

## Healthwatch Portsmouth (HWP) Public Board Meeting 05.09.17

### Held at Frank Sorrell Centre, Portsmouth.

**Present:** Graham Heaney (GH) Chair, Roger Batterbury (RB) Vice Chair, Steve Glennon (SG), Ken Ebbens (KE), Brenda Skinner (BS), Jane Bailey (JB), Amanda McKenzie (AM), 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:** Ram Jassi, (RJ)

### Item 2: Declarations of interest

No interests were declared.

### Item 5: Board member elections

GH gave an overview of the election process, explaining that the Healthwatch Portsmouth Board can comprise of up to ten elected public members and three co-opted members. One new application to join the board had been received from Trish Bailey (TB) and approved by the existing board members. GH clarified that as two board members had reapplied for their position on the board and two board members had chosen to stand down there was no requirement to hold an election. TB was welcomed to the board.

GH handed the meeting over to RB who described how GH had originally joined the board as a co-opted member but proposed that GH become an elected member of the board. This was agreed by all present. RB also proposed that GH be re-elected as Chair of the Board. There were no objections to this. RB handed the meeting back to GH.

GH proposed RB be re-elected as Vice-Chair of the board. No objections were received.

### Item 3: Minutes of last meeting (27/06/17) and matters arising:

The minutes of the previous meeting were noted and approved.

Matter arising:

- Page 1 - SM informed the meeting Multi-Speciality Community Providers (MCPs) would be covered in her operational update.
- Page 4 - The outstanding item will be covered in SM's operational update.
- Page 5 - SM to follow up with Portsmouth CCG.

### Item 5: Operational update:

SM presented her operational update to the board.

Points to note included:

- **MCPs:** SM reported that following the presentation at the previous board meeting she had been in touch with Jo Gooch who has requested that interested members of the HWP Board take part in a mini-task and finish group to discuss the future public engagement plan on those elements of the MCP model that are still to be developed pending patient and public feedback. Once the 'task and finish' group have completed their discussions in September/October the MCP Group would like to address the next HWP Board meeting on 24th October with a report on progress. SM requested that any board member interested in being part of the working group make contact with her at the close of the meeting. **Action: Board**
- **Big Conversation:** SM informed the meeting that HWP are starting to look at the next stage of our involvement in 'The Big Conversation' relating to Portsmouth's Health and Care service. The free text responses received to the Portsmouth CCG Big Conversation consultation have recently been published. HWP to consider from the responses published if there is any follow-on work we could do or recommendations we can make in relation to some patient and user 'scenario' settings that Portsmouth County Council (PCC) and CCG are keen to develop.
- **Integrated Personal Commissioning (IPC) project:** Learning Links (LL) and Healthwatch have been asked by PCC and CCG to undertake some independent research. For an agreed small working budget and timeframe of August to November 2017 LL and HWP are recruiting a small group of volunteers to find out from local people, who are currently using Personal Health Budgets (PHB), their thoughts regarding the choice and control they have so far been offered to make decisions about the services they use. In addition the target group will be asked about their experience of personal care planning and 'what good looks like' in relation to their longer term care and support package, if they have one.
- **Pharmaceutical Needs Assessment (PNA) consultation process:** SM successfully recommended they run a separate patient survey to gather 'grassroots' opinion and provided comments on the draft consultation document to be submitted to the Health and Wellbeing Board later this month.
- **Volunteers:** The staff team met to map the current activities of our volunteers, discuss how to optimise our deployment of the existing volunteers, how they can support the various activities we have in our work plan and gaps in coverage/skills that we should recruit to. We are writing a plan to achieve results, first of which is first is volunteer drop-in sessions, at our offices starting 13th Sept 1pm - 4pm.

### Item 6: Update from Pat Fowler, Head of Health and Wellbeing Partnerships of Learning Links

PF gave an overview of his new role with Learning Links and some of the projects he is currently working on:

- **Integrated Personal Commissioning (IPC) project:** PF gave more details on this new project, he informed the meeting the first meeting of interested volunteers would take place next week and over the next 6-8 weeks the plan was to talk to as many people as possible to find out people's views on how well the personalised care service and personal health budgets met their needs. The findings will be reported back to PCC and PCCG at the end of November.
- **Autism Services:** PF will be investigating to see if there are ways HWP and Learning Links can support the planning, public engagement and provision of Autism services in the city.
- **Self-care/Management:** SM & PF are exploring the idea of an independent self-management information hub; a place for individuals with long-term conditions to visit to access support to make informed decisions about their care.
- **QA Hospital:** PF has been invited to take part in a telephone conference with NHS England, Portsmouth CCG, South Central Ambulance Service (SCAS) and Solent NHS Trust to talk through ways to support and work with QA Hospital. A follow up meeting is planned for around 22<sup>nd</sup> September.

#### Item 7: Board member updates:

KE explained to the meeting that his main area of interest was carers and expressed his concern that the various groups and boards he sat on for carers had all postponed their meetings which creates a gap in the sharing and hearing information.

KE also attended a research conference at Southampton and continues his work with the Dementia Alliance.

KE went on to explain that PCC's Wellbeing Service/Better Care has been in hiatus for a year; he has not attended a meeting for HW or carers so has no information but has asked for an update.

On the 7<sup>th</sup> December both KE and RB will be attending an I.D.E.As (Inclusive, Diverse, Equal & Accessible) conference at Fort Nelson that they have been helping to organise for patients/carers & family arranged by Portsmouth Hospital Trust.

KE also wanted to make those present aware of the 2 coffee mornings for carers that the Mayor's Office has arranged, explaining that this would be a great opportunity to meet the Mayor and other carers.

BS informed the meeting she was continuing her work supporting HW community engagement event and was due to start work on the QA discharge project.

JB has no updates as there had been no Pharmacy meetings.

RB reported that he attended 2 AGMs Portsmouth Hospital Trust and Solent NHS Trust. He also reminded the meeting of the City wide PPG meeting the following day. He has also contributed to the development of the PRRT (Portsmouth Rehabilitation and Reablement Team) and Community Nursing Service.

GH reported he has been invited to a stakeholders event by Solent NHS looking at the links between health and housing.

SG is working with Solent NHS Quality Improvement team looking at how complaints are dealt with in Local Resolution Meetings. The group will be focusing on "30 day breaches" and the

quality and nature of Solent's responses to complaints. SG explained this will form part of a wider project.

SM informed SG that the Fergus Cameron the HW Advocate had a very detailed knowledge of Local Resolution Meetings and would be able to provide feedback to SG.

PB expressed how impressed she was with the wide areas of understanding. She said she was looking forward to bringing some of her contacts and experiences along. She also commented on how much she liked the website.

#### **Item 8: Any other Business (AOB)**

PF reminded those present to get in touch if they were interested in working with HW & Learning Links looking at person centred care.

KE asked if the HW team were aware of the latest Care Quality Commission visits. SM gave an overview of the HW teams current Enter & View plans. PF explained that he regularly attends meetings with the CQC, PCC and Safeguarding teams and we may prioritise an enter & view visit as a result of information we receive.

#### **Item 9: Questions from the public:**

A member of the public who identified herself as Linda Ibbots a PPG member, carer and a volunteer at the carers centre asked: How do HW perceive mental health in the city? She highlighted the current adult mental health survey and asked: How as a board are you progressing with mental health?

SM: HW develops a work plan annually and is unable to comment on every issue we receive feedback on although several pieces of work relating to mental health are being undertaken e.g. PCC & PHT are trying to encourage service user involvement and are currently working with SHIFT. SM also gave an overview of other projects HW are undertaking that focus on mental health including a community research project currently being completed looking at the links between mental health and diabetes and plans to work with PCC and Solent focusing on the appropriateness of accommodation provided for people with long-term mental health conditions.

Concern was expressed about the PCC mental health crisis service survey, one comment was that it was not suitable for the people completing it but they are trying to get as many people as possible to complete it.

Graham Keeping, present in the audience informed the meeting the volunteers at Advice Portsmouth at North End had all undergone mental health training and would feedback the details for the HW Team.

#### **Item 10: Dates of next public meeting:**

- 24<sup>th</sup> 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.