

Minutes of Healthwatch North Northamptonshire and West Northamptonshire Advisory Board Virtual Meeting in Public

24 April 2023 10.00 a.m. - 12.15 p.m.

Members present: Morcea Walker (MW), Sheila White (SW), Dora Shergold (DSh), Susan Hills (SH), Caroline Gooch (CG), Wendy Patel (WP), Dr Marcella Daye (MD) Ishver Patel (IP), Will Pope (WPo)

In attendance (Internal): Kate Holt (KH), Julie Curtis (JC), Ashtun Anderson (AA) Carol Holman-Bowers (C-HB)

In attendance (External): Martin Claydon, (MC) Head of Operations, EMAS

James Gillespie-Allan, (JG-A) Head of Public Engagement NHCP

Morgan Price (MP), Integrated Care Northamptonshire Programme Manager, Mental Health, Learning Disabilities and Autism Collaborative:

Apologies: None

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), Northamptonshire Health and Care Partnership (NHCP), Health and Wellbeing Forum (HWBF), Northamptonshire Clinical Commissioning Group (NCCG), Integrated Care Board (ICB), Integrated Care System (ICS), Integrated Care Partnership (ICP), General Practitioner (GP), Children and Young People (CYP), Kettering General Hospital (KGH) Northampton General Hospital (NGH), Northamptonshire Healthcare NHS Foundation Trust (NHFT) Patient Advisory Group (PAG), Patient Participation Group (PPG), Local Area Partnership (LAP), Community Wellbeing Forums (CWF), Local Medical Committee (LMC), Healthwatch England (HWE) Community Diagnostic Centre (CDC).

No	Item	Action
1.	Welcome, Introductions, Apologies and Declarations of interests:	

	<p>MW welcomed everyone to the meeting and introductions were given by all.</p> <p>CG declared her interest as a Senior Service Manager at Age UK Northamptonshire.</p> <p>WPo declared his interest as a Director of EMAS.</p>	
2.	<p>Minutes of the HWNW Advisory Board Meeting in Public - 30.01.2023:</p> <p>The minutes of this meeting were approved and was agreed to be a true and accurate record by all.</p>	
3.	<p>Matters Arising:</p> <p>Actioned or on the agenda.</p>	
4.	<p>Presentation by Martin Claydon, Head of Operations, EMAS Northamptonshire:</p> <p>Martin spoke about the new EMAS Strategy development and confirmed that EMAS were ensuring that the model is fit for purpose and that they were getting the right workforce. He said that he would send this presentation to JC to circulate to all after this meeting.</p> <p>KH asked whether there is a separate strategy for Patient Transport? MC said he would clarify this.</p> <p>Dsh asked whether they had many staff vacancies and MC confirmed they did not, as there had been a good take up on recruitment and management team and they had links with local Universities for placements. Staff had been taken on from Australia with a good mix of paramedics and non-paramedics. Staff are also rotating to other areas to enhance their skills.</p> <p>MD asked whether there were any health inequalities concerns locally. MC reported that there were no specific issues that have come to the forefront. He said that they work with local social and community providers and receive feedback from them and their staff.</p> <p>MW asked how easy was it to decide which CAT's the patients fall into? MC reported that they have models about making the right choice and work is being done around this. If the patient does not fall into a specific CAT, it would depend on</p>	<p><i>MC/JC actioned</i></p> <p><i>MC</i></p>

	<p>the answers to the questions and could be referred to the Triage Team for more questions.</p> <p>MC then went through the EMAS monthly reports and said that the activity was high in January but dipped in February and March. Some of the industrial action had affected EMAS and caused disruption and they had been under pressure supporting acute patients that may have had to go to other hospitals.</p> <p>MC was thanked for his presentation and information.</p>	
5.	<p>Presentation by Morgan Price, Integrated Care Northamptonshire Programme Manager, Mental Health, Learning Disabilities and Autism Collaborative:</p> <p>MP introduced himself and reported that his team have now merged and integrated into NHFT and they report to Anne Rackham, the Senior Responsible Officer for the Mental Health Learning Disabilities and Autism Collaborative.</p> <p>MP gave a presentation (embedded below) which gave details of the MHLDA collaborative programme. MP stated that the MHLDA collaborative Steering Group report to the MHLDA Executive Group. In this programme, it shows there are 4 individual Pillars, with each Pillar having their own dedicated programme of work. Please refer to this presentation for detailed information but note that after this presentation and upon receipt of these slides, MP reported that aspects of the commissioning intentions/ plans for 2023-24 have been amended since the production of these slides.</p> <p> Healthwatch_MHLDA Update_24 04 2023.ppt</p> <p>Dsh asked MP whether there would be a Crisis Café open in Corby? MP stated not currently but he would take this query forward.</p> <p>MD reported to MP that she had attended a Health and Inequalities meeting as the EDI Lead for Healthwatch and asked were these meetings continuing and if so, could she be a part of them? MP said that these meetings were continuing and he would send meeting invitations to MD.</p>	MP

6.	<p>HWNW Annual Work Plan 2023 - 2024:</p> <p>KH reported that the work plan had been developed with the Planning Group in February and March 2023. One amendment had now been made and she asked whether the Advisory Board could ratify the plan so that it could be put on the website and sent to the Commissioners.</p> <p>All Board members agreed, SW proposed and Dsh seconded.</p>	KH actioned
7.	<p>HWNW Responses to consultations:</p> <p>These responses had previously been circulated and were included for information purposes.</p>	
8.	<p>North Northamptonshire Updates:</p> <p>i) North Northamptonshire Health and Wellbeing Board: SW reported at the last meeting Ali Gilbert (AG), ICS Director of Place, had given an update of the LAP's and CWF's.</p> <p>SH reported that at a last meeting there was confusion about the VSCE involvement in Place. SH said she would email KH regarding this, for KH to contact AG for clarity. SH confirmed that the next Place meeting was not until June 2023.</p> <p>ii) North Northants Place Delivery Board Meeting: SW reported that the North Northants LAP's currently have an advertisement out looking to recruit 3 Co-ordinators.</p> <p>iii) Kettering General Hospital: SW reported that KGH was currently having a difficult time as there where are issues in Childrens' services. It was suggested that we invite Jayne Skippen, the newly appointed Director of Nursing, to our next Advisory Board Meeting in July 2023, to give an update on the planned improvements to the Paediatric services and the Skylark ward since the CQC inspection earlier this year.</p> <p>West Northamptonshire Updates:</p> <p>i) West Northants Health and Wellbeing Board</p>	<p>SH actioned</p> <p>KH/JC actioned</p>

<p>9.</p>	<p>ii) West Northants Health and Wellbeing Board Place Development Progress Report 23.03.2023</p> <p>iii) West Northants Council Executive Place Delivery Board Meeting - 21.03.2023</p> <p>All the above reports have previously been circulated and have been read by all.</p> <p>iv) Northampton General Hospital (NGH):</p> <p>KH reported that HWNW have passed on a whistleblowing report to NGH who have confirmed appreciation of receipt of this.</p>	
<p>10.</p>	<p>Regional/Countywide Updates:</p> <p>i) 5 Year Joint Forward Plan Update, Health and Wellbeing Board, Northamptonshire Integrated Care Board</p> <p>This report has previously been circulated for information.</p>	
	<p>ii) NHCP (Integrated Care Northamptonshire)</p> <p>JG-A gave a presentation on an update on the Community Engagement framework which had been approved by the ICB. He reported that the NHCP Toolkit was established in 2019 which was aimed at their staff to log engagement.</p> <p>JG-A thanked HWNW for their support in sending across all their published reports, for the ICN Insight and Engagement Library information and reported that they were also working with other community colleagues to obtain their reports to upload onto this system. He demonstrated how to access these reports.</p> <p>Presentation embedded below.</p> <div style="text-align: center;">  </div> <p>ICN progress update HWNW.pptx</p>	

	<p>There is one database to break things down by the year, and there will also be a “How To” guide when signed up to the Library for ease of access.</p> <p>SW mentioned that when Healthwatch writes a report they send to the organisations that request them, but they do not go to all they should.</p> <p>KH reported that all reports have gone to Stuart Lackenby, Executive Director People, Deputy Chief Executive (DCS and DASS) and she has been talking to other Commissioners and Providers. KH said that we make recommendations in our reports but the Providers need to incorporate these in their action plans.</p> <p>JG-A was thanked for his presentation.</p> <p>iii)NHFT</p> <p>Dsh said that there was nothing further to report currently.</p> <p>iv) CDC</p> <p>KH reported that the CDC’s were going ahead and that two Centres had been identified in Kings Heath Northampton and Corby and that £16m has been identified for start-up costs.</p>	
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11.	<p>Planning Group and current HWNW Projects:</p> <p>i) Planning Group update: MW said that there was nothing currently to report on as we have been working on the annual Work Plan.</p> <p>ii) Young Healthwatch: KH reported that as we still do not have an Officer in post, nor have the capacity to do anything with YHW as we have no resources currently, we require the Advisory Board to support the decision to put YHW on hold. MW asked if we have contacted YHWN to inform them of this? KH said that we are still in contact with them via social media, but there have been no meetings since December 2022 and there are currently no projects. KH said that we may get Esther to help in the summer holidays. The Board agreed this decision.</p> <p>iii) 15 Steps Maternity Visits to KGH and NGH: KH reported that these visits were both scheduled for the 25 April 2023. All the professionals at both hospitals were on board with this. There will be two separate reports published.</p> <p>iv) Change Grow Live: KH reported that we have received 26 responses to the survey, but this survey was still live.</p> <p>v) HW Regional Mental Health: KH reported at the recent regional Healthwatch meeting they were looking at one mental health “Enter and View” project across the region. KH said that local Healthwatch were hoping to receive some additional funds from the Provider Collaborative for this.</p> <p>vi) Corby Urgent Care Centre: KH reported that we are waiting for comments of this Enter and View report from Healthwatch Rutland and the report would then be circulated once finalised.</p>	KH
12.	<p>HWNW Quarter 3 October - December 2022 Feedback Reports:</p> <p>i) Kettering General Hospital ii) Northampton General Hospital</p>	

	<p>iii) Miscellaneous iv) GP Surgeries v) Social Care vi) Dentistry</p> <p>All reports had been previously circulated for information.</p> <p>A question was raised of how does our data feed into the Health and Wellbeing Boards? KH replied that we are always updating our circulation lists and sending to the most appropriate person at the time.</p> <p>SW reported that some GP surgeries in the North of the County are proposing to make a questionnaire for their patients to see about improvements being made.</p>	
13.	<p>HWNW Published Reports:</p> <ul style="list-style-type: none"> • Unannounced visit to Northampton General Hospital A & E Department - March 2023 • Unannounced visit to Kettering General Hospital A & E Department - March 2023 • HWNW report on the Public's views about accessing GP appointments in Northamptonshire - March 2023 • Young Healthwatch Northamptonshire - Young People's Health and Wellbeing survey - March 2023. <p>All reports had previously been circulated to all for information.</p>	
14.	<p>10 Years celebrating Healthwatch in Northamptonshire:</p> <p>KH reported that it has been 10 years since Healthwatch was set up. Over this time, approximately 120 reports had been completed and she gave thanks to all the volunteers for their help and support with the projects and reports during this time. A checklist has now been created for ease of finding all reports, which would be circulated to all.</p> <p>KH said that she would ask AA to draft a press release and include the report checklist with it.</p>	<p>KH- actioned</p> <p>AA- actioned</p>

15.	<p>Any Other Business: i) Questions from the Public? - None</p> <p>JG-A gave his thanks to Healthwatch for their support over the last 10 years.</p> <p>The meeting then closed.</p>	
16.	<p>Date of next Virtual meeting:</p> <p>24th July 2023 - 10.00 a.m. - 12.00 p.m.</p>	

M Walker

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Signed: Morcea Walker
 Interim Vice Chair

Date: 24 July 2023