

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

**Minutes**

**30 January 2023 - 10.00 a.m. - 12.00 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)

**In attendance (Internal):** Kate Holt (KH), Julie Curtis (JC), Ashtun Anderson (AA)

**In attendance (External):** Julie Curtis (JC) and Ali Gilbert, AG) ICS Place Directors North and West Northamptonshire Councils

Martin Claydon, Head of Operations, EMAS  
James Gillespie-Allan, Head of Public Engagement NHCP

**Apologies:** Will Pope (WP),

**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), Local Medical Committee (LMC), Healthwatch England (HWE)

No	Item	Action
1.	<p><b>Welcome, Introductions, Apologies and Declarations of interests:</b></p> <p>MW welcomed everyone to the meeting and introductions were given by all. JC read out the apologies received.</p> <p>There were no declarations of interest made.</p>	

2.	<p><b>Minutes of the HWNW Advisory Board Meeting in Public - 25.10.2022:</b></p> <p>SW requested an amendment to Agenda Item 9. Once this change had been made, the minutes were then agreed to be a true and accurate record by all.</p>	JC actioned
3.	<p><b>Matters Arising:</b></p> <p>None.</p>	
4.	<p><b>Presentation by Julie Curtis and Ali Gilbert - ICS Place Directors, North and West Northamptonshire Council:</b></p> <p>AG gave a presentation on the North Place Development. She reported that the ICP had approved a 10 Year Strategy on the 1 December 2022 and said that Phase 1 is a soft launch to the Partners in the North, not the public. It is an Operating Model to bring everyone together involving the voices of the public.</p> <p>Phase 2 showed the areas of the Community Wellbeing Forum LAPs. The function of the LAPs are to bring together the data, experts and local intelligence.</p> <p>SW queried the boundaries for the North. AG confirmed that they are the electoral boundaries currently. SW also asked whether we are encouraging the GP surgeries to have PPGs? AG said that this could be a solution but had not been raised in discussions yet.</p> <p>J G-S reported that it was clear from the first set of CWF's that they were being asked what public engagement was happening? In the second set of Forums the Wellbeing Board had suggested engagement to take place in a central library. He reported that 11 submissions from over 1000 people had been received. This will feed into the Community Engagement Framework that will go to the Board in February 2023.</p> <p>JC then went through the West Place Development and reported that the engagement structure and amount of engagement is currently being worked on. She reported there are two HWBF's in the West. Daventry and South Northants will have joint action priorities and Northampton town will have its own action for priorities. When the priorities have been agreed they will be taken to the Multi-Agency teams who are the partners within the</p>	

	<p>Forums (Police, Schools, Education, Voluntary, Community and Social Enterprise, GP Practices and elected Councillors). The rolling out of the other 7 local partnerships is to be by June 2023.</p> <p>This presentation given on behalf of North Northamptonshire and West Northamptonshire is embedded into this document below for information.</p>  <p>300123 Healthwatch Place presentation.pp</p> <p>AG and JC were both thanked for their attendance and agreed to give updated at a future meeting.</p>	
5.	<p><b>HWNW responses to Consultations and issues raised:</b></p> <p><b>NHS Dentistry in Northamptonshire:</b></p> <p>This information had been previously circulated. KH reported that a meeting had been held on the 16 December 2022 with Chris Heaton-Harris MP’s Head of Staff who said that she would send the concerns raised by Healthwatch to the appropriate Minister.</p> <p><b>Echocardiograms:</b></p> <p>SH reported that someone had raised with her an age discrimination issue at KGH. This person was aged 80 and had been refused this treatment at KGH. KH to look into this.</p>	KH to action
6.	<p><b>North Northamptonshire Update:</b></p> <p>Agenda items 6 I, 6 II, 6 III and 6 IV reports had previously been dispatched for information.</p> <p><b>6 V Kettering General Hospital:</b></p> <p>SW reported that appointments were still delayed at the hospital and that parking at the hospital was still posing a problem.</p> <p>SW stated that there was a new Director of Nursing coming into post, Jayne Skippen. KH confirmed that she has a meeting scheduled with Jayne on 21 March 2023.</p>	

<p>7.</p>	<p><b>West Northamptonshire Updates:</b></p> <p>7.I West Northamptonshire Health and Wellbeing Board Meeting update:</p> <p>WP had nothing extra to report on this.</p> <p>7.II West Northamptonshire Place Delivery Board:</p> <p>This has previously been covered by JC and AG in Agenda Item 4.</p> <p>7.III Northampton General Hospital:</p> <p>Carol Holman- Bowers, the HWNW Signposting Feedback and Volunteer Co-ordinator will be attending the patient feedback and experience meetings going forward.</p>	
<p>8.</p>	<p><b>Regional/National Updates:</b>        Additional Updates:</p> <p><b>Northamptonshire Healthcare Foundation Trust:</b></p> <p>DSH reported that NHFT are currently renewing policies and their involvement across the Board. There are to be two new Mental Health Ambulances put in place to assist with mental health patients to support EMAS.</p> <p><b>Northamptonshire Health and Care Partnership:</b>        (now Integrated Care Northamptonshire)</p> <p>J G-A informed the Board that he is now involved with the work being undertaken through the Community Wellbeing Forums. He reported that a Practitioner Forum has been launched, to bring leads together to avoid duplication and develop collaboration around communications and engagement.</p> <p><b>8.I EMAS:</b></p> <p>MC Head of Operations, EMAS Northamptonshire reported that in October, November and especially December 2022, activity was very high which impacted on performance with CAT 1 performance being at 10.17 minutes against 7 minutes mean time. CAT 2 was around 2 hours which had caused concerns for patients. They tried to maximise non-conveyancing with system pressures struggling in December and there were off-loading delays for up to 6 hours in the acute areas.</p>	

	<p>MC reported that January was starting to improve with the acute delays. He said that industrial action would be taking place on the 6<sup>th</sup> and 20<sup>th</sup> February 2023 and also on the same dates in March. They would be ensuring they would maximise staffing on these days and would respond to CAT 1 and CAT 2's. EMAS have been employing more staff and the funded establishment was close what is needed.</p> <p>DSh asked whether the Mental Health Ambulance would help EMAS much and MC confirmed that they would, as these ambulances would be referred to the right place.</p> <p>MC was thanked for his attendance.</p>	
9.	<p><b>Planning Group and Current Projects:</b></p> <p><b>9.I Business Planning 2023:</b> The first of the Business Planning meetings will be held on the 16 February 2023.</p> <p><b>9.II Quality Assurance Framework:</b> KH reported that MD, SW and SH had contributed with their input to this and the document was now in word format. This will be put on the agenda for the Business Planning Meeting to take this forward.</p> <p><b>9.III Staffing:</b> KH reported that we have still not been successful with the recruitment for the Officer post. The closing date for the current advertisement is the 31 January. Shortlisting would take place and MW, SW, DSh and herself would be on the panel. KH also reported that Michelle Wright is now in a substantial post, not fixed term.</p> <p><b>9 IV GP Access Report:</b> KH reported that the draft of this report had been sent to Julie Lemmy, Primary Care Director of NHS Northamptonshire ICB and Dr Jonathan Cox from the LMC. Matt Metcalfe, Chief Operating Officer has requested a meeting on the 8 February 2023 with KH and SW. KH will brief the Advisory Board by email if we are requested to make any changes to the report, and it would be the Board's decision when to publish the report.</p> <p><b>9V YHWN - Young People's Views about Wellbeing in East Northants Report:</b> KH reported that this report had been sent to Nathan Isham, Interim Health and Wellbeing Lead from North Northants</p>	

	<p>Council and Sian Heale from the NHCP, but to date she had not received a response from them.</p> <p><b>9 VI 15 Steps Maternity Visits to NGH and KGH:</b> JC was still waiting to receive suggested dates from both hospitals for proposed visits in February 2023. JC to chase.</p> <p><b>9 VII Corby Urgent Care Centre - Enter and View visits:</b> JC confirmed that dates have been confirmed for these visits in February 2023.</p> <p><b>9 VIII A &amp; E Unannounced visits to NGH and KGH:</b> KH reported that JC and herself had a meeting with both hospitals at their request. Although the hospitals were a little sceptical at first, after discussion and clarification of what our visits would entail, they were happy for these visits to go ahead.</p> <p><b>9 IX Change Grow Live project:</b> KH reported that she had been approached by the Change Live Grow drug and alcohol service to complete an independent piece of work for them. It would be a great opportunity to hear the voices of those that seek their support and to inform future service planning and provision to meet the needs of some of our most vulnerable people in Northamptonshire.</p> <p>SW asked whether this report would go to schools? KH reported that it would not, it will be a short survey going to families and carers of service users and would also include attending two Focus Groups. Change Grow Live are to provide the questions for the survey/questionnaire to service users.</p> <p>SH suggested a randomised method be used for arranging for the invitations for the Focus Groups to remove any perceived bias. KH to amend project plan to take this into account.</p>	<p>JC actioned</p> <p>KH actioned</p>
10.	<p><b>HWNW Quarter 2 July - September 2022 Feedback Reports:</b> These reports have been circulated previously for information as they are public papers.</p> <p><b>10 V Care Home Domiciliary Care and Social Care:</b></p> <p>SW reported that Spinneyfields Specialist Care Centre in Rushden has not closed yet but will not be used for rehabilitation anymore. It is now owned and managed by</p>	

	West Northants Council and could be used as a facility to provide other ICS related services.	
11.	<p><b>Any Other Business:</b></p> <p>None.</p> <p><b>11. I Questions from the Public?</b></p> <p>None.</p>	
16.	<p>Meeting Closes.</p> <p><b>Date of next Virtual meeting:</b></p> <p>24<sup>th</sup> April 2023 - 10.00 a.m. - 12.00 p.m.</p>	

*M Walker*

Signed: Morcea Walker  
 Interim Vice Chair  
 Date: 24 April 2023