

Healthwatch Northamptonshire Board Meeting held in Public - Minutes

Thursday 29 October 2020 1.00 - 2.30 p.m.

Present: Dr David Jones (Chair), Sheila White, Rashmi Shah, Susan Hills, John Rawlings, Morcea Walker, Roger Knight, Helen Statham, Vikki Lynes, Caroline Gooch, Ric Barnard, Dora Shergold.

Staff in attendance: Katie Bayliss, Jo Spenceley, Esther Stimpson, Mandy Sampson
Julie Curtis

External Attendees: Martin Claydon, EMAS; Will Pope, CT CIC; Adam Smith, NHFT

Apologies Received: Simon Barter, Sandra Bell, Judith Glashen

Item No.	Item	Action
1.	<p>Welcome and introductions:</p> <p>The Chair, Dr David Jones welcomed all HWN Board Members to this virtual meeting and gave thanks to Martin Claydon from EMAS and Adam Smith, NHFT for their attendance.</p>	
2.	<p>Declarations of Interests:</p> <p>Caroline Gooch gave a declaration and confirmed that she manages one of the Social Prescribing teams in the county.</p>	
3.	<p>Minutes of last meeting 06.08.2020:</p> <p>Agenda Item 5.</p> <p>David raised the subject of engagement with the Black and Minority Ethnic communities and asked the HW Board members whether there was a project that we could do virtually? We would need local funding which still needs to be figured out, but this needs to be done. Rashmi said there is a need to work to get some money to get social prescribing centralised across the equalities.</p> <p>With regards to COVID-19 the question was raised of who is monitoring the wearing of masks? David reported that care homes are still an issue and that some care homes are changing hands and are closing.</p>	DJ

	<p>David reported it is feared that mental health issues for the general public will rise after the 31 October and whether funding is there or not, our work plan needs to be updated as to what is now needed and how we will need to work in a different way over the next 6 months.</p> <p>Caroline spoke about the SPRING, a partnership between funders and service providers. NHS England had prevented contracts being signed by clinical commissioning groups until September due to pressures from COVID. This was recognised as an excellent opportunity that will impact positively on the county providing more social prescribers and funding for VCSE to expand services.</p> <p>It was suggested that we express our interest to NHS Northamptonshire Clinical Commissioning Group to be involved with this.</p> <p>David said that HWN could write a formal letter to the NCCG and Partnerships to enquire about the progress.</p> <p>The minutes of this meeting on the 6 August were agreed as accurate and signed off by David.</p>	Actioned KH
4.	<p>Matters Arising:</p> <p>None.</p>	
5.	<p>Chair's Updates:</p> <p>NHCP Partnership Board Report - 15.10.2020:</p> <p>David had produced a report from this meeting which had been circulated, which noted that Healthwatch Northamptonshire has been invited as the public voice pending formal decisions about the NHCP engagement strategy.</p> <p>Reports from the NHS Northamptonshire CCG Governing Body Meeting held on the 20 October and the Northamptonshire Health and Wellbeing Board report from the 24 September had also been previously circulated for information.</p> <p>With regards to the Covid-19 Provider Collaboration Reviews, David reported that there will be a report published about the partnership working.</p>	

<p>6.</p>	<p>Planning Group Update:</p> <p>David gave compliments to Morcea for her Planning Group meeting on the 23 October 2020 which was extremely informative.</p> <p>Morcea gave thanks to be recorded to Caroline Gooch and Sue Griffiths for her presentation on Social Prescribing, also to Joanna Fawcuss for her verbal update on the iCAN project.</p> <p>Morcea also acknowledged congratulations to Sheila White and Wendy Patel for all of their hard work on the 15 Steps reports at Kettering General Hospital, which has resulted in them being nominated for a Healthwatch England award.</p>	
<p>7.</p>	<p>HWN Manager Updates:</p> <p>Katie reported that unfortunately the team had lost Penny as she had resigned. The job description has been drafted for the Carers' Voice Co-ordinator and Healthwatch Project Support assistant which would be for 7 - 14 hours per week.</p> <p>Mandy Sampson has joined our team as an Administrative Assistant for 30 hours per week.</p> <p>Projects:</p> <p>KGH 15 Steps project:</p> <p>We have had a great response from Helen Mills (Quality Assurance Manager) regarding this project using the NHS 15 Steps Challenge Tool which focuses on seeing care through a patient or carer's eyes and exploring their first impressions. Our report on this has now been published and this work has been shortlisted for a Healthwatch England Award in the "Celebrating Volunteers' category".</p> <p>The Healthwatch England awards ceremony is on Wednesday 4th November 2020 and people are welcome to attend this virtual ceremony to see if this work wins.</p> <p>Carers Project:</p> <p>Questions are soon to be piloted by Northamptonshire Carers, Carers Voice and Yardley Hastings Carers Group.</p> <p>COVID survey data:</p> <p>This has been shared with commissioners and providers. The public facing version is currently being drafted.</p> <p>Discharge project:</p>	<p>KB</p>

	<p>This has to be re-scoped understandably since COVID. Healthwatch England has recently published their discharge report so we shall take a look and research.</p> <p>Think 111 First:</p> <p>Kate has been in conversations with Jane Taylor from the CCG about conducting a survey and report regarding the Think 111 Campaign.</p> <p>Rachel McGuire was due to update us on the campaign that goes live 5th December 2020 but her update to us is being rearranged. Rachel has contacted KB to talk more about this work and she will update accordingly.</p> <p>David said that is important that we understand this. The public are being asked to phone 111 first so that their needs can be triaged. The triaging system will be put in place and the public are being asked to not normally go to Accident and Emergency direct now.</p> <p>Martin Claydon from EMAS reported that this was first piloted in Leicestershire. It is to redirect people to the more appropriate place for treatment and this should help EMAS in assisting people in accessing services. This is a new campaign and will take a lot of communication for the public to hear about it and understand.</p> <p>Young Healthwatch Northamptonshire:</p> <p>Esther reported the Daventry self-harm final draft report is with Daventry self-harm awareness group for checking.</p> <p>The East Northants healthy eating/exercise project is currently on hold.</p> <p>Esther has conducted focus groups for the NHS Northamptonshire CCG regarding community healthcare services.</p> <p>Young Healthwatch Northamptonshire have been asked to be a part of the Northampton General Hospital Children Services Project Team and Kettering General Hospital has offered to deliver Board training for them also.</p>	
8.	<p>Other Updates:</p> <p>Kettering General Hospital and Northampton General Hospital:</p> <p>Simon Weldon (joint CEO of KGH/NGH) and MIH Solutions have asked Healthwatch Northamptonshire members to have an engagement workshop with them regarding Vision and Values at both hospitals. The date for this workshop has yet to be confirmed.</p> <p>Sheila reported that KGH would soon be receiving confirmation about the Urgent Care Hub. There is a Joint Board Governors meeting being held the following week to give an update on this.</p>	

	<p>Adam Smith, NHFT:</p> <p>Adam gave an update on the mental health sector. He reported that there is a 24 hour, 7 days a week 0800 phoneline number which is currently taking about 6000 calls a month. The flow of calls are coming from all across the county. All work is continuing although more remotely and the Crisis Cafés are very busy. The beds in the Crisis Houses in Northampton and Rushden are all now full as there is a new psychosis developing which is challenging individuals. There are general high levels of acuity in mental health and patients are often presenting challenging medical conditions, and they often have significant, unpredictable needs.</p> <p>Martin Claydon, EMAS:</p> <p>Martin reported that following a dip in activity there is now an increase in higher acuity patients. EMAS are currently revamping the actions they took for this 2nd wave of Covid. They are working with colleagues across the county and other providers to get through this. David reported that the NHS are beginning to get back to normal but are still struggling due to the demands of Covid.</p> <p>Roger mentioned on a recent trip to and from hospital, 2 staff were complaining about how uncomfortable the ambulances were for them. Will Pope said that it would be useful for Martin to know whether the ambulance was a 999 or Patient transport which is a Second Tier ambulance from the Urgent Care Team. Roger said he thought it was Patient transport.</p> <p>Martin said that he would look into this.</p> <p>Access to Dentistry:</p> <p>Jo reported that there had been a lot of enquiries recently partly because a practice in Daventry would be closing soon. Routine dental care is on the backburner currently due to Covid and there is not enough funding. Jo said that 111 can help and NHS emergency treatment should be provided anywhere.</p> <p>John reported that a member of his family had used 111 for dentistry help and this had worked well.</p> <p>Dora commented that the general public generally cannot afford to pay £75.00 as a private patient.</p> <p>Jo said that an email had been sent to the NHS England Dental Team and other people in the partnerships to gain advice on how to help or address the situation, but we were still waiting for a response.</p>	<p>MC</p>
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<p>9.</p>	<p>Any Other Business:</p> <p>David reported that he attends weekly meetings with the Covid Oversight and Engagement Board and was sending updates following these meetings to the Board volunteers. Dora said that this was very useful. David said that he was impressed with the chairing of these meetings by Ian Morris and the compliance and the guidance is good. He warned that Northamptonshire may be going into Tier 2, but the MPs were against this.</p> <p>Direct Payments:</p> <p>David said that he had spoken with Dora and Rashmi about direct payments. They reported that they are concerned their Personal Assistants are very isolated as there is no networking or support for them. The amount of money for direct payments has not increased for several years, although for Agency staff, it is increasing and the agencies are now advertising higher rates of pay.</p> <p>David said that he would write to Northamptonshire County Council on behalf of Healthwatch Northamptonshire to express concern that the direct payment rate has not increased for this isolated group and there is no networking or support in place for them.</p>	<p>KH - actioned</p>
	<p>Date of Next Virtual HWN Board Meeting:</p> <p>14 January 2021 1.30 – 3.00 p.m.</p>	

Signed as being an agreed accurate and true record of the meeting:

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Professor William Pope
(Interim Healthwatch Northamptonshire Chair)

Dated:
14 January 2021

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