

## Healthwatch Sandwell Advisory Board (HAB) Public Meeting

Held on Tuesday 10<sup>th</sup> March 2020 2.00 p.m. – 4.00 p.m.  
Central Avenue, Tipton, Sandwell

### MINUTES

#### PRESENT

John Taylor (JT)	Healthwatch Sandwell Chair
Bill Hodgetts (BH)	Healthwatch Advisory Board Member
Dave Bradshaw (DB)	Healthwatch Advisory Board Member
Alexia Farmer (AF)	Healthwatch Sandwell Manager
Anita Andrews (AA)	Healthwatch Sandwell Engagement and Information Lead (Minutes)
Ian McGarry (IM)	Healthwatch Sandwell Engagement and Information Lead
Melissa Elders (ME)	Healthwatch Sandwell Community Outreach Lead
Sophie Shuttlewood (SS)	Healthwatch Sandwell Community Outreach Lead

#### APOLOGIES

None received	
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#### NOT IN ATTENDANCE

Manpreet Kala (MK)	Healthwatch Advisory Board Member
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		ACTION
<b>1.</b>	<b><u>Welcome and Apologies</u></b>	
	All welcomed to the meeting. JT updated HAB that Khush Chahal (HAB member) has resigned due to poor health, JT has accepted resignation. JT has written to her expressing thanks for her contribution to Healthwatch Sandwell.  No apologies received.	
<b>2.</b>	<b><u>Minutes from the Meeting Thursday 9<sup>th</sup> January 2020</u></b>	
	The minutes were accepted as an accurate reflection.  Declaration of Interest – None.	
<b>3.</b>	<b><u>Action Table from the Meeting held on 9<sup>th</sup> January 2020</u></b>	
	All actions are completed.	

	<b>Additional agenda Item:</b>	
	<p><b>Covid-19 (Corona Virus) - Implications for Healthwatch Sandwell</b></p> <p>JT explained that we are supporting and following the advice from Black Country Directors of Public Health who have issued a statement about good practice in this area.</p> <p>Reference were made to the joint statement from the four Directors of Public Health for the Black Country about this.  <a href="https://www.healthwatchesandwell.co.uk/news/coronavirus-a-statement-from-black-country-directors-of-public-health/">https://www.healthwatchesandwell.co.uk/news/coronavirus-a-statement-from-black-country-directors-of-public-health/</a></p> <p>This statement aims to reassure members of the public that plans are in place in the event of a coronavirus outbreak in the region. JT explained that HWS are supporting Lisa McNally (Director of Public Health) and Yvonne Davis (Leader of the SMBC).</p> <p>JT and AF have written to Lisa McNally to offer support, awaiting response. HWS will publicise relevant information.</p> <p>Healthwatch England and ECS have issued guidance for this situation, it was agreed by all present to adopt this guidance. This means that for the unforeseeable future:</p> <ul style="list-style-type: none"> <li>• All Enter and View activity to be suspended.</li> <li>• All volunteer led activities to be postponed and rearranged.</li> <li>• All community engagement events to be postponed/rearranged to dates in the future once the outbreak settles down.</li> <li>• All strategic meetings need to be risk assessed as to whether our attendance is necessary or not <u>but</u> recognising this may be where local actions by Public Health, local NHS services and Local Authority, and possibly Police involvement regarding subsequent provision of services will be agreed so HW would need to know what they are so we can fulfil our role of providing information to the public and signposting them to services and about important Public Health messages.</li> <li>• HWS should attend the main meetings such as Health and Wellbeing, Overview and Scrutiny, Quality Safety Committees etc.</li> </ul> <p>This position will be reviewed regularly. The HAB agreed to adopt this guidance.</p> <p>AF to write to commissioner about postponements.</p> <p>SS requested a standard worded statement, JT agreed and requested that this statement be put on web site, issued to staff and volunteers.</p> <p>JT advised staff to be vigilant at Walker Grange due to vulnerability of service users.</p>	<p><b>ALL</b></p> <p><b>AF</b></p> <p><b>AF &amp; IM</b></p>
<b>4.</b>	<b>Declaration of Interests</b>	
	None to declare	
<b>5.</b>	<b>Work programme and projects 2019/20</b>	
	AF presented an update on the work programme:	

<p><b>Priority 1 - Support for Carers</b>  The report has now been distributed to key stakeholders, partners and posted on HWS website and social media.  The Commissioners from Adult Services (Sandwell MBC) have been contacted to provide an update on progress with recommendations. It has been confirmed that the recommendations have been included in the draft Joint Carers Strategy and this will be shared at the next Insight meeting.</p> <p><b>Priority 2 – Young people’s experience of health and social care services</b>  The project has now concluded, and the data has been analysed by the Research &amp; Insight team. There were 364 responses to survey and a number of focus groups facilitated.</p> <p>HWS have received a draft report and this needs to be reviewed by the team. All comments to AF by 13<sup>th</sup> March 2020, so that report can be finalised. The timescales need to be adjusted to accommodate annual and sick leave.</p> <p>JT expressed thanks to the team for their hard work in completing project.</p> <p><b>Priority 3 – Reducing Inequalities - Rough Sleepers and Homeless people</b>  This project has now concluded. 129 surveys were completed and a number of face to face interviews. The data is now being analysed by the Research &amp; Insight team, unfortunately one of the analysts has been away from work so the timescale for completion needs to be amended. The draft report is to be available for comments by 20<sup>th</sup> March 2020. AA to collate feedback.  Amended dates to be forwarded to HAB for information.</p> <p>JT expressed thanks to the team for their hard work in gaining information from a hard to reach group of people.</p> <p><b>Enter &amp; View activities</b>  On target and up to date with visits but will need to be put on hold due to Corona virus agreement by HAB and ECS. This will mean that the schedule will be hindered.  It was agreed to inform commissioners of this.</p> <p><b>Reporting</b>  No major issues arising to generate publication.</p> <p><b>Volunteers</b>  ME facilitating the process of recruitment, due to the nature of volunteering and recruitment being on going, potential volunteers are at difference stages: DBS clearance, references and induction and Enter and View Training.</p> <p><b>Youth Healthwatch</b>  Aim for 10 reps by end of March 2020, the target may not be met. Recruitment work is ongoing in line with the youth surveys work.</p>	<p><b>ALL</b></p> <p><b>AA</b></p> <p><b>AF</b></p> <p><b>ME</b></p> <p><b>AF</b></p>
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6.	<b>Work Programme and projects 20/21</b>	
	<p>JT explained that that the following threads will inform the 20/21 work programme:</p> <ul style="list-style-type: none"> <li>• Existing intelligence</li> <li>• Feedback from key players who have been written to (SWB NHS, SMBC : Adults, Healthwatch England and SWB CCG.) To date we have received verbal feedback from SWB NHS Trust, SMBC :Adults.</li> <li>• Headline on line survey, we have received 300+ in 3 weeks.</li> </ul> <p>AF stated that there is a better return rate when surveys are completed face to face (1:1). All feedback will be collated (Bullet points) and circulated before the Work Programme 20/21 planning session on 30<sup>th</sup> March 2020. There is a team meeting on 25<sup>th</sup> March where this will be discussed.</p> <p><b>Work Programme 20/21 planning session on 30th March 2020 at 2 – 5 pm</b> This session is due to take place at Walker Grange but due to Covid-19 (Corona Virus) it may not be appropriate, DB offered Sandwell Advocacy 28 Wood St, Tipton DY4 9BQ. JT explained that the session will workshop in style and suggested that a SWOT analysis be utilised so that HAB and team can reflect on 2019/20 about what has been effective and what can be learnt from.</p> <p>The aim is to identify 3 lines of enquiry for the year, although it was noted that these 3 lines of enquiry do not need to be agreed in April but HWS can be flexible and responsive by being led by identified needs during 20/21.</p> <p>JT suggested that the KPIs (Local Authority Indicators) should be identified to ensure that HWS meets its contractual obligations. However, an HWE rep. suggested that that target numbers are not publicised, but JT stated that HWS need to use that data as indicators of performance.</p> <p>JT asked the team to come prepared with their ideas and that the collated priorities to be sent out the week before the session.</p>	<p><b>AF</b></p> <p><b>ALL</b></p>
7.	<b>Intelligence report January – March 2020</b>	
	<p>AF gave generalised feedback as the report is due to be finalised by end of March, so the data presented was for January and February.</p> <p>The issues being heard about are generally the same i.e. waiting times for GP appointments and communication between hospital and patients. i.e. hospital letters about cancelled out patient appointments.</p> <p>There is an increase in intelligence gathering about mental health issues especially in children and young people. There is feedback about patient transport, public and hospital provision.</p> <p>HWS continue to signpost, especially to POWhER</p> <p>There has been positive feedback about experience with GPs and adult social care. DB asked about experience at CAMHS, HAB were informed that feedback in focus groups</p>	<p><b>AA</b></p>

	(Young People's Project) identified that there are issues with the waiting time for assessment, diagnosis and post diagnosis.  JT asked HAB to consider how often the Intelligence report needed to be produced.	<b>ALL</b>
<b>8.</b>	<b><u>Lead Roles &amp; Relationships updates</u></b>	
	<p><u>Governance HWE Workshop</u> JT attended a Governance workshop in London, chaired by National Director - Imelda Redmond (CBE), which explored the relationship between local Healthwatch's and Healthwatch England. The following was distributed: A guide to running Healthwatch (DRAFT) How to meet your legal obligations and exercise your powers (November 2019)</p> <p>JT requested that the document be distributed to HAB and staff.</p> <p><u>CCG Governance structure (Listening event)</u> WH did not attend on behalf of HWS but was there as part of the Cardiac Group. The content was quite complex in nature. JT gave a brief overview of the proposed changes within the Black Country and West Birmingham Clinical Commissioning Group (CCG). There are 5 areas (Sandwell, Dudley, Walsall, Wolverhampton and West Birmingham) that will join together.</p> <p>Paul Maubach has been appointed as Chief Executive Officer of Black Country and West Birmingham CCG. There are plans to have a single management team to cover the geographical area. Discussion taking place for a single headquarters and an office in each area. Discussions also taking place about the feasibility of joining with Local Authority. Consultation is taking place on corporate services.</p> <p>Each CCG area technically exists but there is a Committee in Common, where all areas meet together and share information but will be overseen by Chief Executive Officer. There will be one CCG nurse to cover all areas (Sally Roberts)</p> <p>Wolverhampton and Dudley have appointed senior staff, but Walsall and West Birmingham still have a vacancies.</p> <p>The next public meeting (Committee in Common) is 31<sup>st</sup> March, JT to attend.</p> <p><u>Provider Escalation Group</u> IM gave feedback about last PEG, the aims of the meeting is a combined Provider Escalation Group and Information Sharing Meeting held with CQC and Multi-Agency Partners to share information about regulated services and to discuss any actions necessary.</p> <p>The role of this group is being reviewed by Head of Adult Social Care. AF to attend meeting on 11<sup>th</sup> March 2020.</p> <p><u>CQC Directorate and working together 11<sup>th</sup> February 2020</u> AA gave feedback about this event, all HWS staff attended with HW Dudley and</p>	<p><b>AF</b></p> <p><b>JT</b></p> <p><b>AF</b></p>

Wolverhampton HW and various inspection teams across West Midlands: Dentists, Primary care, Social care and Engagement staff.  
The purpose of the event, Networking, sharing good practice , communication protocols etc

Presentations:

- Joint presentation from Michelle Hurst, Inspection Manger Central Region (CQC) and Sarah Fletcher, Chief Executive Officer (Healthwatch Lincolnshire)  
This was about combined announced inspections and enter and view visits.  
Their roles were clearly defined, and separate reports produced with hyperlinks to each other's.
- Morag McInnes - Area Level Analytics Team Manager at CQC who gave a presentation about: Intelligence gathering tools.

H&WBB and Health & Adult Social Care Scrutiny Board

JT is presenting at the next H&WBB on 19th March. This will focus on HWS achievements in 2019/20 and priorities for 2020/21. It will be made clear that HAB decide priorities but H&WBB can contribute. All staff and HAB invited.

Health and Social Care Overview and Scrutiny Committee (HOSC ) is attended by DB and JT. Next meeting is 23 March. This is co-ordinated by James Sandy who is working with HWS to develop the work of the HOSC. The HAB members use the opportunity to ask questions.

BH attends the Joint Health and Social Care Overview and Scrutiny Committee this is joint with Birmingham.

Healthwatch England Quality Assessment Framework

AF and JT gave feedback back about this tool that has been designed by HWE. It is being piloted and HWS have been chosen to use it.

The team, Liz Learoyd and JT have completed the analysis of the work of HWS and have identified areas that require further development.

HWE met JT and AF last Friday and are happy with suggestions. It is planned to roll out to all HWS.

AF to present short version of recommendation at next HAB

Hospital Trust Board

WH gave feedback from last meeting.

Midland Met. Hospital now has a new name : Midland Metropolitan University Hospital.  
The change of name for the Smethwick hospital acknowledges Sandwell and West Birmingham NHS Trust's partnership with education providers across the region.

It includes collaborations with Birmingham University, Aston University, Wolverhampton University and Birmingham City University.

JT  
ALL

AF

	<p>WH gave an overview of a Never Event that involved a patient going home with cannula in situ, and the mechanisms that have been put in place to ensure that this doesn't happen again.</p> <p>Sandwell General Hospital had encountered a burst water pipe which resulted in many appointments being cancelled or redirected to City Hospital.</p> <p>Oncology service in Sandwell</p> <p>WH read notes from the minutes, it transpires that options are still being considered. Decisions will be made at Joint HOSC in May 2020.</p> <p>JT requested WH to give dates of future meeting to AF for circulation.</p> <p><u>Primary Care Co-Commissioning Meeting</u></p> <p>AF attended, the future of this meeting is being considered, with all the changes occurring in CCG currently. AF will attend next one, but future attendance may not be appropriate. Concern was expressed about the danger of losing the local primary care focus.</p> <p><u>HWE Midlands Network Meeting 6th March 2020</u></p> <p>JT attended NHSE/i, there has been little engagement with HW to date, there is potential for engagement in the future.</p>	WH
<b>9.</b>	<b>Chairs Actions – Public</b>	
	Nothing to report.	
<b>10.</b>	<b>Health and Social Care Issues from the public</b>	
	None in attendance.	
<b>11.</b>	<b>Insight Events – public meeting - Verbal update</b>	
	<p>The last Insight event took place on 23rd January 2020 at Jubilee Park Community Centre, Tipton. The agenda included: HWS update and Midland Metropolitan Hospital and Digital Ambition updates.</p> <p>The next meeting on 23 March 2020 at 11:00-13:00 at Sandwell Asian Family Support Service, Windmill Community Centre Messenger Rd, Smethwick, England will be postponed due to Corona Virus.</p> <p>Discussion took place about the need to plan events for 20/21. It was agreed to not have an additional meeting in 20/21 but to rebook this postponed meeting early in 20/21.</p>	
<b>12.</b>	<b>Healthwatch Advisory Board (HAB) recruitment</b>	
	<p>Discussion about challenges of recruiting to Boards generally. Suggestions that could include within promotion work re: HWS and agreed better to strategically identify potential Board members and approach them rather than waiting for people to come forward.</p> <p>We have 5 Board Members, it is important that they all attend meetings and get involved. Discussion took place about different ways of attracting new members, including:</p> <ul style="list-style-type: none"> <li>• paid adverts in newspapers and relevant magazines</li> </ul>	

	<ul style="list-style-type: none"> <li>• asking CCG and SMBC human resources department to advertise.</li> <li>• recruitment web sites</li> <li>• advertise on national volunteering websites</li> <li>• Facebook advert</li> </ul> <p>Discussion took place about the HAB Co-ordinator role, ME asked if this role would include recruitment of HAB members and volunteers. It was stated that this would NOT be a part of the role.</p> <p>It was discussed the difficulties in getting people to agree to a role that requires an on going commitment which isn't just an ad hoc role, it was agreed that any advert would need to be eye catching.</p> <p>SS suggested that it may be attractive as a career development opportunity and could be promoted in work environments.</p> <p>ME suggested a HAB open day event to advertise the role. It was agreed that this could be achieved by telephone.</p> <p>It was agreed to ask the Health and Well Being Board to advertise through the various boards.</p>	JT
<b>13.</b>	<b>Any other business</b>	
	<p><b>Local Elections</b>  JT informed HAB of the local elections on 7<sup>th</sup> May and to be aware of Purdah (the period in the run-up to an election when there is a restriction in place on publicising the views of political parties, issuing press releases or promoting initiatives with quotes or photos from particular councillors as this could be seen to unfairly promote one particular political party. Purdah is in place from 31<sup>st</sup> March.</p> <p><b>HWS reports</b>  Discussion took place about the various reports that HWS are required to produce:  Monthly reports, required by ECS  Quarterly Intel Reports  Contract monitoring reports, required by SMBC</p> <p>JT would like the monthly report to have more information and for it to describe what impact has been made, but ECS do not want it to exceed 2 pages. It should also include strategic meetings that are outside Sandwell. The commissioners may need different information. ECS is a learning organisation and we need to report what's not working for HWS. JT will raise with Liz Learoyd (ECS).</p> <p>JT and AF to discuss outside of HAB</p> <p><b>Feedback Centre</b>  DB asked how the above is going, the team describe how the publics experiences are being added.</p>	<p>JT</p> <p>JT &amp; AF</p>
<b>14</b>	<b>Date, time and venue of next meeting</b>	
	14 <sup>th</sup> May 2pm -4 pm at Walker Grange	



