

Healthwatch Stoke-on-Trent Advisory Board Meeting **Public Minutes – 20 January 2021 –
10am to 11am via Microsoft Teams**

In attendance: Lloyd Cooke, Chair (LC), Mike Dixon, HAB member (MD), Elizabeth Learoyd, ECS Managing Director (EL), Simon Fogell, ECS Executive Director, (SF), Simmy Akhtar, Healthwatch Stoke-on-Trent Chief Officer, (SA).

Actions highlighted in yellow

1. Welcome and Apologies.

LC welcomed all to the meeting and noted that no apologies have been received.

LC paid tribute to Hilda Johnson. Hilda was a much-valued HAB member who passed away just before Christmas. Hilda will be deeply missed. She was a passionate and committed member of our team and a strong constructive advocate for patients. We are so sorry for her family's loss and we send our heartfelt condolences to her family and friends.

SA confirmed that we have arranged to send a wreath to Hilda's funeral on 22 January and Dave Rushton will be in attendance as the Healthwatch Stoke-on-Trent representative.

LC noted that with Hilda's passing we only have 3 HAB members and that we will need to consider recruitment as quoracy is an issue. We are not quorate today.

2. Declaration of Interests:

None

3. Minutes from Public Board Meeting held on 13 October 2020

Approved (noted that these were virtually approved before today's meeting so that they could be published on our website).

4. Work Programme Project Updates

- **Autism pathway for children and adults including transition.**

Agreed this will be moved forward to our 2021/22 work plan. Hilda Johnson was the lead for this work, and it is envisaged that the Mental Health Group will lead on this priority with staff support.

- **Primary Care Access and public experience of the pathway**

This survey is currently live and has a closing date of 12 February 2021. This is a joint project with Healthwatch Staffordshire and both Healthwatch will incorporate findings from their respective Primary Care mini call outs. Currently we have 113 responses.

- **Prioritise our outreach and engagement with seldom-heard groups**

Commissioners have highlighted BAME and Young People as priority areas for them too.

BAME - We have scoped 30 relevant organisations and continue to make contact to explore digital outreach/engagement opportunities. Individuals can share their health and social care stories with us. We have scheduled virtual meetings with organisations in January and more detail about who we have met will be provided at the next HAB.

Young People - We held a design a feedback card competition for young people from 21 September 2020 to 4 October 2020. We promoted this on 55 social media groups and with relevant stakeholders. The entrants design will now be shared with young people on a zoom meeting so that we can finalise the design and utilise the final feedback card to gain feedback from young people about their health and social care experiences. A young person survey was launched in November and we have connected with 15 high schools within the area to explore outreach/engagement opportunities whereby we can share what we do, and they can share the survey with students. The survey was also shared with 45 stakeholders and was shared on Stoke-on-Trent City Council's school newsletter. Due to the current pandemic this survey will be live and promoted throughout 2021 – agreed.

LC asked the age range and SA confirmed the age range is 11-16 – secondary schools.

Mini-call outs for evidence:

We have completed and published 2 further mini callouts for evidence about the public's experience of:

- **Blood tests – Part 2**

The full report is available at <https://www.healthwatchstokeontrent.co.uk/wp-content/uploads/2020/12/Public-Experience-of-Online-Phlebotomy-Appointments.pdf>. The report was shared with key stakeholders including Healthwatch England and the University Hospital of North Midlands.

- **Primary Care**

The full report is available at <https://www.healthwatchstokeontrent.co.uk/wp-content/uploads/2020/12/Public-Experience-of-Primary-Care-Services-during-the-Coronavirus-Pandemic.pdf>. The report was shared with key stakeholders including the Chairs and the members of the Stoke-on-Trent and North Staffs Primary Care Committee.

Covid-19 Impact Survey

This report has been published and can be viewed at

<https://www.healthwatchstokeontrent.co.uk/wp-content/uploads/2020/11/Impact-of-Coronavirus-Survey-Report.pdf>.

Our Chief Officer presented our findings at the December meeting of the Integrated Care System (Shadow) Board and it was well received. The Board committed to providing a formal transparent response to our recommendations together with reviewing progress at Public Board meetings going forward. **The publication of the response statement will be chased by Healthwatch.**

Public experience of Pregnancy and Maternity Services

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 (UHNM) in March 2020 to discuss progress on our recommendations however due to Covid-19 this was rescheduled to October 2020. We met with the Head of Midwifery who has developed an action plan in response to our recommendations which is currently going through UHNM's governance process. This may take some time as responding to the pandemic and acute health needs is priority and the action plan will need to be chased later in 2021 when hopefully the pandemic is under control.

5. Meeting feedback reports by HAB members/ Chair / CO

See agenda item 4.

LC reported that he attended **Staffordshire & Stoke-on-Trent ICS (Shadow) Chairs, Chief Executives, Non-Executive, Lay Members, Councillors and Partners** on 19 January and that this provides some updates about the Integrated Care System development including submissions to NHSE. LC said that Healthwatch involvement continues to be critical to ensure that system leaders are held to account.

Health and Wellbeing Board

<http://www.moderngov.stoke.gov.uk/ieListDocuments.aspx?MIId=10808&x=1>

Adults and Neighbourhoods Overview and Scrutiny Committee

<https://moderngov.stoke.gov.uk/ieListDocuments.aspx?CIId=638&MIId=10524&Ver=4>

MD added that most meetings are understandably about Covid-19.

6. Intelligence/Feedback Update – Public Issues

Top areas for feedback received have not changed and are:

- Blood tests
- Dental care
- Primary care

SA said our actions and reports demonstrate that we are prioritising gathering feedback on the above areas to ensure we can make evidence-based recommendations to health and social care providers. We have completed 2 blood test reports, a dental care mini call-out, a primary care mini call-out and a primary care survey is currently live. All published reports are available on our website.

AOB

- Recruitment of HAB members will be via co-opting.
- SA will circulate HAB dates for 21/22 to LC and SF and MD.
- EL confirmed that the ECS research team will provide a Digital Exclusion written update at the next HAB.
- MD will liaise with a colleague from his Keele University activities who is working on a project regarding BAME, Young People and Hard-to Reach groups to see cross-fertilisation would be acceptable, then forwarding the contact to SF and the Outreach and Volunteer Lead.
- EL thanked SA and team for all their hard work and said that a lot has been achieved despite the pandemic.
- LC thanked SA for all her work and great leadership which has resulted in a successful Healthwatch. He thanked SA on her new appointment and wished her all the best for the future. MD agreed with LC and thanked SA for the links she has developed which have helped to build Healthwatch Stoke-on-Trent, furthermore he asked that it should be noted in the minutes that she has done an exceptional job and is to be applauded.
- SA thanked the HAB for their support and said she has thoroughly enjoyed working with them.