

Notes taken of discussions held during meeting in public of the Healthwatch Portsmouth Board

3rd April 2019

In attendance: Ken Ebbens (Acting Vice Chair), Steve Glennon, Ram Jassi, Jane Bailey, Jan Dixon, Mary Amos, presenting speakers from Portsmouth Hospitals Trust and Solent NHS Trust, PCC officers Claire Currie (Consultant in Public Health) Amanda McKenzie (Public Health Development Manager).

1. The Acting Vice Chair (standing in for the Acting Chair, Roger Batterbury who was unwell) welcomed everybody to the meeting.

It was agreed between Graham Heaney, Roger Batterbury and Ken Ebbens (all three serving HWP Board members) that they would be happy for their personal emails to be used to ensure that communications during the interim period where the Healthwatch Portsmouth service was suspended until a new host organisation was contracted with by Portsmouth City Council.

2. Matters arising from 5th February HWP Board meeting:

Notes were read out by the Acting Vice Chair Ken Ebbens which had been prepared by the Healthwatch Portsmouth Manager in anticipation of the April Board meeting. Matters were as follows:

p2 ref Carers Centre update

HWP is not aware that a copy of the report that Clare mentioned has been received.

p2 ref identification of carers and referrals to the Carers Centre

Since the Feb Board meeting the HWP Manager had asked Clare for information about the Quality Markers for GPs that Clare had mentioned. They are to be introduced soon as part of the Carers Action Plan, which is part of NHS England's Memorandum of Understanding that it produced, further to the Carers Act 2014. The Quality Markers will be included in forthcoming Care Quality Commission inspections of GP Surgeries and will ask 6 questions to GPs to prove that they are doing something to help carers. The Carers Centre Manager will be informing GP Surgery Practice Managers, the City Wide PPG and the Personal Independence Payment service about these new Quality Markers.

p4 re STP Recruitment of 3,000 members of the public to join the Citizens' Panel - in answer to the question raised 'is anyone here involved?'

The Healthwatch Portsmouth Manager has discovered through discussions with fellow Healthwatch Managers in March that the recruitment is yet to take place but will be co-ordinated by Healthwatch Hampshire so Healthwatch Portsmouth will be alerted and can then publicise and promote locally.

p6 ref Sue Harriman's offer of an invitation to Healthwatch Portsmouth to join the Unified Executive Board

The invitation has not yet been received by Healthwatch Portsmouth.

The HWP Board members approved of the rationale of the Citizens Panel

3. Approval of minutes of 5th February HWP Board meeting

No amendments were required to the February minutes and these were **approved** by the Board

4. Election and Co-option of Healthwatch Portsmouth Board members:

Currently serving Board members Ram Jassi and Steve Glennon confirmed they wished to stand again for election. Attending Board members **voted** to accept Ram and Steve's offer to continue to serve as Healthwatch Portsmouth Board members for another 3 year term. Attending Board members **voted** to co-opt Peter Izzard on to the Healthwatch Portsmouth Board.

5. Operational and Strategic Update from Healthwatch Portsmouth Manager

A copy of the update report that had been prepared by the Healthwatch Portsmouth Manager at the end of March was circulated to Board members

6. Presentations from invited speakers

Presentation from Gill Gould, Portsmouth Hospitals Trust: system wide integration of nursing services across the Portsmouth and South East Hampshire area, with the focus on Portsmouth

Presentation: PHT - [How PHT's Services are being improved further to implementation of the Trust's new 5 year strategy](#)

Questions were raised by HWP Board members:

How the existing finances/workforce was managing to deliver the additional services described in the presentation. PHT answer: it is being co-ordinated.

How do the staff of PHT feel about the changes. PHT answer: the integrated service has a place at Board level discussions and reflects how staff are affected by the changes

A question was raised by a member of the public:

How do you measure 'positive event' reporting? PHT answer: it is still in its infancy, Trust does not yet have the systems in place but will set up appropriate systems which will in a similar style to complaint investigations.

Presentation from Jackie Ardley, Chief Nurse at Solent NHS Trust: Solent's Quality Framework

Presentation: [NHS Solent - Quality Framework & Quality Improvement Priorities 2019/20](#)

Questions were raised by HWP Board members:

Regarding the 'improvement journey' how will you stop improvement? Will you crash in 3 years? Solent NHS Trust answer: leadership, continuous audit and patient experience will help the Trust to manage the journey over time.

'Great Care' as referred to in the Quality Framework - how much of that is down to the patient in the decision making in the Quality Framework? Solent NHS Trust answer: patient experience feeds into the Quality Assurance Quarterly reporting.

Previous research and packages of care evidence and good practice - is it linked with nurse training courses and carers groups? Solent NHS Trust answer: the Quality Account has an action plan and a rationale for the item being chosen in the strategic document.

7. Board member updates on activity

*It was **agreed** that these updates would be sent to Board members as part of the notes of the meeting. No updates had been received by the Healthwatch Portsmouth office before the temporary closure.*

8. The meeting was formerly closed by the Acting Vice Chair, Ken Ebbens who thanked everyone for coming along to the meeting.