

Healthwatch Portsmouth (HWP) Public Board Meeting 19.04.16

Introductions

Present:, Roger Batterbury (RB) Vice Chair, Ken Ebbens (KE), Sameen Farouk (SF), Brenda Skinner (BS), Tony Horne (TH), David Price (DP), Patrick Fowler (PF), Alison Nicholson (AN).

Item 1: Introduction and apologies.

Introductions: RB introduced himself and advised that he would be chairing the meeting in GH absence. The Board introduced themselves to the members of the public present.

Apologies: Graham Heaney, (GH) Chairperson, Mike Baker (MB), Stephen Glennon (SG), Grant Kennedy (GK)

Item 2: Previous minutes: SF asked that it be noted that he had assented to the new board members rather than agreed.

The minutes of the previous meeting were noted and agreed.

Matters arising:

- PF to follow up on contacting the Fratton & Milton Community Alcohol Partnership. **Action PF**
- Mystery Shopping, PF gave an overview of the project and advised we would be taking the summary to the city wide PPG with the hope of involving it's representatives in further work.
- SF enquired as to how many Neighbourhood forums there were and how active they are? **Action AN**
- SF requested that Transformation plans be an agenda item at the next meeting. **Action GH**
- HWP priorities need to be published on the HWP website. **Action AN**
- PF confirmed he was awaiting a meeting to discuss the closure of Bay Trees at St James Hospital. **Action PF.**
- DP informed the meeting that Innes Richens was the new Head of Health & Social Care.

Item 3: RB informed the meeting that Ram Jassi (RJ) and Jane Bailey (JB) had been interviewed as potential Board members and suggested they be co-opted onto the Board. SF assented to this decision, all other present agreed. RB invited RJ and JB who were both present to join the Board. SF asked how the new members had fitted in to being on the Board. BS acknowledged that whilst her knowledge of health & social care may not be as wide as other Board members she felt she had a valuable part to play and her previous volunteering

experience with HWP had developed her understanding of the work HWP undertake. RB suggested an induction for all new Board members. PF informed the Board he had already met with SG and was happy to arrange meetings with all other new Board members.

RJ and JB introduced themselves to the Board and the members of the public present.

- RJ is a Chartered Accountant currently working for University Hospital Southampton NHS Foundation Trust. He is also the chair of their Ethnicity Inclusive Network and a trustee of PRENO. He has 30 years' experience working in the health industry.
- JB comes from a pharmaceutical background who has also has wide experience in strategic planning. She is currently completing her master's in Public Health.

Item 4: PF presented the quarterly report (January to March 2016) and highlighted the key headlines from the previous quarter including:

- Grant Kennedy has been appointed as the CEO of Learning Links
- HWP contract with Portsmouth City Council (PCC) has been extended until March 2017 and both FC and AN have accepted their contract extensions.
- HWP priorities 2016/17 have been agreed.
- HWP formerly responded to the Guildhall walk proposal.
- 250-300 individuals were reached via community engagements
- HWP obtained the licence to use the Healthwatch CRM (database).

PF also reported that the project to use the mystery shopping report to develop work with the City Wide Patient Participation Group (PPG) was well underway and HWP were presenting to the City Wide PPG on 28 April.

Social care links are being developed with 1 enter & view visit arranged with Queen Anne Lodge for 12 May and 4 others with Sevacare to be arranged.

PF also highlighted all of the training and workshops planned for the coming months.

PF attended the Clinical Commissioning Group (CCG) Primary Care Commissioning Board. SF asked for details of the meeting. PF agreed to send the website link to the minutes. **Action PF**

The bowel cancer screening report had been received and was a brilliant piece of work. KE said the student should be commended for his work. **Action PF**

There was a discussion around how much of Portsmouth are HWP engaging with. DP suggested it should be about the level of reach across the city. RJ asked if we are able to assess the demographic of those accessing the website. PF agreed that although we have some work in this area it could be improved. JB asked how much of the voice of Portsmouth are we hearing?

KE stated there is an issue with signposting throughout the city.

SF stated the reports were the best received to date on performance.

Item 5: PF gave an overview of the Queen Alexandra (QA) hospital urgent care 'walk through' activity and advised the report had been shared with QA and feedback has been received. RB gave a summary of the visit which was instigated by reports in the press of queues of ambulances outside the hospital. The visit team plan to review QA's comments before agreeing future actions.

A member of the public asked if there were any key themes? PF highlighted the following:

- Changes put in place have had a knock on effect in other areas of the hospital.
- There are issues around social care in relation to discharges to nursing homes. KE agreed this echoed information received by the Carers Council.
- Mental Health Services were seen to be reduced.

Following the visit Healthwatch Portsmouth had been notified that Southern Health would be providing mental health liaison teams at QA between the hours of 8am - 8pm.

SF suggested that discharges and self-harm were areas HWP should come back to at a later date.

RJ recommended that the HWP report dovetails the CQC action and resilience plans which are available online.

SF suggested the final report be issued as a press release as the walkthrough was as a result of news items.

Item 6:

- i. KE gave an overview of the Portsmouth Carers Voice (formerly Carers Council), this organisation is independent from but funded by PCC and is run by carers. An information sheet will be attached to these minutes.
SF asked how many young carers there were? KE advised the official figures state there are 270 carers under 18 and of those four are aged under 4.
- ii. TH provided an update from Portsmouth University who have been commissioned to provide adult nurse education. The plan is to train 110 individuals in the first cohort within the region and the university has received 40 application so far. There is the potential to increase to 450 students. The challenge will be accommodating the students. TH advised he will keep the board up to date with progress.
- iii. SF attended the meeting of the Acute Frailty Network on behalf of HWP. He reported there are a lot of NHS staff on the network. He voiced concerns that they appeared to be struggling with the vision. He expressed the opinion that what matters most is what's going on out of hospital and the care packages. SF suggested the board form a subcommittee with an interest in frailty.

SF gave an overview of the current situation with regards to the Vascular Review. He has questioned how they are going to engage and consult. He also highlighted the fact that they will only be consulting on one option. He emphasised the need to engage with IOW and that communities need the confidence and trust that this is the correct

decision. JB asked what was included in the vascular services and was advised that it was the specialist services and surgeries. RJ declared no conflict of interest as he does not work in this area and did not have the level of detail which SF had. SF agreed to circulate the papers after the meeting. **Action SF.**

KE agreed to enquire if the changes will have any impact on children vascular services.
Action KE

SF raised his concerns with the board regarding the increased admissions of young people as a result of self-harm caused by self-poisoning.

Item 7: As the public had interacted throughout the meeting there were no further questions at this point.

Item 8: PF advised all present of the dates of future meetings. AN asked for all to consider alternative venues and email suggestions to her. SF suggested Portsmouth Cathedral. **Action ALL**

Next Meeting:, 21 June 2016, 6pm to 8pm, Venue To be confirmed.

Portsmouth Carers Voice (previously the Carers Council)

The Portsmouth Carers Voice/PCV (which started late 2011 under the name Carers Council) is made up from Portsmouth people who are all carers, working as the 'Voice of the Carer', with an understanding of the real issues because of their experience in a caring role. There are many issues affecting all types of carers but the PCV responds to trends, not single issues, and feed them into the Carers Executive Board which comprises senior staff who can make a difference, drawn from Portsmouth City Council (PCC), the Clinical Commissioning Group (CCG), Solent NHS Trust, Portsmouth Hospital Trusts/PHT (QA hospital) plus senior staff from the Carers Centre, Adult Mental Health and the Integrated Commissioning Unit as well as PCV members. The PCV then feeds back the findings to carers as well as monitoring the progress or otherwise of these trends for as long as necessary. There have been some good successes in the past but, to continue the success and make it stronger, the PCV need more carers to participate and inform of any issues that affect them and/or those they care for.

The PCV will be resuming regular forum meetings, the first in May (further details to follow), where carers are invited along to talk openly about issues that concern them, plus invited guests drawn from those that provide the services.

For more information please contact Jacky Charman on 02392 822795 or email jacky.charman@actionhants.org.uk