

Healthwatch Portsmouth (HWP) Public Board Meeting 25.10.16

Held at Cosham Community Centre, Portsmouth.

Present: Graham Heaney (GH) Chair, Roger Batterbury (RB) Vice Chair, Ken Ebbens (KE), Ram Jassi (RJ), Jane Bailey (JB), Mike Baker (MB), Holly Easlick (HE), Patrick Fowler (PF), Alison Nicholson (AN).

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: Tony Horne (TH), Steve Glennon (SG), Sameen Farouk (SF)

Item 2: Declarations of interest

No interests were declared. The majority of board members have completed and returned their declaration of interest forms. Those outstanding - please return as soon as possible to PF. **Action: ALL**

Item 3: Minutes of last meeting (06/09/16) and matters arising:

The minutes of the previous meeting were noted and agreed.

Matters arising:

- Page 2- PF received clarification from Terri Russell at Portsmouth Clinical Commissioning Group (CCG) that there was no specific funding available for Patient Participation Groups (PPG) but the provision of one is part of the GP contract. PF agreed to circulate the current guidance. **Action: PF**
- PF confirmed that Bluewater Care Home are not currently taking any referrals from Portsmouth City Council (PCC) or privately funded.
- Page 3- GH confirmed he had received a response from the CCG regarding the withdrawing of funding to the Portsmouth Counselling Services. The CCG made a non-recurrent funding payment when PCC funding ceased but they did not undertake a consultation as they had not commissioned the service. The CCG currently commission Talking Change to provide counselling services in the city. RB informed the meeting that there is currently a petition on Change.org regarding the closure. Audience member asked if an impact assessment had been completed. GH agreed to contact PCC for clarification. **Action: GH**

- Governance workshop had taken place on 5/10/16 but those who had been unable to attend are encouraged to attend the next session booked for 28/11/16. **Action: ALL**
- It was agreed to invite Care UK and CCG to the next board meeting to give overview of progress since services moved from Guildhall Walk to St Marys Treatment Centre. **Action: PF**

Item 4: Community Research Project:

Pam Pritchard (PP) gave an overview of her project “Understanding where people choose to go for medical advice and care”. To date she has completed 350 questionnaires with the support of AN at various locations around the city including Sunnyside Medical Centre flu vaccination clinics, QA open, Carers Information Event and Milton Park Forum. PP would like more feedback from the under 25 year olds as this group is currently underrepresented. PP plans to hold some focus groups, talk to pharmacists and obtain non-attendance figures from GPs during November and hopes to have the report completed by January. Following a good discussion it was agreed PP would feedback her findings at the February board meeting. PF asked for ideas on who to share the findings with. **Action: ALL**

Item 5: Operational update:

i. July - September quarterly update:

PF shared the quarter 2 performance report and gave an overview of the work of Healthwatch Portsmouth including the introduction of a revised customer charter, PPG reps feeding back on their practices, highlighting the issue of did not attend (DNA) appointment and Enter & View visits at Extra Care schemes in the city.

Guildhall Walk tender evaluation:

PF informed the meeting that the decision has been made to halt the process in light of other changes taking place within the health and care sector. The current contract is planned to be extended for 12-18 months.

QA Hospital:

PF confirmed the Healthwatch team and members of the board will be revisiting QA on 17/11/16.

GH informed the meeting he had recently attended a meeting of the Patient, Family and Carer Collaborative at QA at which David Allison shared the PHT Management of Expectations (Choice) on Hospital Discharge Policy for review. GH agreed to circulate electronic copies to the board after the meeting, PF agreed to collate any feedback. **Action: GH**

ii. Sustainability & Transformation Plan (STP)

GH updated the meeting on the seminar he had attended regarding STPs. A presentation was given by the NHS lead for STP who reiterated that it is hoped the changes will improve the quality of service and patient outcomes but finance is also a large driver. GH agreed to circulate the presentations **Action GH**

PF advised the meeting that Healthwatch England were holding a STP event on 28/11/16 and invited a board member to accompany him. JB agreed to attend if available. Other local Healthwatch had met to discuss STP but HWP had been unable to attend. PF will be attending the follow up meeting on 7/11/16. **Action: PF**

iii. Contract re-tendering update

HE confirmed the finalised documents are currently with procurement and are due to be published tomorrow. **Action: HE**

Item 6: Board member updates:

PF circulated a list of board member involvement for information and highlighted the activities of some of the newer board members including RJ who has been accepted onto the Solent NHS Trust quarterly complaints review panel, JB has been accepted onto the Pharmaceutical Services Regulations Committee and SG who is now on the CCG primary care quality framework steering group. PF asked that all board members confirm their commitments are correct and advise him of any changes. **Action: All**

JB gave an overview of her new role which involves looking at whether the case has been made to open or close a local pharmacy.

KE confirmed he had withdrawn from Portsmouth Carers Voice but will continue to champion the needs of carers through his work with Healthwatch.

Item 7: Any other Business (AOB)

PF informed the meeting of the workshops due to take place regarding the changes to the vascular services. The Portsmouth event is scheduled for 7/11/16 at The John Pounds Centre. GH and KE agreed to attend. **Action: GH/KE**

PF encouraged attendees to sign up for the Safeguarding (1st) and data protection (23rd) training due to take place in November. **Action: ALL**

Item 8: Questions from the public:

As questions were covered throughout the meeting there were no additional questions at this point.

Item 9: Dates of next public meetings:

- 6th December 2016 - St Marys Hospital, ground floor meeting room.
- 7th February 2017 - Bucklands Community Centre.

Meetings to take place 6pm-8pm.

GH thanked everyone for attending and the meeting closed.