

Healthwatch Portsmouth (HWP) Public Board Meeting 18.04.17

Held at Cosham Community Centre, Portsmouth.

Present: Graham Heaney (GH) Chair, Roger Batterbury (RB) Vice Chair, Sameen Farouk (SF), Mike Baker, (MB), Steve Glennon (SG), Brenda Skinner (BS), Patrick Fowler (PF) Siobhain McCurrach (SM), 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), Amanda McKenzie (AM), Ken Ebbens (KE) and Jane Bailey (JB),

Late apologies were received from Ram Jassi (RJ)

Item 2: Declarations of interest

No interests were declared.

Item 3: Minutes of last meeting (07/02/17) and matters arising:

The minutes of the previous meeting were noted and approved with the following amendments:

Page 1 - Item 3 on the fifth line replace “but” with “be”.

Page 2 - Date should read 2021.

Page 4 - Remove the word “is” after too much activity, in MS response to SF at the bottom of the page.

Page 5 - Amend to read equality impact assessment in last question on the page.

Page 6 - Add Nick Brooks initials to his response.

SF agreed to circulate a copy of his notes from the meeting to the board. **Action: SF**

Item 4: The Hampshire & Isle of Wight (HIOW) Sustainability & Transformation Plan and Health & Care Portsmouth (Blueprint)

GH provided a brief update to the meeting, noting the CCG survey “Your big health conversation” closed on 31/03/17. SM informed the meeting that HWP had received provisional feedback on responses. Portsmouth CCG had reports a good response with 310 of the 1900 surveys completed being from Portsmouth residents. This number only includes the surveys completed online so the total will increase. Each CCG will produce a response to the survey and a report is due to be presented to the Portsmouth CCG board in May. The initial findings of the quantitative data are:

- 17% of the surveys were completed by Portsmouth residents
- There was a good response from carers (37%)
- GP and Community Care services were seen as a priority.
- 57% wanted to see care closer to home
- 50% agreed that individuals with minor health problems should see other NHS staff
- 73% agreed that large specialist departments were a good idea
- On the subject of a 7 day NHS 42% wanted urgent care to be a priority at weekends and 34% wanted to see a full service from Monday to Sunday.

SM agreed to circulate the initial findings from Portsmouth CCG with the board **Action: SM**

SF commented that it was important to bear in mind how the questions were structured and how the results were interpreted.

SF asked if the board could see what HW Southampton and Hampshire have said in regards to the STP. GH advised that he had attended a meeting with other local HW's, Wessex Voices and STP representatives to discuss engagement. GH suggested clarification was needed on what NHS staff can discuss during purdah. **Action: SM/PF**

GH advised he had met with the Jennie Brent Chair of HOSP to discuss the STP who had stated they were happy to share any ongoing or planned work they were doing around STP.

MB commented that it appeared the CCGs in Gosport, Fareham and Havant had given wider publicity to the survey than Portsmouth CCG.

PF informed the meeting that Learning Links had been approached to provide support to Portsmouth CCG around engagement with Health and Care Portsmouth. This work would be separate to the work of HWP.

There followed a discussion around the consultation, or lack of with voluntary and community services. SF expressed the opinion that this needed to be the next step.

Item 5: Operational update:

PF presented the quarterly report and agreed to circulate it to the board. RB asked if the report could be published on the HWP website, PF agreed to look into this. **Action PF**

Points to note included:

- Community Engagement, AN has continued engagement at locations across the city including St Mary's Hospital, QA, Central Library and the Civic Offices.
- The PPG report looking at GP front of house services has been published.
- The Enter & View report for St Ronan's has been published and visits have been conducted at Kinross and Blue Water care homes.
- A volunteer is now supporting the team in the HWP office once a week.

QA Report: The QA report from our second walk-through has now been published, the main theme being the discharge process. Following on from this PF met with Sarah Balchin and HW Hants. A survey is being finalised in order to gain feedback from patients regarding their discharge experience.

SF asked for clarification on which discharges would be looked at. PF confirmed it would be discharges from inpatient services. SF went on to suggest the experience of patients being discharged from hospitals outside of Portsmouth back into the city should be considered.

MB commented that he had noted a great improvement in the discharge process recently.

Advocacy Services: PF advised the meeting that in the last quarter there had been 12 new clients and 17 individuals were being supported at the end of March.

New Contract: PF formally welcomed SM as the HW manager who came into post at the start of the new contract on 3 April. PF went on to inform the board the new HWP website was currently under development and was due to go live 8 May.

PF explained that as part of the new contract HWP would be working with Citizens Advice Portsmouth (CAP). CAP would be taking over the answering of the HWP phone line and HWP staff would have a regular presence at the CAP offices along with HWP branding on the outside for the CAP offices.

Queens Road Surgery: PF confirmed the closure of Queens Road surgery would result in around 5500 patients needing to reregister at alternative practices. Portsmouth CCG has looked at all the options and is not in a position to manage the process. All registered patients have been informed. HWP has asked the following questions of the CCG:

- Can the 3 designated surgeries cope with the 5500 extra patients?
- How will the CCG allocate those patients who do not register with another surgery? What are the deadlines for this and how will the CCG inform patients about this process?
- Will there be support provided for patients to register at the other surgeries?
- With the changes, how does this impact the ratio of patients to GPs in the city? How does this compare with any guidance given nationally re suitable levels?
- Could the CCG employ a GP directly to work with these issues and others as they arise across the city?
- Will there be any savings achieved by the CCG with Queens Road closing? If so, will this be reinvested back into city health services?
- How have the staff team been involved in this process? For continuity of care, will they also be transferring to other surgeries?
- Is it possible to see a copy of the communication and engagement plan for this process?
- What is the opportunity for people with mobility problems to choose one of the alternative surgeries available that provides them with the most convenient access options –e.g. bus routes, disabled parking spaces, step free access?

SF asked HWP to ask the CCG if in terms of repeat prescriptions can pharmacies see the summary care record to ensure patients do not miss their medication. RB added that if they do not, what will happen?

SG asked what would happen to the asset following the closure.

SG questioned if there would be a review on how the process of closing the surgery went. RB queried what the review process would be. **Action SM**

Priorities 2017/18: A survey has been sent out to all stakeholders offering 10 options for next year's priorities. So far 32 responses have been received. Respondents can select 3 priorities with an "other" option available. Currently the top 3 are:

- The quality of hospital discharges (50%)
- Access to mental health services (41%)
- Experiences of people living in care homes (37.5%)
- Quality of domiciliary care provided in the community (37.5%)

This combined with themes from our advocacy service and quarterly reports will shape the priorities for 2017/18. Due to timescales it was agreed SM would circulate the draft priorities to the board via email for approval. **Action: SM**

Item 6: Board member elections

GH gave notice to the board that this item would be discussed at the next board meeting. It is planned that if elections are required they will take place with a September deadline.

GH informed the meeting that TH had notified him he intended to step down from his role as advisor to the board. GH thanked him for his support to the board with his calm and logical way of thinking. TH has offered to help the board find a replacement advisor from Portsmouth University.

Item 7: Board member updates:

RB attended a PLACE visit at St James Hospital in March and is due to complete assessments for Portsmouth Hospital Trust at QA and Solent NHS at St Mary's.

RB represented HWP at the opening of the Centre for Simulation in Health & Care at Portsmouth University. The centre was opened by Professor Jane Cummings, Chief Nursing Officer for England. RB reported this to be a great facility.

SG attended the Portsmouth CCG Quality Improvement meetings. He stated there will be at least one more meeting before they are ready to publish the framework.

MB gave a presentation to PPGs in Hayling Island. He reported that what most impressed the attendees was HW's independence.

BS attended a PLACE visit at Spire Portsmouth Hospital and completed an Enter & View visit at Blue Water Care Home.

Item 8: Any other Business (AOB)

There were no issues raised.

Item 9: Questions from the public:

There were no questions from the members of the public.

Item 10: Dates of next public meeting:

GH advised the meeting of the change of time for the next public meeting:

- 27th June 2017 - St Mary's Health Campus, Portsmouth. Meeting to take place 7pm-9pm.
- 5th September 2017 - Frank Sorrell Centre, Prince Albert Road, Portsmouth. 2pm - 4pm.
- 24th October 2017 - Garden Room, Cosham Community Centre, Portsmouth 6pm - 8pm
- 5th December 2017 - St Mary's Health Campus, Portsmouth 6pm - 8pm

GH thanked everyone for attending and the meeting closed.

DRAFT