

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

**Minutes**

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

**Members Present:** Morcea Walker (MW), Ishver Patel (IP), Sheila White (SW), Dora Shergold (DSh), Susan Hills (SH), Caroline Gooch (CG), Wendy Patel (WP)

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

**In attendance (External):** Ali Gilbert (AG), Director of Transformation Delivery  
Debbie Tweddle (DT) (EMAS)

**Apologies received:** Will Pope (WP), Dr Marcella Daye (MD), Cllr Helen Harrison

**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), 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), Healthwatch Rutland (HWR), Healthwatch England (HWE), Local Area Partnership (LAP), NHS England (NHSE).

No	Item	Action
1	KH welcomed everyone and introductions were given by those in attendance. JC gave the apologies received, noted as listed above. No declarations of interest were declared by anyone.	
2	<b>Presentation by Ali Gilbert, Director of Transformation Delivery:</b> AG was introduced to everyone present and gave an update on the North and West Place Delivery Boards. Both the North and West Place developments are similar.  The aim was to give children, young people and adults every opportunity to live their best life and 10 ambitions had been	

	<p>identified. She said that to support Northamptonshire residents with these 10 domains, meant there is the need to collaborate, not just with partners and local business, but also with local people to ensure they understand the uniqueness of each of the Local Area Partnerships and the people who live in them.</p> <p>AG reported that the Integrated Care System was working to collaborate to one model and that Healthwatch is involved in all components of the model. Within this model are the West Northants and North Northants Health and Wellbeing Boards and the whole model would be mobilising in the next few weeks.</p> <p>The presentation showed the North Place LAP boundaries and a summary of the LAP areas and population sizes. The function of the LAPS- Health services, care services and wider determinates of health services would be to integrate and to all come together. Discussions had been held to get the function correct with an understanding that community voice, engagement and activation is to be included.</p> <p>Some LAP issues had already been identified for example:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Black community blood taking - prefer use of butterfly needles for blood taking</li> <li><input type="checkbox"/> Black community - fruit dietary recommendations e.g. strawberries</li> <li><input type="checkbox"/> Bangladeshi community walks - COPD</li> <li><input type="checkbox"/> GP - identification of wider determinant issues and solutions e.g., social prescribing</li> </ul> <p>AG reported that the North Place Delivery Roadmap commenced in August 2022 and as at October 2022, was at the stage of LAP profiles for 2 pioneer sites.</p> <p>SW asked whether there was money to integrate the Voluntary Sector into the Integrated Care System and AG confirmed that lottery money had been secured for 3 years for embedding the Voluntary Sector in this model and that the CEO of this Sector is Chairing the 4 Community Wellbeing Forums in Corby, Kettering, Wellingborough and East Northamptonshire.</p> <p>A conversation was then had about Healthwatch involvement with the Community Wellbeing Forums and AG asked SH to share the papers after the North Place meetings to all.</p> <p>CG asked in relation to sharing this presentation, could it be sent to SPRING Social Prescribing and it was confirmed that it could.</p>	<p>SH</p> <p>CG</p>
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	<p>SW asked if the Board agreed, could this be taken back to the Planning Group to have a conversation about engagement with this and how do they want us to be involved?</p> <p>KH said that we would invite AG back to another meeting to discuss the community engagement.</p>	KH/JC
3	<p>KH reported MW had agreed to stand as Healthwatch North and West Northamptonshire Advisory Board Interim Chair. DSh proposed this and SW seconded this. The motion was carried. Welcome by all was given to MW.</p>	
4	<p><b>Minutes of HWNW Board Meeting in Public - 25 July 2022:</b></p> <p>The minutes were agreed to be a true and accurate record by all.</p>	
5	<p><b>Matters Arising:</b></p> <p>There still has been no sight of the Director of Public Health's Annual Report which would be circulated once received. KH to chase.</p> <p>Overview and Scrutiny in West Northamptonshire had invited HWNW to attend their Scrutiny Committee to present our 2021/2022 Annual Report but no date had yet been given. This matter to be chased.</p> <p>The Fire, Police and Ambulance had not been contacted yet to attend a future meeting, neither had the Interim Children's Quality Assurance Lead to speak to us about their CYP Participation Team. It had also been suggested to invite a speaker on suicide prevention from the Suicide Concordat. KH said that these speakers could be contacted to be invited to meetings the following year.</p> <p>KH reported that Julie Curtis, ICS Place Director from West Northamptonshire Council has been invited and has agreed to attend the next Advisory Board Meeting in January 2023.</p>	<p>KH</p> <p>KH</p> <p>KH</p>
6	<p><b>Introduction and Ratification of new HWNW Advisory Board Members:</b></p> <p>Each member introduced themselves to the Board and gave a brief background of themselves:</p>	

	<p>SH - was proposed by DSh Seconded by SW</p> <p>IP - was proposed by DSh Seconded by SW</p> <p>WP - was proposed by SH Seconded by DSh</p> <p>CG - was proposed by IP Seconded by SH</p> <p>MW stated that we now have 8 Advisory Board members excluding the Chair and the YHWN Chair and asked whether we needed any more members? KH agreed that we do not need any more members at present and would take the advert for more members off the website.</p>	KH/AA - actioned
7	<p><b>Reviewed HWNW Advisory Board Standing Orders 2022:</b> The HWNW Advisory Board agreed and adopted the Standing Orders. They would be reviewed again in October 2023.</p>	All
8	<p><b>NHS Dentistry in Northamptonshire:</b></p> <p>A meeting with KH, MW and CD has been arranged to discuss the issues with Chris Heaton-Harris MP on the 11 November 2022. JC then informed she had just received an email asking for this meeting to be on the 16 December 2022.</p> <p>DSh stated that we do not have enough trained dentists to do the work and KH said that they would ask about future plans when meeting with CHH.</p>	KH
9	<p><b>North Northamptonshire Updates:</b></p> <p><b>I. North Northamptonshire Health and Wellbeing Board:</b> SW reported that she met with Toby Sanders, CEO of the Integrated Care Board, when it was confirmed that the Voluntary Sector were being added to the Integrated Care Partnership. Money was being given to the Voluntary Sector and there would be 10 voluntary organisations working with the Integrated Care System.</p> <p>It was also reported that mental health case flows are currently un-manageable and this would be ongoing on their agenda. The Ambulance service would also ongoing on their agenda.</p>	

	<p>It was reported that the NHS Grampian Strategy is being looked at, to look to the future and planning how we are going to rebuild healthcare services after a challenging time during the Covid-19 pandemic.</p> <p>Mark Majors Director, Northamptonshire Carers discussed Integrated Care across Northamptonshire and said that the People Advisory Groups (PAG) are now being listened to for better care in “Care”. Case studies have been completed on cases not so good and these will be circulated to who provide the services.</p> <p><b>II. North Place Delivery Group;</b></p> <p>Discussed previously in Agenda Item 2 of these minutes.</p> <p><b>III. Kettering General Hospital:</b></p> <p>KH announced that James Gillespie-Allen is leaving KGH. MW requested that an email be sent to James from the Advisory Board thanking him.</p> <p>KH reported that Lucy Jones would be taking over his position.</p> <p>SW reported that KGH are working well with AGE UK regarding discharge from hospital, but that NGH are not doing so well. She reported that there was no further news on the new building at KGH and that Simon Weldon was currently on leave of absence.</p> <p>WP asked whether HWNW could get back to KGH to continue with the 15 Steps audits, but KH reported that she recently had a meeting with Helen Mills, but due to the rising covid rates, they are to be currently postponed. We will continue to liaise with the hospitals.</p>	KH
10	<p><b>West Northamptonshire Updates:</b></p> <p><b>28. West Northamptonshire Health and Wellbeing Board:</b></p> <p>WP reported that there was nothing additional currently to report.</p>	

	<p><b>II. Northampton General Hospital:</b></p> <p>KH reported that Rachel Lovesy is currently on maternity leave. Christine Johnson is taking over until her return to work.</p> <p>KH reported she met with VoiceAbility and was informed that there is a tent outside the A &amp; E Department at NGH for Triage and the waiting time have been up to 9 hours. A discussion was then held as to whether we should do a HWNW Enter and View visit to A &amp; E, possibly unannounced? This was agreed and would be something to take forward?</p>	KH/JC
11	<p><b>Countywide Updates:</b></p> <p><b>I. Development of the Integrated Care Strategy:</b></p> <p><b>ICS Strategy Consolidation update:</b> KH reported that Julie Curtis, ICS, Place Director, would inform more about the ICS consolidation when she attends the next Advisory Board meeting in January 2023.</p>	
12	<p><b>Regional/National Updates:</b></p> <p><b>I. East Midlands Ambulance Service (EMAS) April - June 2022 monthly reports:</b></p> <p>DT from EMAS was present on behalf of Lee Brentnall. She reported that the CAT 1 responses had improved since the reports in October to 6 minutes and 30 seconds. This was now helping the CAT 2 responses.</p> <p>Staffing level numbers are just above with a slight hit with Covid. DT reported that on that day, 20 staff were ill out of 400 staff.</p> <p>DT said that the level of demand has not diminished, and the demand is unprecedented. In the last six months the non-conveyance rates of 55 - 61% have been offered alternative pathways to avoid A &amp; E. The hospitals delays are still causing problems for up to 3 hours, but they are trying to welfare areas, so not to keep the staff at work. DT reported that Frailty assessments have been brought back now to determine where these patients need to go. With the oncoming winter pressures, she said that a Clinical Hub had been set up with specialist Paramedics, who are calling patients back to see if an ambulance was definitely required.</p>	

	<p>KH reported to DT that when she recently had a meeting with VoiceAbility, there were 17 ambulances backed up at NGH and queried how frequent was this?</p> <p>DT said that it had been better over the last couple of days and that NHSE and the ICB are now getting involved and are working with NGH and KGH regarding this.</p> <p>DSh queried whether volunteers were taking handovers from the Ambulance staff to handover to A &amp; E? DT said that she had not heard this but would enquire with NGH. She confirmed that it was being trialled in the South and Derbyshire.</p> <p>DT was thanked for her update and then left the meeting.</p> <p><b>II. Department of Health and Social Care - Our Plan for Patients (Gov.uk):</b></p> <p>This has previously been circulated for information.</p> <p><b>III. HWE National Director Winter Pressure Letter:</b></p> <p>This has also previously been circulated for information.</p>	
13	<p><b>Volunteer meetings/updates:</b></p> <p><b>I. Planning Group:</b></p> <p>MW reported that SH would be Chairing the next Planning Group Meeting in November 2022 on her behalf and would give an update at the next meeting.</p> <p><b>II. Quality Assurance Framework (QAF):</b></p> <p>KH reported that our Policy Officer had now put this into a word document and said that she would complete with answers and have a draft within the next few weeks for the Board's comments. She would then put in an action plan for the volunteers to do sections with the evidence. HWE have asked for this by the end of December 2022.</p>	<p>SH</p> <p>KH</p>
14	<p><b>HWNW Project Updates:</b></p> <ul style="list-style-type: none"> <li><b>GP Access Report:</b> This project closed on the 30 September 2022. SW has kindly volunteered to start drafting the report and has been given the information for this. There was a lot of data and we received about 280 responses.</li> </ul>	

	<p>KH said that VoiceAbility would be given the report to provide a “quote” for it.</p> <ul style="list-style-type: none"> <li>• <b>YHWN: Children and Young People (CYP) Mental Health Transitions Project:</b></li> </ul> <p>This project also closed on the 30 September 2022. 28 responses had been received. Natasha (staff member) has done all the data analysis of the responses and Michelle Wright (staff member) was doing the first draft of this report. KH would then finalise the report with recommendations with the aim of completing this by the end of December 2022.</p> <ul style="list-style-type: none"> <li>• <b>15 Steps Maternity Visits to NGH and KGH:</b></li> </ul> <p>JC reported that the Enter and View visits to both hospitals that had initially been planned for October, then November 2022 would not be taking place as they have had to be postponed due to the rising levels of covid. Both hospitals were hoping that these visits could take place in January 2023. JC to follow up on this in December 2022.</p> <ul style="list-style-type: none"> <li>• <b>Corby Urgent Care Centre Enter and View:</b></li> </ul> <p>JC reported that these visits had also been postponed due to the rising levels of covid and would also follow up on this in December 2022 to enquire when they may take place.</p> <ul style="list-style-type: none"> <li>• <b>NSAB s42 Engagement:</b></li> </ul> <p>KH reported that 2 questionnaires had been completed by HWNW with members of the public relating to the S42 duty of the Local Authority to make safeguarding referrals, or have others do so, if an adult may be at risk of abuse or neglect. HWNW will report on a quarterly basis to the NSAB regarding this.</p>	<p>KH</p> <p>JC</p> <p>JC</p> <p>CH-B</p>
15	<p><b>Any Other Business:</b></p> <p>I. <b>Questions from the Public?</b> None received.</p>	
16	<p><b>Meeting Closes.</b></p>	
17	<p><b>Date of next HWNW Advisory Board Meeting in Public:</b> Monday 30<sup>th</sup> January 2023 from 10.00 a.m. - 12.00 p.m. via zoom.</p>	

MJ Walker

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Signed by Morcea Walker  
Interim Chair for Healthwatch North and West Northamptonshire  
Date: 30<sup>th</sup> January 2023