.

<https://www.healthwatchstokeontrent.co.uk/enter-and-view-reports/>

Enter and View visits scheduled in March and onwards were cancelled due to Covid-19. We continue to share relevant intelligence with CQC.

Item 10 – Healthwatch Reports published

As above – item 9.

We published our Public experience of Pregnancy and Maternity Services in February and this can be viewed at:

<https://www.healthwatchstokeontrent.co.uk/wp-content/uploads/2020/02/Final-HWSOT-Pregnancy-and-Maternity-report-Feb2020.pdf>

We were due to meet with University Hospital of North Midlands in March 2020 to discuss progress on our recommendations however due to Covid-19 this has been rescheduled to October 2020.

Our 2019-20 Annual Report was published in June and can be viewed at:

<https://www.healthwatchstokeontrent.co.uk/wp-content/uploads/2020/06/Healthwatch-Stoke-on-Trent-Annual-Report-19-20.pdf>