

Healthwatch Portsmouth (HWP) Public Board Meeting 06.12.16

Held at St Mary's Health Campus, Portsmouth.

Present: Graham Heaney (GH) Chair, Roger Batterbury (RB) Vice Chair, Steve Glennon (SG) Jane Bailey (JB), Ken Ebbens (KE), Amanda McKenzie (AM), Alison Nicholson (AN).

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.

Apologies: Tony Horne (TH), Sameen Farouk (SF), Ram Jassi (RJ), Mike Baker (MB), Holly Easlick (HE) and Patrick Fowler (PF).

Item 2: Declarations of interest

No interests were declared.

Item 3: Update of move of services from Guildhall Walk to St Mary's Treatment Centre

Katie Hovenden (KH), Director of Primary Care, NHS Portsmouth CCC and Penny Daniels (PD), Hospital Director, Care UK gave presentations. KH covered the background to the changes and the impact of the change. Including:

- There has been an increase nationally of attendances at A&E so the local increase may not be related to the closure of Guild Hall Walk walk-in service.
- Overall the volume for minor presentations has decreased. These may have been diverted to pharmacies.
- Portsmouth GP Alliance are piloting a Saturday urgent care access scheme via the 111 service based in Portsmouth - start date to be confirmed.
- The contract to provide GP services including the walk-in services for registered patients at Guildhall Walk had been extended for 12-18 months as it was felt inappropriate to offer patients what could be an interim solution due to other changes taking place within the health & care sector.

A member of the public commented that GP services for students in the city were poor. KH advised that The University Practice and John Pounds surgery were both available and the 'sit and wait' service at Guildhall Walk would be honoured by the CCG whilst they were looking at different models. AM agreed this would mean there was time to look at how needs change as more students move into the city.

Penny Daniels (Care UK) presentation gave an overview of the St Mary's Treatment Centre service and their performance to date.



Item 4: Minutes of last meeting (25/10/16) and matters arising:

The minutes of the previous meeting were noted and agreed.

Matters arising:

- Page 1 - Portsmouth Counselling services. GH agreed to circulate the email response he had received from the PCC. GH confirmed that as funding did not appear to be forthcoming the service was likely to close within the next couple of weeks. AM agreed to raise the issue with the new lead for mental health within Public Health who would be named in January. **Action GH & AM**

- KE attended the vascular services workshop but was disappointed by the very poor attendance. He reported that in essence very little had changed for Portsmouth as only the specialised services were moving which would impact on around 250 people per year.

- **Item 5: Operational update:**

AN presented the operational update on behalf of PF. Key themes were:

QA urgent Care pathway:

Members of the HW team along with board members made a second visit to QA on 17th November to look at changes made to improve flow through the hospital. GH & KE were thanked for their assistance in the second visit to QA. The information will now be collated and feedback to QA senior management. **Action: PF**

Enter & View visit:

AN notified the meeting that a Enter & View visit had taken place at a local nursing home and planning was underway to work with a domestic care agency to gain feedback from their clients. **Action: AN**

PPG reps review of front of house services:

AN confirmed the final report from the visits had been circulated for comment and would be published in the new year. **Action: PF**

Volunteer Event

AN informed the meeting that planning was underway for this event scheduled for 20th December. The morning would be used to run through key protocols for volunteers but also provide an opportunity to say 'Thank you'. AN confirmed all board members were welcome to attend and asked that they confirm their attendance. **Action: ALL**

i. **Sustainability & Transformation Plan (STP)**

GH gave an overview of STPs and asked that the STP summary be made available on the HWP website. **Action: AN**

GH read a statement made by the Health & Well Being Board and the proposed HWP response. AM added that as STPs are still evolving it was too early for HWP to be

involved and they should not be leading on the consultation she. AM agreed to clarify HWP's remit as the commissioner.

Following discussions it was agreed GH would liaise with SF and issue a response within the next few days.

All agreed there should be a separate meeting in the New Year to focus specifically on the STP.

Action GH & AM

ii. Contract re-tendering update

AM gave an overview of the process and confirmed applications had now closed. It was hoped the evaluations would be concluded by the end of the week which would be followed by a stand still period.

KE asked for it to be noted that he was disappointed with reasons given for board members being excluded from the tender process. GH confirmed he had addressed this issue with PCC.

Item 6: Board member updates:

- SG attended the second meeting for CCG primary care quality framework steering group. They are working on the first draft of the framework and have been tasked to complete by March 2017.
- RB attended the Future in Minds steering group and will be at the launch event next month where the consultation document will be shared.
- JB attended her first meeting of the Pharmaceutical Services Regulations Committee.

Item 7: Any other Business (AOB)

There were no issues raised.

Item 8: Questions from the public:

As questions were covered throughout the meeting there were no additional questions at this point.

Item 9: Dates of next public meetings:

- 7th February 2017 - POST MEETING NOTE: Meeting to focus on STP/Blueprint with another venue to be confirmed.

Meetings to take place 6pm-8pm.

GH thanked everyone for attending and the meeting closed.