

**Virtual  
Healthwatch Northamptonshire Board Meeting in Public  
Minutes of the meeting held on Thursday 14 January 2021**

Present:

Professor Will Pope	Interim Chair (West Northants)
Morcea Walker	Vice-chair (West Northants)
Sandra Bell	Board member (North Northants)
Simon Barter	Board member (West Northants)
Rashmi Shah	Board member (West Northants)
Sheila White	Board member (North Northants)
Susan Hills	Board member (North Northants)
Ric Barnard	Board member (North Northants)
Vikki Lynes	Board member (North Northants)
Caroline Gooch	Board member (West Northants)
Roger Knight	Board member (North Northants)
John Rawlings	Board member (West Northants)

Apologies:

Judith Glashen	Board member
Dora Shergold	Board member
Chris Gorman	Healthwatch England

In attendance:

Kate Holt	CEO CTCIC and HWN
Katie Bayliss	HWN Manager
Dr Jo Spenceley	Comms and Research Manager
Esther Stimpson	Project Manager and Young HWN Lead
Julie Curtis	PA and Office Manager
Polly Grimmett	Director of Strategy and Transformation, KGH
Martin Claydon	Ambulance Operations Manager EMAS

Item No.	Item	Action
1	<p><b>Introduction</b></p> <p>Will Pope, Interim Chair, welcomed everyone and confirmed that the meeting would be recorded for minute referral. He gave introductions of everyone that was present.</p> <p>Julie read out the apologies that had been received.</p> <p>Will gave thanks to Dr David Jones, as previous Chair to the Healthwatch Northamptonshire Board and gave condolences and thoughts to Dora Shergold on the sad loss of her husband.</p>	
2	<p><b>Declarations of Interest:</b></p> <p>Rashmi reported that he was currently doing some work with Support Northamptonshire.</p> <p>Morcea confirmed that she was also working with Support Northamptonshire.</p>	
3	<p><b>Presentation by Polly Grimmett, Director of Strategy and Transformation at Kettering General Hospital NHS Foundation Trust.</b></p> <p><b>Update on the HIP2:</b></p> <p>Polly Grimmett delivered a presentation which outlined Kettering General Hospital’s plans to rebuild the hospital and current progress. She explained that they had discounted asking for the maximum amount of money from the HM Treasury, as the annual payback amount was too high.</p> <p>Rashmi asked how the decision was made of how much would be “affordable” to pay back, with regards to borrowing money from the HM Treasury.</p> <p>Polly reported they will receive money out of the services they can deliver, which included the Northamptonshire Health and Care Partnership ICAN project and after looking at the model of freeing up beds, day case procedures etc. this enabled them to see how much savings will be made.</p> <p>Polly reported that KGH was one of 40 hospitals being rebuilt and would be receiving HIP2 seed funding from the Government.</p> <p>The Foundation Wing and Treatment Centre building were both being retained.</p> <p><b>Phase 1</b> will be the new Urgent Care Hub which will include A &amp; E facility, acute assessment services and urgent treatment facilities.</p> <p><b>Phase 2</b> will be the Previous phase of works including a new building containing all the main operating theatres, endoscopy, pathology, mortuary, imaging, catering, 6 adult wards making a cumulative total of 70% of adult bed requirement.</p>	

**Phase 3** will be the Previous phase of works including a new building containing medical and surgical ambulatory services, relocation of critical care and 4 wards making the cumulative total 100% of adult bed stock by the end of this phase.

**Phase 4** will be the previous phase of works including a new building containing six day case theatres, and the balance of ambulatory services still operating from the old site.

**Phase 5** would be all previous phases including a new building containing integrated women's and children's hospital, designed to allow inpatient ward expansion above. Demolition of existing maternity after the new building is operational and the west part of the site would be redeveloped for mixed-use opportunities and a healing park next to the hospital facility.

**Phase 6** would be a proposed full rebuild on the Greenfield Site.

The Development Control plans have been drawn up and this rebuild will take up to 10 years and this has now been signed off by the Trust.

After consideration, the Trust has agreed to take forward as a shortlist, **Phases 1-4**. These will be assessed further at the next stage in the business case process.

The preferred option is to develop the site through to Phase 3 of the plan as part of this capital funding round, creating a significant new building in the centre of the site which is joined to the existing modern buildings already on site.

Phases 5 and 6 are being discounted for now.

This is hoped to be signed off in February 2021 at the KGH Board Meeting.

Polly reported that further engagement events with the public will be held and a travel plan survey is being undertaken.

The rebuild plans will be submitted to the Department of Health in February/March 2021.

**Questions and Answers:**

Rashmi asked if there were any restrictions on planning permission?

Polly reported that they have been working with Kettering Borough Council, taking the hospital's location and residents into consideration. The council do not have any issues with the current plans and KGH are now about to put in for planning permission.

Ric asked whether this will be signed off before the two new Unitary Authorities come into force?

Polly said that they will have submitted their application to the Department of Health before they come into force, but that North Northamptonshire were already aware of the plans.

Will said that there would be a lot of disruption and 10 years on site would be a challenge for the patients and staff. Was this taken into consideration?

	<p>Polly reported that this had all been taken into consideration and the plans to stay on site are in the best interests for patients and staff.</p> <p>John asked that as KGH and NGH will remain separate Trusts did they see it working and will they work together?</p> <p>Polly responded saying that both hospitals are a part of a group management model, so horizontal collaboration as well as working together as an Integrated Care System which they are already doing now, should not cause any additional issues.</p> <p>Rashmi asked about paying back the money. What was the decision on the amount to borrow from the Government?</p> <p>Polly said this was decided by working out the figures to pay back and working out the benefits of the buildings.</p> <p>Will asked whether the Healthwatch Board members were supportive of this proposal. It was agreed. He suggested that Healthwatch Northamptonshire could write a supportive action letter from the Board members within the next three week's and he would circulate this letter to the Board for their suggestions and amendments before sending to Polly.</p>	WP - Actioned
4	<p><b>Questions from the Public:</b></p> <p>Julie confirmed that no questions from the public had been received prior to this meeting.</p>	
5	<p><b>Minutes of last Meeting 29.10.2020:</b></p> <p>The draft minutes of this meeting held on the 29 October 2020 were agreed to be true and accurate.</p>	
6	<p><b>Matters Arising:</b></p> <p><b>BAME:</b></p> <p>Kate reported we are working with Support Northamptonshire on a proposition for research and analysis and supporting the Black Community Infrastructure development for Northamptonshire. We have given a contribution towards the research on assessing the disproportionate impact of Covid 19 on Black Communities.</p> <p><b>Think 111 First:</b></p> <p>Jo and Katie had put a survey together which had been sent to the CCG for comments and amendments. It had come back this week with only one amendment and will then go live once this amendment had been made.</p> <p><b>EMAS:</b></p> <p>Martin Claydon informed that he had spoken to the Patient Transport Service about the uncomfortable ambulance experience Roger had</p>	<p>KH -actioned</p> <p>JS/KB - actioned</p>

	<p>raised in a previous meeting. Vikki asked whether the staff had been asked about this and Martin said that he would raise this point.</p> <p><b>Direct Payments:</b></p> <p>Kate had emailed Katie Brown from NASS to enquire why payment rates in Northamptonshire have not increased for several years and is causing some people difficulties in recruiting support and financial hardship. Katie had replied saying the DP rates are increased every year in line with the National Minimum Wage uplifts.</p> <p>Rashmi said he doesn't think that was an accurate response from NASS and we should invite Katie Brown to a Planning Group meeting</p> <p>Morcea supported Rashmi's comment and Sandra agreed that we should invite Katie to a future meeting.</p> <p>Will suggested that we should create a Task and Finish group to address this work with Katie and Kate to articulate the Healthwatch Board's concerns with Northamptonshire County Council. All Board members agreed with this. Morcea, Sandra, Rashmi and Ric put themselves forward to work on this.</p>	<p>MC</p> <p>*KB</p>
<p>7.</p>	<p><b>Proposal to extend the term of appointment of Board Members:</b></p> <p>Will proposed to the Healthwatch Board a resolution to extend the term of the current Board members to 31 March 2021 as we currently do not know what is happening to the Healthwatch Northamptonshire contract with regards to the two Unitary Authorities coming into effect on the 1 April 2021.</p> <p>Morcea reported that she had attended meetings with NCC and had been told that membership should continue until 30 June 2021 until decisions had been made.</p> <p>There was a general discussion about the 3 year term for Board membership.</p> <p>John suggested a list of membership dates be formulated for all the HWN Board Member's so everyone is aware of their end of term dates.</p> <p>Ric agreed with John's suggestion that it is essential we have "end" dates for members.</p> <p>Kate reported that the Standing Orders need updating and that Board members decide the terms and length of service and renewal and that we do need a current proposal to work with.</p> <p>Will reported that the Terms of Office of the Chair are decided by NCC, but the Healthwatch Board members can appoint other Healthwatch Board members.</p> <p>Will proposed and asked if Healthwatch Northamptonshire does continue up to the 30 June 2021, all membership could be extended until this date. This was agreed by all.</p> <p>Sandra queried about the Terms of Office for the Chair?</p> <p>Kate replied the current term was in line with the NCC contract and was set as two years in April 2018.</p>	<p>*Action</p>

	<p>Kate reported that the Volunteers Handbook was in the process of being updated and that Katie was working on this currently.</p>	<p>KB</p>
<p>8.</p>	<p><b>Staff Updates April - December 2020:</b></p> <p><b>i) Healthwatch Manager</b></p> <p>Katie reported she had concluded the mental health project work (end of March 2020) ensuring that a commissioner and Provider response was included in the final publication.</p> <p>Katie has completed the KGH visits report on the work done by Sheila and Wendy, collating and reporting on all 43 visits. The final report was well received by KGH and has been used by KGH's Quality Assurance Board to help make improvements.</p> <p>Katie has worked with Jo, Sandra, and the carers project team (including Northamptonshire Carers) to find out the views and experiences of carers during Covid-19. We have produced a survey for both adult and young carers and are planning to conduct focus groups January 2021-February 2021.</p> <p>Katie is leading on the Think 111 project funded by Northamptonshire CCG. This project looks at people's experiences of Think 111's systematic developments. The survey is currently sitting with the CCG for review, once this is agreed and returned this will go live. This project also includes conducting focus groups specifically to include those who are hearing and/or visually impaired. The focus groups for this project are likely to take place in February 2021.</p> <p><b>ii) Young Healthwatch Northamptonshire</b></p> <p>Esther reported the YHWN young people's experience of Covid 19 project is now at the final stages and almost ready to launch.</p> <p>In March 2020 many of the Young Healthwatch Northamptonshire projects were placed on hold, including the East Northamptonshire project, The CAMHS review and the looked after children project for the CCG. There are still plans to complete these but there is an understanding that the scope may change.</p> <p>The Daventry project (Healthy Young Daventry) had the data input, analysed and the final report written. This was well received, and the final report was published in December 2020. This project included one to one interview's that were carried out by Time2Talk (a youth counselling service in Daventry) and focus groups with young people. There were over 470 responses to the survey, which was closed early due to COVID-19.</p>	

	<p>YHWN were approached by Northamptonshire CCG and Public Health to carry out focus groups with secondary aged children across Northamptonshire to accompany the consultation that they had carried out on community health care services. Three focus groups took place in September in Daventry, Northampton and East Northamptonshire. They were done in a COVID-19 secure way and the final report was well received by both PHN and NCCG, the final report has also been shared with NHSE and Young Minds as it contained details about how young people would like to receive future health care services.</p> <p>Both Northampton and Kettering Hospitals have asked YHWN to work with them and we have started to have meetings around young people's involvement. These have been placed on hold due to the pressures with COVID-19 currently.</p> <p>Will reported that he had received a response from the NHS Northamptonshire Clinical Commissioning Group who were responsible for the YHWN funding, praising the hard work received from them.</p> <p><b>iii) Research and Communications Manager</b></p> <p>The priority in April was for Jo to work with Lauren to produce website resources to help members of the public find information about Coronavirus and local service and helpful advice from national organisation.</p> <p>Coronavirus Experiences survey - Jo developed the survey with HWR and promoted. She also shared data and interim reports with health and care providers/commissioners and Public Health.</p> <p>A joint county COVID-19 communications group was established at the end of March 2020 and Jo has been attending the weekly phone/Zoom meetings to keep up to date with the communication messages to share. Jo and Lauren have been sharing social media posts and articles from these shared resources.</p> <p>John asked whether any research had been done on supermarket transmissions of Covid? Jo reported it is mainly household transmissions.</p> <p>Jo reported that a steady stream of dental enquiries were still being received and that 18 had been received in this Quarter. This was currently being raised with Healthwatch England. Covid has had a definite impact on obtaining appointments.</p>	
9.	<p><b>Covid-19 Update:</b></p> <p>The reports previously circulated were taken as received.</p>	

	<p>Kate reported she had attended the Covid 19 Oversight and Engagement Board meeting that morning and it was reported that there are 422 people across both hospital Trusts with Covid and KGH and NGH currently had 40% of beds taken up with Covid patients. It was anticipated that a peak was to be expected within a couple of weeks.</p> <p>Kate announced that a new Community Vaccination Centre is to be set up at the end of January and will be publicised soon.</p> <p>Morcea reported that there were BAME concerns about the vaccine and Public Health and local authorities were working with partners, including Healthwatch, to address this.</p> <p>Jo reported Healthwatch England are producing myth buster information to help address these concerns. Support Northamptonshire have been in meetings with NCC to discuss the BAME issues and the Police are in the Comms Meetings where information is also shared.</p>	
<p>10.</p>	<p><b>Routine or regular updates:</b></p> <p><b>i) Chair's update:</b></p> <p>Nothing further to report.</p> <p><b>ii) Planning Group Update:</b></p> <p>Morcea gave thanks to Jane Taylor and Kelly West for their presentation on Think 111 First at their last meeting. She reported that at the next two Planning Meetings in February volunteers will be looking at the annual work plan for 2021 and will discuss the new ways of working which was delivered to the members by Steve O'Brien, and implement these to help us work smoother online.</p> <p>Morcea gave thanks to Julie for her perseverance in ensuring that the Vision and Values engagement workshop regarding NGH and KGH took place.</p> <p>Morcea reminded all that Sue Griffiths who previously gave her presentation on Social Prescribing is willing to work with HWN and reiterated that the BAME work is highly important and needs to be focussed on.</p> <p><b>iii) Business Advisory Group update:</b></p>	

	<p>Will reported that the BAG had only met once and that it had been decided that the meeting on the 07 January 2021 should be postponed. Will asked the Board members whether HWN need this group?</p> <p>Rashmi and John both agreed this group should be suspended and to be reviewed at a later date.</p> <p>Sandra said that if we focus on developing the Quality Assurance Framework, issues on communication, transparency and governance, the items discussed in the BAG, should get addressed. All agreed.</p> <p>Vikki agreed and commented that we should report back to the Board and not a separate group.</p> <p>Sandra asked if the Board could have a copy of the Service Specification.</p> <p>Kate informed that this was in the Healthwatch Northamptonshire Tender document and the NCC Quarterly Contract monitoring document.</p>	Actioned - KH
11.	<p><b>Other Updates:</b></p> <p>i) <b>Quality Assurance Framework:</b> Will said that QAF work is a most important priority and said to Simon he had noted that a recent QAF meeting had been cancelled but this should now be reinstated.</p> <p>Roger commented that the questions set by Healthwatch England are challenging.</p> <p>ii) <b>Healthwatch England Decision Making Policy:</b> Katie updated board Members that this is guidance given by HWE that all local Healthwatch must have. The policy helps Boards make better decisions about work in line with priorities. Katie will draft a policy for the volunteers to review and a final draft will come back to the Board for ratification.</p> <p>iii) <b>HWN Commissioning Update:</b> Will briefed everyone on this but said that he will update once more information known.</p> <p>iv) <b>HWN Board Members - New Unitary grouping:</b> This was for information purposes and highlighted the geographic split of current Board members between the the new Unitary Authorities, North Northamptonshire and west Northamptonshire.</p>	<p>*Action - SB</p> <p>*Action KB</p>

<p>12.</p>	<p><b>For information:</b></p> <p>i) <b>Review of the HWN Board Standing Orders:</b> Discussed earlier in meeting.</p> <p>ii) <b>HWN Board member training opportunities (inc HWE):</b> HWE are offering free training to Healthwatch Board Members. Link details for further information below.</p> <p><a href="https://network.healthwatch.co.uk/training-and-events">https://network.healthwatch.co.uk/training-and-events</a></p> <p>iii) <b>Others:</b> Nothing identified.</p>	
<p>13.</p>	<p>i) <b>Clarification on Direct Payments from Nass:</b> Discussed previously in these minutes.</p> <p>ii) <b>EMAS - Healthwatch Performance, December 2020:</b> Martin Claydon reported that EMAS had come through the winter pressures in November 2020, but December was 2% above the previous year. The increase in activity had impacted on their standards but they were doing their utmost to give services to patients.</p> <p>A number of their staff have been hit by Covid and they were going into partnership with the Fire Service for the lower level patients until the end of February 2021.</p> <p>Pressure at hospitals was impacting on EMAS and they were having to maximise by leaving about 10% of patients with other services and not bringing to hospital.</p> <p>Martin said with regards to vaccinations, NGH were now doing these using the Oxford vaccine and approximately to date 63% of staff had received this.</p> <p>Rashmi asked whether Martin's presentation that had been provided could be sent to him in word format? Martin confirmed that he would look into this for him.</p> <p>Will gave thanks to Martin for his attendance at this meeting and to all his colleagues at EMAS for their hard work.</p> <p>ii), iv) and v): - These items had previously been circulated for information and were taken as noted and received.</p> <p>Sandra raised a question regarding the Carer's Project. The survey had now gone out, but should this be extended to the end of February?</p>	<p>MC</p>

	She also reported that the partnership work with Northamptonshire Carers had been wonderful and could we send a thank you letter from the Board to Northamptonshire Carers.	*Action
14:	<p><b>Any Other Business:</b></p> <p><b>Process of Chair Appointment:</b></p> <p>Will reported that he had been in contact with Lucy Wightman, Public Health Director, NCC for nominations for up to three people from Public Health and Commissioning to be on the interview panel for the HWN Chair.</p> <p>Will said that as soon as he received information on the Membership Panel from NCC he would inform the Board and confirmed with Rashmi that he would be invited to join the interview panel as he had volunteered to do this.</p> <p>Kate reported that at the previous interviews for the Chair position, a meet and greet the candidates with the Stakeholder group and some of the Board members was held before the interviews. This could be done again if agreed.</p> <p>Will said that he hoped to receive details of the first meeting within the next 7 -10 days.</p> <p>The meeting then closed.</p>	
	<p><b>Date of next Meeting: 12 May 2021</b></p> <p><b>Venue: tbc</b></p>	

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**Professor William Pope:**  
**Interim Healthwatch Northamptonshire Chair**

Date:

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12 May 2021