

**Healthwatch North Northamptonshire and West Northamptonshire
Advisory Board Virtual Meeting in Public**

Minutes

25 April 2022 - 10.00 a.m. - 12.00 p.m.

Members present: Will Pope (Interim Chair) (WP), Morcea Walker (Vice Chair) (MW), Dora Shergold (DSh), Deborah Smith (DSm), Sheila White (SW), Dr Marcella Daye (MD)

In attendance (Internal): Katie Bayliss (KB), Julie Curtis (JC)

In attendance (External): Martin Claydon (MC) EMAS, Sadie Bieshon (SB) NNCC, Richard Cook (RC), Programme Manager, HIP2 Development Programme, KGH
Stephen Graves (SG), Programme Director, HIP 2 Development Programme, KGH

Apologies: Kate Holt (KH) CEO, HWNW

Abbreviations: Healthwatch North and West Northamptonshire (HWNW), Young Healthwatch Northamptonshire (YHWN), Connected Together Community Interest Company (CTCIC), East Midlands Ambulance Service (EMAS), East Northants (EN), Investing in Volunteers (IiV), Mental Health, Learning Disabilities, and Autism (MHLA), Northamptonshire Health and Care Partnership (NHCP), Northamptonshire Clinical Commissioning Group (NCCG), Integrated Care Board (ICB), Integrated Care System (ICS), General Practitioner (GP), Children and Young People (CYP), Kettering General Hospital (KGH) Northamptonshire Healthcare NHS Foundation Trust (NHFT) Hospital Infrastructure Plan (HIP), Healthwatch Rutland (HWR), Healthwatch England (HWE)

No	Item	Action
1	WP welcomed and introduced those in attendance and noted the apologies (listed above).	
2	No declarations of interest were expressed.	
3	<p>Presentation by Richard Cook and Stephen Graves, KGH HIP2 Development Programme at Kettering General Hospital:</p> <p>RC gave a presentation regarding KGH's progress of the HIP2, Phase 2, Development Programme. RC reported that the Trust</p>	

	<p>submitted the Strategic Outline Case in February 2021 and an Outline Business Case will be appraised by the Trust in July 2022. KGH are continuing to work with the National New Hospital Programme team who are responsible for the delivery of all 40 new HIP hospitals.</p> <p>The HIP2, Phase 2 programme will consist of:</p> <ul style="list-style-type: none"> • Main Entrance • Endoscopy Unit • Orthopaedic Fracture Clinic • Main Diagnostic Imaging Department • 6 Operating Theatres and Recovery Suite • Critical Care Unit • 6 Generic Inpatient Wards • FM Service Hub <p>RC clarified that this phase is to be built on land occupied by Glebe House and Latimer House, Car Park A and part of Car Park B. Current services in the older buildings would be moved into the new buildings and the car parks would be brought closer to the main entrance. A new roundabout is to be proposed for the Rothwell Road at the entrance to the hospital.</p> <p>DSh asked whether attention has been paid for wheelchair users. RC confirmed that they had been as mobility issues were a high priority.</p> <p>WP asked about timescales. SG said that after KGH's Board meeting at the end of July 2022, the Trust would share this Business Case and it is hoped that the HIP1 phase building work will begin in late 2023/early 2024 which would take approximately 3 years to complete. The HIP2 phase would then start around 2025 and would also take about 3 years.</p> <p>As 250 - 300 current car parking spaces will be lost in the process, this will be appropriately replaced with re-arrangements and a new multi storey car park.</p> <p>RC added that there would be a desk booking system put in place for staff and office desk spaces would be relocated to off- site premises for non-urgent situations.</p> <p>MW asked whether due to the amount of housing and development in the area, would the new hospital accommodate this? RC confirmed that the demand and capacity forecasts had been taken into account.</p>	
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	<p>MC confirmed that from EMAS' perspective they have been involved throughout the process and that the new facilities would meet their requirements.</p> <p>WP gave thanks to RC and SG for the update and asked for a future update be given after the Outline Business Case is submitted in July.</p> <p>JC to distribute the presentation to the Board members.</p>	JC Actioned
4	<p>Minutes of HWNW Board Meeting 24.02.2022 in Public.</p> <p>The minutes were agreed to be a true and accurate record.</p>	
5	<p>Matters Arising: Item 6: Quality Assurance Framework:</p> <p>KB is waiting for a meeting date with HWE to discuss the framework further.</p> <p>All other matters arising were completed.</p>	KB Actioned
6	<p>Approval of the HWNWN Draft Workplan:</p> <p>KB reported that this is a live working document and will be updated when necessary and confirmed it had already been approved by the Planning Group - MW confirmed.</p> <p>SW reported that the hospitals are willing for the 15 Steps Audits to be reinstated (suspended because of Covid-19 precautions).</p> <p>KB will begin with maternity, as planned, and arrange visits with the Maternity Voice Partnership.</p> <p>The current Workplan was approved by the Board.</p>	
7	<p>North Northamptonshire Updates:</p> <p>i) North Northamptonshire Health and Wellbeing Board - 10.03.2022: The minutes of this meeting were not yet available.</p> <p>ii) KGH:</p>	

	<p>SW reported Covid numbers have reduced. No-one with Covid was currently in intensive care and visiting restrictions have been relaxed, though visitors must wear masks and sanitise. The mandatory vaccinations for staff have ceased.</p> <p>A recent Pulse staff survey had showed discontent. The HR Director has introduced listening events to speak to staff on the wards and this seems to be well received.</p> <p>Dsm raised concerns with maternity and shared anecdotal feedback. DSm said that she would share these experiences with SW and KB to take to the Patient Experience Group and Maternity Voice Partnership.</p> <p>iii) No other updates.</p>	Dsm
8	<p>West Northamptonshire Updates:</p> <p>i) West Northamptonshire Health and Wellbeing Board: WP reported that one volunteer is required to represent Healthwatch for the West Northamptonshire H&WB meetings. Board Members are to email KB if they are interested.</p> <p>ii) NGH: Maternity visits are being planned as previously mentioned with KGH.</p> <p>iii) No other updates.</p>	
9.	<p>Countywide Updates:</p> <p>i) Integrated Care System (ICS) Outcomes, Framework: Methods and Outputs: Received.</p> <p>ii) Integrated Care Across Northamptonshire (iCAN): SW reported that at the Health Inequalities workshop the subject was raised of whether the public have physical access to reach groups due to isolation, and it</p>	

	<p>was confirmed that digitally excluded people have problems. SW reported the homeless are ‘hard to reach’ due to the ‘poverty trap’ and there are not enough staff for all the services that Northamptonshire needs.</p> <p>iii) Northamptonshire Healthcare NHS Foundation Trust (NHFT): Adult Community Healthcare Survey: The survey has been circulated and they are looking to co-produce a single point of access. NHFT asked for HWNW feedback regarding this. SW sent comments to KB which were shared with NHFT.</p> <p>iv) Director of Public Health’s Annual Report: WP reported that this report had not yet been received but would be sent to the Board as soon as it is.</p> <p>v) KGH and NGH Workshop Briefing on ICS: Information was received.</p> <p>vi) Health Inequalities Workshop 16.03.2022: Information was received.</p> <p>vii) Direct Payments Meeting: This meeting is still to be re-arranged - JC to chase.</p> <p>viii) No other updates.</p>	<p>KB</p> <p>JC actioned</p>
10	<p>Regional/National Updates:</p> <p>i) East Midlands Ambulance Service: MC reported that performance against the service standards is a challenge. Activity compared to March last year has increased by 14.7%. The level of sickness of staff has increased by 9.7%. There are problems with offloading with delays and queueing at acute hospitals. Positively, more paramedics are joining the services this year.</p> <p>MC said that this is a regional indeed a national problem, not just for Northamptonshire, and that EMAS staff may have to go to other counties to support challenges outside their own.</p> <p>A recent staff opinion survey response rate received was 75% from Northamptonshire.</p>	

	<p>MD raised concerns over mental health patients receiving care from the ambulance service. It was suggested this matter could be raised with the Police and Crime Commissioner. MD to send concerns to KB or JC.</p> <p>MC confirmed that there are mental health nurses placed in the Control Areas.</p> <p>WP asked if EMAS could produce a presentation for the HWNWN Advisory Board regarding mental health calls to the ambulance services. This is to be followed up in due course.</p> <p>ii) NHS England (NHSE)/Healthwatch (HW) Local Dental Network update (LDN): KB updated that Tracey Allan-Jones from HWR attended this meeting. All General Dental Practitioners were directly invited to apply to take up the additional capacity - the funding was not divided up by area. The response was 'quite good' but not a massive uptake. It is believed that dentists are exhausted after COVID challenges. They are also committing to extra out-of-hours appointments that are part of other COVID recovery programmes, so are busy with additional work already. KB added that Northamptonshire was the lowest ranked, only taking on 2 additional contracts which brings 26 additional appointments to the County. These meetings will now take place quarterly to update local HW.</p> <p>iii) Health Inequalities Plan for Healthcare Systems: SW confirmed the North and West Health and Wellbeing Boards are using this plan.</p> <p>iv) No other updates.</p>	<p>MD</p> <p>EMAS</p>
11	<p>Volunteer meetings/ updates:</p> <p>i) Planning Group: MW gave a brief update of the last Planning Group meeting in March 2022.</p> <p>ii) Quality Assurance Framework: KB reported that this framework was still being drafted and that she was being supported with this by DSm. KB to chase Chris Gorman from HWE, as each HW must</p>	

	<p>meet with its Regional Manager by 31st March 2022 to discuss the framework. December 2022 is the official completion date.</p> <p>iii) Investing in Volunteers: KB reported that we had been awarded this accreditation and this could now be advertised on Social Media and the websites.</p>	<p>KB actioned</p> <p>KB Actioned</p>
12	<p>Healthwatch Staff Updates:</p> <p>i) HWNW Manager: Staff, Projects and YHWN update:</p> <p>KB gave an update on the following:</p> <p>Projects:</p> <ul style="list-style-type: none"> • Children and Young People (CYP) Mental Health Transitions Project: We have now received a response from Northamptonshire Clinical Commissioning Group (NCCG) (07.04.2022) and this report will be published as soon as we have made the amendments to the report. • Youth Advisory Board (YAB) CYP Transformation Programme: This project is ongoing and YHWN meets as and when Northamptonshire Health and Care Partnership (NHCP) require their review. YHWN last met on the 25 March 2022. • East Northants Project: The survey for this project is underway. Rebecca Hay (new HWNW Officer) has shared the survey widely to schools and youth groups in the area. • General Practitioner (GP) Access Project: This project is underway and is being led by Advisory Board Member SW. The group last met on 24 March 2022. The draft survey questions have been shared with the project group and the CCG for their review on the 21 April 2022. Once reviewed the survey will be publicised. 	

	<p>Staff: CTCIC’s new apprentice, Ashtun Anderson will be supporting the team with digital, marketing and communications tasks. His start date is the 9th May 2022.</p> <p>Rebecca is currently on sick leave until further notice. The CYP, Maternity, and YHWN will be managed by KB going forward.</p> <p>Young Healthwatch Northamptonshire Update:</p> <p>The potential engagement work for YHWN:</p> <ul style="list-style-type: none"> • CYP SEND (Special Educational Needs and Disabilities). • CYP Scrutiny Panel (West Northants). • KGH (Kettering General Hospital) Communications and Digital YP (Young People) representatives. • KGH Stakeholder Panel - Young person representative. <p>It was requested by the Board to have staff updates as an agenda item going forward.</p>	
13	<p>Any Other Business:</p> <p>WP said that once the new Advisory Board Chair has been appointed it would be proposed to extend the size of the HWNW Advisory Board.</p> <p>DSm spoke about the Ockendon Maternity Report from Telford and Shrewsbury and questioned if Northamptonshire are experiencing similar issues. These concerns will be integrated into the planned maternity visits.</p> <p>The link to this report will be shared with the Board members.</p> <p>Meeting closed.</p>	Actioned
14	<p>Date of next meeting: 25th July 2022 - 10.00 a.m. - 12.00 p.m.</p>	



Signed:

Professor W Pope
Healthwatch North and West Northamptonshire Interim Chair
Dated: 25.07.2022