

**Healthwatch Portsmouth (HWP) Public Board Meeting 04.12.17**

**Held at Civic Offices, Portsmouth.**

**Present:** Graham Heaney (GH) Chair, Roger Batterbury (RB) Vice Chair, Jane Bailey (JB), Trish Bailey (TB), Patrick Fowler (PF), Siobhain McCurrach (SM), Alison Nicholson (AN), Ram Jassi (RJ), Ken Ebbens (KB), Amanda McKenzie (AM),

**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 received from Brenda Skinner and Steve Glennon.

**Item 2: Declarations of interest**

No interests were declared.

**Item 3: Minutes of last meeting (24.10.2017) and matters arising:**

The minutes of the previous meeting were noted and approved.

Matter arising:

- Page 2 - SM informed the board Trust HWP had received notification but were not asked to comment.

**Item 4: Operational update:**

SM gave a verbal presentation of her operational update which was also circulated.

RJ commented on the mental health work he is involved with. Ref stats for the Solent Trust Complaints Review Panel - complaints are going down.

RB said Child and Adolescent Mental Health Services (CAMHS) complaints figures are very low - may be all complaints are going down in all areas?

SM commented that over a 12 month period the report from Solent showed a reduction in the number of weeks of 'waiting time' for young people accessing mental health support.

RJ - What happened in the latter part of the year to reduce the waiting times?

RJ - Would like to follow up with Solent NHS - Board agreed

GH - Health & Wellbeing Strategy - When is the formal consultation? PF - Responded in my update.

## Item 5: Update from Pat Fowler, Head of Health and Wellbeing Partnerships of Learning Links

Pat gave a verbal update on the work he has been involved with relating to the Integrated Personalised Commissioning project to survey people accessing services using their Personal Care Budget.

RJ - regarding the contract between provider and individual are there Key Performance Indicators (KPIs) ?

PF explained current situation with personal budgets.

KE- Who has the final responsibility? Portsmouth Clinical Commissioning Group (CCG) ? Not sure but don't want a two tiered system. There needs to be unanimity regardless of funding arrangements for the services received. These were questions raised over 2/3 years ago.

Portsmouth Health and Wellbeing Board (HWB):

Pam - Ref Health and Wellbeing Consultation doc - can members of the public comment?

PF - Yes PF happy to collate anonymous feedback.

PF said he had suggested to Portsmouth City Council that they provide a basic Frequently Asked Questions document to supplement the Health and Wellbeing Strategy consultation document.

RJ - Health and Wellbeing strategy - how is it linked to Sustainability and Transformation Partnership (STP) ?

PF - I'm unsure but would be helpful for the Health and Wellbeing Strategy for Portsmouth to take into account for what is planned through the Sustainability and Transformation Partnership. Portsmouth needs to understand its landscape.

PF - Agree it should link to STP

SM explained that at a Health Overview and Scrutiny Panel meeting she had attended in the summer the lead of the STP provided an update and that is the link between HWB and STP.

Member of public re STP - Lack of transparency and lots of misinformation - feel its lack of consultation on a very complex subject. Could HW put pressure on agencies?

GH - Wessex chairs of HW raised concerns re consultation STP cannot override organisations. Needs to move for more regular meetings - STP's are not new plans. Portsmouth Blue Print still has to be consulted on.

Question from member of public - But reality is that there is suspicion about the motivation of the STP and this needs to be challenged.

Safeguarding:

Pat provided an update - a Safeguarding Group has been convened by Portsmouth Hospitals Trust on behalf of QA Hospital to review any safeguarding worries raised during the scrutiny of activities by the Health Education England (HEE) and Care Quality Commission inspections. Pat is to attend the safeguarding Group meetings at which the issues the Group receives can be scrutinised and appropriate action taken.

Community Development:

Pat provided an update - Learning Links are exploring opportunities to improve health and wellbeing in communities and for individuals, engaging with Portsmouth City Council re good local contacts and options for support.

**Item 6: Guest speaker: presentation from Mark Cubbon Chief Executive of Portsmouth Hospitals Trust (PHT).**

GH thanks MC for taking time to address the HWP.

MC gave presentation on key issues:

1. Radiology X-ray delays
2. General plan for the Trust in the Quality Improvement Plan
3. Opportunities to improve leadership - Trust appointment of key service directors

RJ - Re outsourcing Radiology Specialists - where is this coming from?

MC - 2 companies via Quality Assurance Process. The Trust is looking at two other companies to provide training for internal staff so that the Trust is more able to do this work itself.

KE - Has this affected budgets? Will this impact on care?

MC - This will not compromise care from a resourcing issue.

JB - regarding junior doctors misreading X- rays at Trust and their awareness of this issues - does this highlight systematic problems - in the context of the previous Francis inquiry and report highlighting the need for robust Governance arrangements.

MC - Direct link to governance - should have been early warning flag?

MC - there are 434 junior doctors, CQC spoke to 3. None of the junior doctors work in isolation. If they felt uncomfortable, even one is too many. PHT governance didn't pick up this issue.

RB - The media talked about death rather than 'serious harm' as trust had reported it.

MC - yes there were 2 deaths - but not sure if death was a direct cause from the delays in reading of the x-rays but there was a delay. Third patient is still receiving treatment at QA.

RB - What plans for call line?

MC - 84 calls on Friday

70 on Saturday

40 on Sunday

10 on Monday up until 5pm

There will be a number on the website, notes to GPs and Patient Advice and Liaison Service team was briefed.

On Friday most calls were about scans not x-rays.

2 patient calls were escalated immediately and their cases were reviewed.

RB- were those patient from the Emergency Department?

MC - yes 2 . Trust is currently recruiting for international chest expert.

MC - the Trust will publish results from investigation.

SL - Are there any areas that are understaffed in the hospital?

Mc - You know they are short, know what they should be doing: check the early warning signs but that didn't work in this case.

Member of the public - Admired their approach to staff. Must be feeling demoralised?

“New team” - this will impact on finances?

MC - 2 new roles. 1 new role created and one role replaces retiring Executive Director It's cheaper than previous team. We need to make improvements. Grateful of support of patients and members of the public - can't take this for granted.

Will there be a negative impact - lot of challenges are from not getting things right.

RJ - if you had a magic pill - Would you change behavioural? Is it a issue at the Trust?

MC - workforce needs to feel engaged. Staff don't have the conditions to do their job. Best of intentions are there. Staff need to understand why changes need to take place, be reflective and proactive.

Member of public - are the senior staff struggling with the changes?

MC - It depends how you approach it. We have started a new initiative 'Time Out for Feedback'. It has to be a balance of listening to staff. Not experienced much resistance.

JB - feel you have a good feel for what's wrong? Processes need to change. JB has observed what needs to happen from being a visitor at QA.

KE - can we email questions.

MC - Yes please.

Member of public - gave examples of great stories (League of Friends, staff at St Mary's) was very grateful for QA.

GH thanked MC for addressing the HWP Board.

### **Item 7: Board member updates:**

TB - Nothing to report.

RJ Solent complaints review panel quarterly meetings. Very positive experience - lot of dialogue between specialties. Non - Executive Director chairs the panel.

SM - Do any discussions analyse local resolution meetings and the process.

RJ - the discussions relate to the complaint as a 'closed case'. Feedback goes back to complainant regarding Solent Trust's review of the complaint.

KE exec careers board will submit to minutes.

**Item 8: Any other business**

None was raised.

**Item 9: Questions from the public**

A lady who was unable to attend had a question for MC but there had not been time to answer it earlier. SM offered to send the question she had received by email to MC.

GH thanked Alison for her time with HWP and for taking minutes.

The meeting closed at 6.20pm.

Next Board meeting is February 27<sup>th</sup> 2018 4 - 6pm at Portsmouth Training and Learning Centre (Portsmouth Academy, St Mary's Road, Portsmouth, Hampshire, PO1 5PF)