

Healthwatch Portsmouth Advisory Board Meeting

Date: 9th July 2024

Venue: Portsmouth Academy, St. Mary's Road, PO1 6pm – 8pm

Attendees:

HW Portsmouth Advisory Board members: Roger Batterbury, Chairperson (RB); Jennie Brent (JB); Anthony Knight, Vice Chairperson (AK), Jason Oakley (JO)

Online: Mary Amos (MA)

HW Portsmouth: Siobhain McCurrach (SM); Sunitha Rajeev (SR) and Gaynor Lennon (GL)

Apologies: Graham Keeping, Ram Jassi (post meeting apologies received)

Item 1: Welcome, Introduction to Advisory Board, Declarations of Interest

Roger Batterbury (RB), Chair of the Board, welcomed all participants. RB provided an overview of how the meeting would be conducted via Microsoft. He reminded everyone to mute microphones when not speaking, raise hands to ask questions, and adhere to GDPR requirements.

Healthwatch Portsmouth (HWP) Update

HWP has been active on behalf of Portsmouth citizens since the meeting in March. RB mentioned the ongoing collaboration with community partners on Project Fusion, a significant initiative aimed at improving local community mental health, learning disability and autism services. The launch of the new Trust, H&IOW Healthcare NHS Foundation Trust has been delayed due to the General Election. The decision now awaits approval from the new Secretary of State for Health and Social Care, Wes Streeting, who has expressed a strong commitment to fixing the NHS.

Wes Streeting (WS), the new Health Secretary, is set to meet with the British Dental Association to discuss Labour's commitment to providing 700,000 urgent dental appointments, including 100,000 for children, to address backlogs in England. Reports indicate a significant rise in Google searches related to tooth pain and tooth removal, highlighting the growing demand for dental care. WS plans to redirect NHS funds from hospitals to GPs, aiming to reverse the decline in primary care funding, with a focus on improving access and reducing health inequalities. This includes allocating £109 million annually to provide 40,000 additional operations, scans, and appointments each week, particularly during evenings and weekends.

Roger Batterbury (RB) provided an update on his voluntary work with HWP and appealed for more volunteers to join the Advisory Board. RB asked the HWP Advisory Board members to introduce themselves and noted the recent resignation of Jan Boucher, expressing appreciation for her contributions. The members present included Jenni Brent, Anthony Knight (Vice Chair with a special interest in Veterans' health), Jason Oakley (University of Portsmouth representative), and Mary Amos (attending online).

RB then conveyed the great news about Jan Dixon's interest to rejoin the Board. As a former and highly active Advisory Board member, Jan's return was very warmly received. RB shared that her application had been thoroughly reviewed and endorsed by AK, SM, and himself. The Board unanimously approved her reappointment, and Jan Dixon was invited to take her seat with the Advisory Board once again.

RB then asked SR and SM to introduce themselves. Sunita Rajeev has worked for HWP since January as Lead Officer for Portsmouth. Siobhain McCurrach is Healthwatch Area Director for Hampshire and Portsmouth. The audience were also invited to introduce themselves, which they all did.

RB asked the Advisory board if they had any Declarations of Interest, of which there were none.

Item 2: minutes of the HWP Advisory Board meeting 05.03.24

RB identified actions from the last Minutes, asking for updates, which SM supplied. SM asked RB about the visit to Jubilee House, and RB promised to forward the report.

SM mentioned that HWP will be addressing the Portsmouth Health and Wellbeing and Hampshire and Isle of Wight Integrated Care Board, presenting the findings of the Health Inequalities Research. An away day for Advisory board Members and volunteers has been organised and will be discussed later. Approval of the minutes of the last Advisory Board meeting was proposed by JB, and seconded by AK.

Item 3: HWP Annual Review 23-24

SM informed that the HWP Annual Review has been circulated in hard copy to attendees and the Advisory Board Members and is published on the website. SM provided a brief overview of the Annual Review and its contents.

Item 4: Advisory Board Team Updates

MA asked about updates on the mobile dental unit, and the Health Inequalities Report. **SM** advised it is on the HWP website.

AK: maintained his liaison with OpCourage team in a mental health capacity and has referred three veterans to the support team. He was also happy to report that at Portsmouth Pride the OpCourage team shared an information stall with HWP. **AK** has also been liaising with NHS Berkshire. A disabled wheelchair user and, hopefully, his assistance dog, will be attending a future Advisory Board meeting. We also have a similar offer from Jessica Lewis who is their Lead Psychologist. **AK** met our two new MPs for the city, Stephen Morgan and Amanda Martin at Portsmouth Pride and had a brief word about HWP. We have had an offer from Spark Community to set up an information stall there. Finally, **AK** asked members to support Veterans by signing up for their newsletter.

RB has attended a few Project Fusion meetings since March about the creation of the new HIOW Trust. He attended the Portsmouth Hospital' University Trust Co-ordinating Group, **RB** attends as many HW meetings as possible, including the Portsmouth City Council Health & Wellbeing Board meetings.

RB has given a talk to University of Portsmouth students; he had a tour of Jubilee House to view the service changes there and he attended Portsmouth Pride with **AK**. Attended two meetings of Urgent Treatment Centre's Patient Participation Group (UTC PPG) since the last Advisory Board meeting.

Item 5: Operational and strategic update on HWP service

[Manager Report to June 2024 Board Meeting \(healthwatchportsmouth.co.uk\)](https://healthwatchportsmouth.co.uk)

SM provided the operational and strategic update for HWP. The HIOW Integrated Care Board encouraged booster jabs and announced a COVID vaccination bus. There were some concerns about unfamiliar language, but we have been assured that the published information will be clear. The Advisory Board will meet with PHUT in late July to discuss various issues including implementing Martha's Rule, helping service leads to support patients access a second opinion in the hospital.

The Accessible Information Standard Project report, delayed by the General Election, will be published and distributed on July 15th by all four Healthwatches. HIOW Integrated Care Board's (ICB) Governance Steering Group has met to review implementation of the Healthwatch recommendations, with terms of reference agreed and plans to report on implementation directly to the ICB Board.

HWP continues to seek additional NHS dental capacity. Port Solent Dental Surgery is developing a strategy for patients with disabilities as advised by HWP. Healthwatch Southampton Chair discussed various dental initiatives, including dental bus visiting schools, access to GP prescribing records and to increase NHS dental contracts across HIOW .

In response to feedback from 90 patients, HWP is drafting a 2024-25 Workplan aligning with Portsmouth Health and Wellbeing Strategy and HIOW ICB priorities, which the HWP Lead Officer will present in this meeting.

HWP Volunteers have been active in community events during this Spring and Summer; we are grateful for their invaluable contributions of our volunteers. HWP will be producing a summary of their work which will be presented to the Portsmouth Health and Wellbeing Board Development Session and HIOW ICB Quality Joint Committee in early September.

The IOW NHS Trust's Community, Mental Health, and Learning Disability Services, along with Hampshire and IOW Integrated Care Board's No Wrong Door Team, have transferred to Southern Health NHS Foundation Trust. HWP awaits invites for Project Fusion events to get involved in the service shaping discussions. HWP will attend a workshop on the new Trust's clinical operating model and gather feedback on the operating model.

GP surgeries continue to face ongoing challenges, with high patient demand, and we have received anecdotal evidence of reduced staff morale. New initiatives for primary care, including plans for Integrated Neighbourhoods Teams were introduced in the spring which aim to ensure equitable access to preventative, proactive, and reactive services across Hampshire and the Isle of Wight. We are awaiting further updates on this development.

Portsmouth HIVE is consulting on a Portsmouth Health and Wellbeing Alliance, with a HWP Advisory Board Member expressing interest in finding out more. A project to boost physical activity in the city is also being developed, with HWP suggesting collaboration with Energise Me.

Stroke Recovery Services Funding for the communities based service has been settled but only until the end of this year, when an Integrated Community Stroke Service (ICS) will be developed for the city. The National Stroke Service states the ICSs must provide physiotherapy, occupational therapy, speech and language therapy, vocational rehabilitation, psychological rehabilitation, information for patients and "life after stroke support" (LAS).

Portsmouth Medical School (PMS)

PMS now have a branch of King's College London graduate entry Medical programme and will enrol 54 students this Autumn, at the University of Portsmouth Medical School. This aligns with government and NHS vision of doubling medical school provision in England by 2032. The school also hopes to train GPs. The trainees will learn in academic and clinical settings at the QA

Hospital and with Southern, Solent and IOW Trusts, GPs and other healthcare bodies.

Secondary Care

HWP have been asked by Health and Care Portsmouth to undertake patient feedback at St. Mary's Community Health Campus, on a pilot relocation of the Extended Access Service which expands access to primary care into evenings and weekends. HWP are hoping to do an Urgent and Emergency Care pathway review at QA Hospital with colleagues in Healthwatch Hampshire.

HWP are due to meet the Chief Executive and Chief Nurse at the end of July to discuss the introduction of Martha's Rule, and the content of patient information they will be using.

We are still awaiting the outcome of our critique of the Quality Account 2023 for PHUT. We felt the information was not easy to read. We had a promise that for the 2024 version to act on comments given on readability and to seek to improve the Quality Accounts template. We heard in response to our critique of the draft Solent Trust Quality Account '23 that they will do likewise for the draft 2024 Solent Quality Account template. We encouraged PHUT and Solent to work together on these new templates.

Mental Health Services

HWP presented findings from the CQC patient satisfaction survey for Solent and Southern Health. Both showed low scores from patient feedback gathering on their respective services. Solent scored lower than Southern. With the introduction of the new HIOW Trust which will see Southern and Solent merging, HWP is concerned whether Solent will adopt Southern's approach or vice versa? Due to difficulties and delays in accessing mental health we are experiencing people now contacting HWP and asking us for help, we are not a mental health service provider. Solent NHS Trust recognises that waiting lists for the Children and Adolescent Mental Health Service (CAMHS) are too long - Solent have pledged to recruit more specialists. HWP asked if more mental health hubs could be made available to support people's early intervention needs and reduce escalation to higher services caused by delays. Andrew Strevens, Chief Executive of Solent NHS Trust said he would take that idea to the ICB Board.

Southern Ambulance Collaboration

The following services are involved:

East of England Ambulance Service Trust (EEAST)

London Ambulance Service NHS (LAS)

South Central Ambulance Service NHS Foundation Trust (SCAS)

South East Coast Ambulance Service NHS Foundation Trust (SECAMB)

South Western Ambulance Services NHS Foundation Trust (SWAST).

This collaboration has been formed in the context of a challenging operational and financial environment. Each organisation is ambitious to improve the care and services they provide. They have increasingly worked together and have now formalised their collaboration. The staff will work closely together and support each other more effectively and share best practice.

Learning Disabilities we now have a link to meeting info to be regularly updated from the Learning Disability Partnership Board (LDPB)

Portsmouth Autism Strategy

Portsmouth City Council (PCC) has produced a new Autism Strategy and Action Plan for Portsmouth to run from 2024-2026. NHS funding has been secured for a Peer Support Worker and an Independence Support Assistant (Autism) to enhance/expand the services at "Room 1". Initially for a one-year period. The roles will have to be advertised.

Portsmouth Homelessness Partnership Board

We have been asked to join the Homelessness Partnership Board (HPB), which oversees the Homelessness Strategy 2024, which aims to tackle homelessness through collaborative efforts among partners. HWP have said in HPB meeting that local businesses should be included to understand the issues that homeless people are facing - many businesses are unwilling to hire/retain homeless individuals. HWP identified that the strategy mentions rough sleeping hubs but not any availability of crucial health services for rough sleepers. HWP urged the HPB to create non-judgmental environments and ensure a holistic approach to problems.

ITEM 6: Annual Workplan 24-25

SR delivered a summary of HWP's Annual Work Plan for 24-25. The workplan has three main sections and aims to give a clear sense of direction towards achieving HWP's mission for staff, volunteers, Advisory Board members and an understanding by the public of our work. It will also help to define what is critical to achieve over this coming year. Once agreed by the Advisory Board, we will establish tactics to meet time scales set.

SR gave detailed explanations on:

HWP INTERNAL ACTIVITIES Review content of HWP Quality Framework. Reports to Healthwatch Commissioner, HWP Advisory Board, HIOW ICB Quality Group, The Advocacy People Trustees and the Annual Report. The recruitment, activities and training of volunteers. To maintain contact with community and stakeholders. Ensure accuracy of input to CRM database.

KEY EXTERNAL ENGAGEMENT ACTIVITIES Advisory Board meetings quarterly in public. Shaping health and social care services. Monitoring the quality of

provided services. Encouraging engagement best practice by HLOW ICB. Comment on draft NHS Trust Quality Accounts and PLACE visits 2024. Discussions for increased accessibility for primary care services. Collaboration of the four Healthwatches across HLOW for improved public engagement to shape services.

HWP COMMUNITY ENGAGEMENT PLAN HWP Enter and View Visits, Urgent Emergency Care pathway review, Health Inequalities Research Project, Accessible Information Standards, Patient Experience Project. Improving Primary care experience (GPs/Pharmacies) and Children's Mental Health.

Item 7: Any Other Business

The visitors from the Care Quality Commission asked for information about HWP Enter and View visit reports and were advised they could find it on our website.

Item 8: Questions From The Public

There were no questions from the public.

Item 9: Close of HWP Advisory Board Meeting

RB thanked everyone for their attendance and announced that the next Advisory Board meeting will be held on 25th September 2024 at Paulsgrove Community Centre from 4 p.m. to 6 p.m.