

Healthwatch Portsmouth (HWP) Public Board Meeting 06.09.16

Held at Buckland Community Centre, Portsmouth.

Present: Graham Heaney (GH) Chair, Roger Batterbury (RB) Vice Chair, Ken Ebbens (KE), Steve Glennon (SG), Jane Bailey (JB), Amanda McKenzie (AM), Holly Eastlick (HE), Sameen Farouk (SF), Patrick Fowler (PF).

Item 1: Welcome and apologies.

Introductions: GH welcomed all to the meeting and invited the Board to introduce themselves to the members of the public present.

As discussed at the last meeting, AM has taken over as Board Advisor from David Price, with HE providing additional support.

Apologies: Tony Horne (TH), Grant Kennedy (GK), Alison Nicholson (AN).

Item 2: Declarations of interest

GH confirmed importance of all Board Members declaring if they have any conflicts of interest with any item on the agenda. There were no conflicts declared. PF asked Board Members who had not already done so to return their completed 'Declaration of interest' forms to him or AN as soon as possible for uploading onto the Healthwatch Portsmouth website.

Action: All

Item 3: Minutes of last meeting (21/6/16) and matters arising:

The minutes of the previous meeting were noted and agreed.

Matters arising:

- Page 2- GH still to share information about the improvement plan from the QA Hospital. To share this with Board Members. **Action: PF**
- Page 4 - PF confirmed the agenda and minutes of public board meetings were now available on the Healthwatch Portsmouth website.

Item 4: Operational Update:

PF gave a summary of the work of Healthwatch Portsmouth including the discussions with the QA Hospital regarding improvements to their urgent care pathway, Patient Participation Group (PPG) reps reviewing the quality of their own surgery's 'front of house' standards and the involvement of a patient rep in the Guildhall Walk GP tender process,

QA hospital:

Good open dialogue, with reference to recommendations made in Healthwatch Portsmouth's report to the hospital earlier this year, with an 'Enter & View' visit to assess patient current experiences planned in the next couple of months.

Audience member asked a question over whether there had been negotiations between Portsmouth City Council and the QA regarding funds to help improve services. Attendees were not aware of any discussions taking place.

SF stated there are many improvements being worked through by the hospital but many of these would take a few months to see any benefits.

Audience member asked if ambulances still queuing outside and if Jumbulance still used. GH understood there had been improvements in reducing number of ambulances waiting and waiting times and that Healthwatch Portsmouth had been assured the Jumbulance is no longer in use.

Patient Participation Group (PPG) reps work:

Audience member asked about what guidance there is for how PPGs operate. SF asked what funding was given to practices to set up and run PPGs? **Action: PF**

Waverley Road Surgery:

GH and PF confirmed they had not received any further updates on position with this practice. GH confirmed there is a report on the Care Quality Commission website.

Bluewater Care Home:

KE asked what is happening with regards private (ie: not paid for by Portsmouth City Council) referrals into this home - what is the position with regards safety and quality of services for these residents? **Action: PF**

Sustainability & Transformation Plan (STP):

GH confirmed there are 44 areas each designing their own plan with regards integrating health and care and other related services. Our area covers Hampshire, the Isle of Wight, Southampton and Portsmouth. Little communication to date with regards progress with the drafting of these plans and how local people will be able to inform them. GH attending national seminar very shortly to understand more about processes involved and has asked local responsible people for indication of timescales involved. GH to email communications to

Board Members, discuss process with Chair of Health Overview & Scrutiny Panel (Portsmouth City Council) and report back at next meeting in October. **Action: GH**

Audience member asked if this was about cost savings. GH suggested health need to make efficiencies but this was also about bringing services together to work more effectively.

Councillor Stubbs (as a member of the audience) confirmed the NHS is having to work to tight timescales to provide these plans.

Healthwatch Portsmouth contract update:

AM and HE confirmed how the process is being finalised to tender the new contract. The aim is to advertise in early part of October and complete by 1/1/17 for new contract to start 1/4/17. HL asked for feedback from the audience and Board Members with regards what good looks like for a local Healthwatch. HL received feedback and will use this information in designing the service specification.

It was confirmed that GH and RB had been consulted as Board Members over ideas for how Healthwatch should function in the local area.

Portsmouth City Council will evaluate the tenders received and confirm the outcome in due course.

Item 5: Any Other Business:

GH confirmed he had written to the Clinical Commissioning Group (CCG) to ask questions over risk of withdrawing funding to the Portsmouth Counselling Service. To feedback at next meeting. **Action: GH**

PF reminded Board Members of governance training booked for 5/10/16. **Action: All**

PF highlighted to the audience the 'Enter & View' training taking place on 13/10/16 for anyone interested in helping Healthwatch Portsmouth review local services.

PF encouraged attendees to consider taking part in the Fratton Fun Day on 18/9/16. PF confirmed AN will be attending with a Healthwatch Portsmouth stand.

SF asked if there was information about progress of advocacy service. PF to provide an anonymised summary with no personal data. **Action: PF**

KE promoted the Carers Day taking place on 11/10/16 between 10am and 3pm at the Guildhall. Healthwatch Portsmouth supporting the event. Contact KE for more information.

Item 6: Questions from the public:

A member of the public asked if there had been any feedback following the move of walk in services from Guildhall Walk to St Marys Treatment Centre. PF confirmed Healthwatch Portsmouth plan to review patient experience with the new service in the coming months. Parking machines were also stated as being difficult to use. It was suggested the service be a future agenda item at the February 2017 board meeting. **Action: PF**

Audience member asked if Healthwatch Portsmouth had any views about the planned Junior Doctors' strikes. GH stated it was important for the NHS to have in place processes to minimise any disruption and ensure patient safety but that Healthwatch Portsmouth did not have a specific view on the contract discussions between the Government and Junior Doctors.

Item 7: Dates of next public meetings:

- 25th October 2016 - Cosham Community Centre
- 6th December 2016 - venue to be confirmed.
- 7th February 2017 - Bucklands Community Centre.

Meetings to take place 6pm-8pm.

GH thanked everyone for attending and the meeting closed.