

**Healthwatch Stoke-on-Trent Public HAB Minutes
13 October 2020 at 10am via Zoom**

Present: Lloyd Cooke (Chair), Mike Dixon (HAB member), Simmy Akhtar (HW Stoke-on-Trent Chief Officer).

Not quorate – notes for information and LC noted that HAB members do respond to requests for feedback by email, for example reports prior to publication, and there is ongoing virtual scrutiny of Healthwatch Stoke-on-Trent.

Discussed our work plan.

Autism Services – had some great feedback from Hilda Johnson regarding scoping and agreed that better to move to 2021/22 and review at that stage whether we still progress with this priority based on public intelligence.

Primary Care Access – we have met with the CCG's and our project proposal is currently with them for comment. Once hear back from the CCG's we will progress to draft questions. We would like the CCG to distribute our survey via their networks too. We discussed that Primary care includes a wider workforce than only a GP. Our mini call out about Primary Care experiences is ongoing and we share intelligence with relevant stakeholders on an ongoing basis including the CCG and CQC.

Seldom heard groups - we are focussing on those who have communication barriers, BAME and young people.

Mini call out reports discussed – Blood Tests and Dental Services, (both local issues) and the outcomes of an online system/cancellation option are positive. MD said he likes the mini call outs and would be interested in the Blood Tests part 2 report.

SA and LC confirmed we will be doing a piece of work about digital exclusion which was welcomed.

Covid-19 Impact draft report will be shared with HAB members tomorrow for comment and a PR has been drafted in preparation for publication of the report.

Top 3 areas for feedback reflect that we are actioning via our mini call out work and our Primary Care project too. Safeguarding issues are reported without delay.

Health and Wellbeing Board – We requested that an action be noted to ensure a system wide joined up communications message to the public so that they are aware of national and local Covid-19 testing together with the impact of the same on elective care. Also, this should include transparency about waiting times, why and how patient safety and quality is being managed.

We have had a key role at the Joint Health and Wellbeing Board Strategy Steering Group in developing the Health and Wellbeing Board Strategy 2020-2024. This was well received at the Health and Wellbeing Board in September and public consultation has launched.

Overview and Scrutiny Update - This Committee met on 10 September 2020 for the first time since 16 January 2020 and there were no health and social care items on the agenda.

Enter and View visits scheduled in March and onwards were cancelled due to Covid-19. We continue to share relevant intelligence with CQC and in-line with government Covid-19 guidance face to face Enter and View visits are suspended.

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 and we will be working on a response to our recommendations with UHNM with a plan to publish before the end of the financial year.