

Healthwatch Bath and North East Somerset Executive Board
Thursday 3 September 2020
Telephone conference

Present:

Melanie Hilton	Healthwatch B&NES – Volunteer Lead - Children and Young People
Ann Harding	Healthwatch B&NES – Link volunteer Virgin Care
Susan Thompson	The Advocacy People - Independent Health Complaints Advocate
Kay Hinde	Healthwatch B&NES – Link volunteer AWP mental health
Vanessa Scott	Healthwatch B&NES Manager, The Care Forum
Pat Foster	Healthwatch B&NES Volunteer Support Officer, The Care Forum
Amit Desai	Kings College London (observing)

Apologies:

Diana Hall Hall	Healthwatch B&NES – Link volunteer Royal United Hospitals (RUH)
Roger Tippings	Healthwatch B&NES Volunteer lead – Quality and Enter and View

1) Welcome, introductions and apologies

Vanessa Scott chaired the meeting and introduced herself as the new manager, she started on 1 June 2020. Vanessa welcomed everyone including new link volunteer Kay Hinde and also welcomed Amit Desai from Kings College London who is observing the meeting.

2) Agree and review minutes of last meeting

The minutes of 11 March 2020 were reviewed and agreed as an accurate record of the meeting.

Matters Arising

Community pot:

Nine applications for the Healthwatch Community Pot were received and it was agreed to fund all nine projects as funding was available. Each project has now received 50% of the funding they requested and a volunteer has been assigned to each project to keep in touch and follow the development of the project.

- **3SG** will fund a co-ordinator for compassionate communities
- **Action for ME** based in Keynsham will produce self-advocacy workshops
- **Bath Institute for Rheumatic Diseases** will produce podcasts
- **Bath Rugby Foundation** will support young people with additional needs into further education or work
- **Bath Carers Centre** will provide online support for carers
- **Bath Citizens Advice** will set up a support at the Community Hub in Peasedown St John
- **The Diversity Trust** will produce a publication to support the LGBTQ+ community
- **Swallow** will be working with people with learning disabilities to support them back into the community following Covid-19
- **Voices** – will be looking at mental health issues with people who have experienced domestic abuse

Vanessa explained that the projects are due to give an update at the end of October 2020 and that the next Executive Board meeting should be planned for mid November to give feedback from the projects. Bath Institute of Rheumatic Diseases have released their first podcast, the Diversity Trust has produced a draft of the 'Out in Banes' publication, Action for ME held a workshop in July and 3SG have employed a co-ordinator who is already working to support volunteers.

Vanessa explained that the Local Reform and Community Voices grant for 2019-20 was received very late this year, Healthwatch England had lobbied the council about this funding being released. Vanessa will speak with Susan Hayter, our Healthwatch commissioner at a meeting planned for 22 September 2020.

Virgin Care:

Vanessa fed back that the Virgin's Communications Business Partner TJ has now left Virgin Care. Previously Healthwatch and Virgin Care had an event planned for April 2020 that was postponed due to Covid-19. Vanessa is waiting to hear what Virgin Care would like to do, as they were reluctant to setup a virtual meeting. Vanessa has spoken to Jo Scammel about the Independent Care Record and how Healthwatch can get involved with the roll out. Vanessa will contact Mike Plows to enquire about the Virgin Care's Citizen's Panel.

ACTION: Vanessa to contact Mike Plows for an update.

NHS Long Term Plan:

Pat has shared the joint Bath and North East Somerset, Swindon and Wiltshire CCG Health and Care Plan 2020 – 2024 with the agenda, Susan noted that there is nothing about patient participation and how the CCG plan to engage with patients. Roger used to attend the CCG Bath Quality Meeting, but since the merger of CCG's across BSW Healthwatch is now not sure how the CCG will engage. Vanessa is attending the virtual CCG A.G.M. next week and can ask about patient engagement. Susan and Melanie have also said they will be attending.

Executive Board review:

Executive Board membership for 2020-21:

Roger Tippings	Lead – Quality and Enter and View
Melanie Hilton	Lead – Children and Young People
Ann Harding	Link volunteer Virgin Care
Diana Hall Hall	Link volunteer Royal United Hospitals (RUH)

Pat contacted Nick Ramsey who had been Link volunteer for Avon and Wiltshire Mental Health Partnership NHS Trust (AWP), Nick stepped down from the role and the role was re-advertised, Kay Hinde a new volunteer with Healthwatch has come forward and joins us today for her first Executive Board meeting.

Pat fed back that due to ill health Diana Hall Hall is stepping down from her role as Link volunteer with the RUH. Pat will phone her on Tuesday to see if she is stepping down from all her commitments. Ann said that Diana has been with LINK and Healthwatch from the start and we should thank her for all she has done to help and support Healthwatch. **Action: Pat to thank Diana and advertise the Link volunteer to the RUH role amongst all volunteers**

Vanessa explained that B&NES Health and Wellbeing Board (HWBB) is still in a process of reviewing its priorities, the development sessions were cancelled because of Covid. Whilst this process is ongoing she will attend as HWBB representative, the next planned meeting is on 29.9.2020

3) Monitoring our progress

Feedback during Quarter 1 April – June 2020:

A lot of the issues fed back to Healthwatch this quarter have been about access to NHS Dentists. Pat will feed this back at the SW Dental meeting next week. Healthwatch has been hearing about social care issues and direct payments from a member of the public and before lockdown was due to attend a council meeting about direct payments with a group of people who are in receipt of benefits.

Ann feedback complaints about GP appointments and how district nurses are no longer working from GP premises but are working from the Virgin Care central hub, she also mentioned that contacting the district nurses through the central switchboard is proving difficult. Melanie agreed that problems had been anticipated with a single point of access. Pat said that this was discussed with Lisa Cronan when Healthwatch met her, she confirmed that administration staff had to be moved to work from a single point of access and this had proved to be difficult, but Virgin were working to resolve this. The next Healthwatch meeting with Lisa Cronan at Virgin Care is due to take place on 18 November 2020. **Action: Pat to confirm with Lisa if this will be a face to face or virtual meeting.** Vanessa asked volunteers to feedback any issues that they have heard about Virgin Care.

Action:all

Ann explained about the Covid track and trace and the Freedom of Information request that showed that patients from the RUH were discharged to care homes.

During Qtr 1 Healthwatch undertook a survey and received Covid-19 feedback, this has been shared in this week's volunteer email. Healthwatch also received one of the highest rates of reply to the Healthwatch England survey on hospital discharge.

Healthwatch England had asked for feedback from BAME communities and the Black Ethnic Minority Senior Citizens Association fed back information on how their members have been coping during lockdown.

CQC and Healthwatch have a joint campaign #BecauseWeAllCareCampaign asking people not to hold back in giving health and social care feedback. Robert Francis the chair of Healthwatch England has appealed to the public to not hold back in giving feedback.

Ann asked if Healthwatch staff will be moving back to the office? Vanessa said that as staff are able to work from home, we are following the advice to do this for the foreseeable future.

Feedback from the stakeholder survey:

Vanessa explained that B&NES Council has agreed an increase of 4 hours a week (now 7 hours a week for Healthwatch Bath and North East Somerset) for the communication role within the budget. There has been no Communications officer in post since Vanessa took on the manager role, although interviews for a joint Communications Officer with Healthwatch Swindon has taken place and we are following up references so should be able to introduce the new member of staff soon.

Healthwatch need to work on raising the profile and working more closely with the voluntary sector to help to raise its profile. A bigger social media presence will help and the RUH had

helped Healthwatch with the hospital discharge survey by sending it out to their discharged patients, raising awareness of Healthwatch.

Healthwatch England Quality Framework:

Vanessa explained that Healthwatch Bath and North East Somerset was an early adopter for Healthwatch England's Quality Framework and the feedback from this was to have a better public profile and more public engagement. Healthwatch England had been complimentary about the work Healthwatch Bath and North East Somerset has done around Quality Accounts and the follow up with trusts. Vanessa is putting this information on the website and it has been highlighted in the annual report.

4) Work Planning 2020/21

The work priorities were agreed virtually with members of the Executive Board

- Engagement and raising the profile
- Mental health
- Rural transport
- Community Pot projects – follow up four projects from last year plus nine new projects this year

Vanessa discussed the 'virtual' enter and view project to hear from care homes, the aim is to speak with care home manager, staff, residents and their family to hear how things have been for them all during the Covid lockdown. Questions have already been drafted and Melanie and Susan have agreed to look at the questions and give feedback.

Action: Melanie and Susan –

Engagement and raising the profile of Healthwatch B&NES

Healthwatch England are still cautious about face to face meetings and visits so for the foreseeable future it will be 'virtual' meetings and visits.

Mental Health

We are awaiting information from B&NES, Swindon and Wiltshire CCG on the mental health review as there may be scope for Healthwatch to support some engagement work. This was also a suggested area of focus from the Healthwatch stakeholder survey. The findings of the Off the Record and Bath Area Play Project will feed back issues from last year's Community Pot findings. Vanessa is attending the Health and Wellbeing Board, Children's subgroup next week and will share these findings. Vanessa will speak with Healthwatch Wiltshire about the mental health review. **Action: Vanessa**

Rural Transport and access

Continuation and follow-up from last year's work, will include the Community Pot project findings from the West of England Rural Network. There has been a national review of Non Emergency Patient Transport and Healthwatch England sit of the Advisory Group, they are awaiting the final review report session which has been delayed due to Covid-19. A local meeting with the CCG, Community Transport, Public Transport, NEPTS Ezeq and Healthwatch has taken place and a follow up should happen soon following lockdown. Covid-19 has put more pressure on patient transport

Enter and View:

The planned enter and view to Bath Mind's supported living unit on 1 April was postponed and a joint enter and view with Healthwatch Wiltshire to The Priory in Radstock on 9 April was also postponed due to Covid.

Pat's meeting with Swallow to discuss training people with learning disabilities to enter and view with Healthwatch and plan a visit to the RUH in the future was also postponed. Pat fed back that the care homes delivered by Sirona are being given back to the local authority in October 2020.

Quality Improvement:

Pat explained that the feedback to the NHS Quality Account for AWP, The Circle and the RUH have been completed. Healthwatch has just received the Quality Account for Virgin Care, Pat has asked for an audio copy for Roger and has emailed the Quality Account to Ann, it is 46 pages long.

5) Executive Board updates:

New representation opportunities:

None at this present time.

Feedback related to Board roles:

Healthwatch receives the agenda for the Overview and Scrutiny meetings and Healthwatch are invited to attend if there is something we wish to present to the committee. The Board should bear this in mind for work carried out during 2020-21.

Melanie Hilton – Children and Young People's Volunteer Lead

Melanie is a governor at the RUH and hears lots of information from other members, so will draft some feedback. Melanie suggests a regular monthly spot for Healthwatch in a local paper asking for public feedback on health and care as it has been difficult to get regular community responses. The online surveys have been good, but not everyone is online, Ann suggested local press, and magazines such as Keynsham Voice **Action: Ann and Melanie to send Pat info on local press**

Melanie has heard local issues, she will type these up and share them. Vanessa explained the different ways we engage through the inter agency meetings and local forums, it would be useful to have volunteers to attend these virtual meetings and feedback to us. **Action: Pat to put dates of these meetings in the weekly volunteer email to ask for volunteers.**

Susan Thompson – The Advocacy People

Susan explained that this will be her last Executive Board meeting as The Advocacy People have lost the contract for Bath and POHWER Advocacy are now taking on the contract. There has been a pause in NHS complaints during Covid-19 and the RUH paused the PALS service, advocacy are doing more now, but the pause has caused a backlog. Susan explained that not many service providers have been hearing complaints and complaints heard by the Parliamentary Ombudsman started up again on 1 July 2020. Kay said that she has put forward a question for the Healthwatch England conference about the low level of confidence the public have in the in the Parliamentary Ombudsman, Susan agreed saying that the Parliamentary Ombudsman have rejected cases and there are issues around how they respond as they are failing to take on board patient experience. Susan added that the Parliamentary Ombudsman are consulting on a framework for NHS complaints management across England. The Advocacy People have responded to the consultation as the process is geared to getting an outcome rather than hearing the experience of the patient, it appears they do not recognise the need for independent complaints and support and this is a general concern across England.

6) Dates of future meetings:

It was agreed to have a future zoom meeting in mid November following the Healthwatch England conference week. Date and time to follow.