

**Healthwatch Portsmouth Board Meeting 04.09.2018**  
**Held at Cosham Community Centre**

**Present:** Roger Batterbury (RB) Vice Chair, Jane Bailey (JB), Luke Evans (LE), Steve Glennon (SG), Siobhain McCurrach (SM), Amanda McKenzie (AM), Brenda Skinner (BS)

Apologies: Ken Ebbens, Graham Heaney, Ram Jassi

**Item 1: Welcome, apologies and Declarations of interest.**

Healthwatch Portsmouth Vice Chair Roger Batterbury welcomed everyone to the Healthwatch Portsmouth Board meeting. He explained that speaker Dr Linda Collie was unable to attend the meeting and no-one else from the Clinical Commissioning Group was available to take her place. He thanked Graham Keeping for helping to set up the room.

RB explained the purpose of the yellow cards on seats - these were to be raised if speakers used jargon, an acronym or other phrase that was not understood.

Healthwatch Portsmouth Board members and staff introduced themselves. There were two declarations of interest: JB is a Non-Executive Director of Southampton Hospitals NHS Trust, RB works on a freelance basis for Solent NHS Trust.

**Item 2: Minutes of last meeting (27.06.2018) and matters arising**

The minutes of the last meeting on 27 June 2018 were noted and approved. The final version is now available on the website.

**Item 3: Project Manager's report**

SM introduced the [Healthwatch Portsmouth Project Manager's report](#). Questions were asked on some of the sections of the report

**Spinal surgery services at PHT**

**SG)** General comment: Recruitment is at the heart of the issue - they cannot get the staff. The Trust isn't addressing the underlying reasons for its failure to recruit. They need to address this critical issue. I would be interested to know vacancy levels and the use of bank staff.

**RB)** The Board has a meeting planned with Mark Cubbon. We will raise questions then and find out the strategies.

**JB)** University Hospital Southampton NHS Foundation Trust also has a big problem with recruitment, the problem is NHS-wide.

**SG)** The Trust needs to tackle the use of bank staff to tackle deficit.

**AM)** Mark Cubbon raised this issue.

**RG)** We need to ask Solent and PHT what their recruitment strategy is.

**JB)** Is it (the move to Southampton) a permanent transition?

**SM)** Yes.

**Public)** Will there be consultation with the public?

**SM)** The Health Overview and Scrutiny Panel agreed not to consult as this would hold this up. It

was agreed as the change only affected a small number of patients - it was regrettable that the Trust didn't talk to Healthwatch Portsmouth as we would have asked for a consultation. It was important to mention at the Panel meeting that Healthwatch Portsmouth hadn't been involved.  
**Public)** I haven't been contacted about transport concerns.

**Public)** Has there been interest in ensuring rehabilitation stays in Portsmouth?

**SM)** We understand that only surgery is transferring to Southampton, not support. We are awaiting publication of the briefing note.

**Public)** It is really good that Healthwatch Portsmouth has flagged up the lack of involvement. It's a possible slippery slope as the reduction in specialist surgery leads to fewer staff, reductions in surgery and transfer of further services away. It is important that patients are involved as change to Southampton is significant.

**SM)** We have highlighted issue to the Trust.

#### **Learning Disabilities Partnership Board**

**Public)** The housing sub-committee has been disbanded.

**SM)** That's interesting. Healthwatch Portsmouth didn't know that the subgroup wasn't operating.

**Public)** I find that many Portsmouth bodies disappear.

**SM)** We will follow it up.

#### **New services directory**

**SG)** The crucial issues with the directory are currency and accuracy. Key question is how to maintain it.

**SG)** Will it be web-based or an app?

**SG)** We need an app to provide the information.

**RB)** We also need a means for people without computers to access the information.

**SM)** We will raise these questions with the council.

**Public)** We need an easy-read version.

**RB)** The information accessibility standard needs to be applied

**JB)** It will take 18 months, information will be out of date.

**BS)** We need to bear in mind older people who don't use computers. They need to be able to walk in to get information and also be able to phone up a hotdesk.

**SM)** We are scoping ideas until December, then will build January - March, information upload April - June, with testing in the summer.

**Public)** It needs resources to ensure accuracy and currency.

**Public)** I suggest that Healthwatch Portsmouth provide a forum for volunteers to test the directory

**SM)** I will suggest this to Portsmouth City Council

**Public)** Could there be a section to highlight information for veterans.

**SM)** We will ask about this and ensure that the directory is veteran-friendly.

**Public)** Problem is not access to services but not knowing about services.

## **Hampshire and Isle of Wight Sustainability and Transformation Partnership**

**SG)** Didn't we have a presentation on this before?

**SM)** We had an introduction at the February 2017 meeting, we had hoped to have an update in October 2017 but this didn't happen. We will get an update for October 2018.

### **Care UK**

**SG)** Is the challenge the staffing resources available?

**SM)** Board members will be involved

### **GP mergers**

**RB)** Thanks to Patrick for his contribution to this work.

**SG)** As a patient at a merged surgery I only found out about the merger when I found my GP surgery closed.

**Public)** Will the Clinical Commissioning Group look at the situation as it is very hard to get an appointment. What is the CCG doing to address the crisis in GPs?

**SM)** We will raise the questions with the CCG and ask Linda Collie to review and respond.

**RB)** It is important that Linda acknowledges the report and gives a response.

**Public)** It is sad that falling GP numbers is a national problem, we need investment.

**Public)** Are there general guidelines around telephone and online consultations?

**SM)** The CCG is encouraging surgeries to take up online consultations.

**Public)** Staff at a practice that closed as part of a merger were not involved in the process of consultation by the CCG.

**Public)** Are you looking at feedback for closed practices?

**SM)** We talked to the CCG about the closure of the Queens Road surgery. The staff went to other surgeries. They didn't address the issues for patients. It is very hard to get a response from the CCG to the questions.

**Public)** "Your Surgery" is not really your surgery anymore.

**RB)** We need a CCG representative to come along to address the issues.

### **Item 4: Update from Carers' Centre**

Clare Rachwal (CR) from the Carers' Centre gave a update on the centre's work.

- The Carers' Centre on Orchard Road is part of adult social care, its role is to support carers.
- The Centre is seven months into a new way of working which has seen great reductions in the time taken to process assessments for carers. An evaluation of the service is due to published shortly.

**JB)** Whats your gut feeling about the evaluation?

**CR)** After the initial gains the wait for assessments has increased but it is still much better as the process has been streamlined. The centre has lost two more staff so capacity has been reduced.

- In June the Government published the [Carers' Action Plan 2018-2023](#). Six Government departments have pledged to work together to support carers.

- As a result of the plan the Centre has a meeting scheduled for October with GP representatives to begin to improve support for carers in Portsmouth.
- Portsmouth City Council is putting in a bid to the returners' fund to help carers return to work and to encourage employers to offer flexible working.

#### **Item 5: Board member updates**

There were no updates from Board members.

Forthcoming events

- Portsmouth Hospitals NHS Trust AGM: Thursday 6 September 2018 2-3pm
- Solent NHS Trust AGM - Monday 10 September 2018 4-6:30pm at Highpoint
- Queen Alexandra Hospital open day - Saturday 13 October 2018 10-3pm

#### **Item 6: Any other business**

There was no other business.

#### **Next Healthwatch Portsmouth Board meeting**

The next Board meeting is on Wednesday 17 October 2018, 2-4pm at the Portsmouth Academy, St Marys Road, Portsmouth PO1 5PF.