

Minutes of Q2 Board Meeting held on 13th November 2024

Context

This meeting was hybrid with some people participating in person and others via Teams. Board members were asked to read all the papers and submit any questions on these in advance of the meeting.

As this is a public meeting, TEAMS is used as it does not need a licence and can be accessed for free. The public were made aware of the meeting via our Events Page and social media posts. Invitations were also sent directly to stakeholders and commissioners.

Permission to record the meeting, for the purpose of notetaking was agreed verbally. After the production of these draft minutes the recording was deleted.

Present

Board Directors: Steve Cooper (Chair), Non-Executive Independent Directors: Nigel Foulkes, Helen Goodman, Ali Khan; Kathryn Loughnan (Help & Care Member Director), Mark Sharman (Help & Care Member Director),

Councillors: Commissioners Seth Gottesman, Bob Lanzer, Mel Richardson

Apologies: Jeremy Gardner (Vice Chair) Non-Executive Independent Director; Renee Fickling. Alison Challenger WSCC Director of Public Health; Director Adults and Health Alan Sinclair

In attendance: Zoey Harries (Manager), Ann Brosnan (Minutes) Emmanuelle Alexis (HW Volunteer)

Public Observer: n/a

1. Welcome and declarations of interest

Steve welcomed everyone to the meeting and noted apologies. He asked everyone to introduce themselves as there were some new attendees.

No declarations of interest.

2. Approval of Previous Minutes

August minutes approved.

Summary of previous actions:

- Action 01 – Zoey to remove Linda Cairney from board area of website – completed
- Action 02 – Zoey to circulate the newsletter to the board – completed
- Action 03 – Zoey to send Steve the link to the South Downs – completed
- Action 04 – Zoey to provide IHCAS data over a longer period to spot trends – completed
- Action 05 – Ann to send out slides from Elena re the Chlamydia project – completed
- Action 06 – Zoey to send out updated policies to board as soon as they are ready, for sign off – Update given at meeting
- Action 07 – Zoey to send Sussex Insight Report to Board – Attached with November board documents

2.1 Matters Arising – None

3. Impact and Performance Report

Q2 focus was on young people. Continued with the Chlamydia project, also the Freshers' Fairs completed and activity was double of that in 2023.

Four new volunteers were recruited. Five Enter and Views were completed and four Mystery Shopping visits. Also worked on the PLACE programme.

There was an increase in engagement and a rise in people looking for support with treatment being the biggest theme and not meeting expectations. Steve asked if this is because people are never going to be satisfied? Zoey said this could be an area for a deep dive in order to categorise what we are hearing.

Hearing less about dentists, but this may be because people are more aware of the challenges in finding an NHS dentist than they were before.

Steve noted that it was good to be able to spot trends in the new IHCAS report and Zoey said that she is considering doing an annual report for IHCAS.

Good feedback was received from the councillors on the reports

Nigel noted that there was one care home visited and asked if more were planned as would like to see more information on this area. Zoey said that information could be pulled off CRM regarding earlier visits to care homes.

Steve expressed gratitude to the team for all their hard work.

4. Feedback from meetings

4.1 Health and Wellbeing Board (HWB)

There is a continuous improvement plan and has added responsibilities for the HWB

A scorecard has been developed for Children First and Zoey will see how Healthwatch can feed into this.

Public Health: Healthwatch can help promote a Healthy New Year and Stop Smoking. Also updates on Health Protection and the Pharmaceutical Needs Assessment (PNA) which will be updated in 2025.

There was also an ICS update and review of better care homes.

Bob commented that they welcomed the promotion of smoking cessation, especially in light of the current Parliamentary Bill that is going through. There is an enhanced stop smoking service so we have budget for the face to face service and any support from Healthwatch will be appreciated.

Action: Zoey – promotion of Stop Smoking campaign.

4.2 Health and Social Care Scrutiny Committee (HASC)

Access to diabetes technology in West Sussex was raised and Zoey was able to feed back insight and question if it would be available across all of West Sussex.

Update on the two year improvement plan was also given.

4.3 Safeguarding Adults Board (SAB)

Monthly meetings taking place and concerns around Care Homes in terms of the effect of the National Insurance increases on top of high staff turnover and maintaining good staff training.

Zoey will try and join this board when she has availability.

4.4 Stroke Task & Finish Group

No update as Jeremy not in attendance.

4.5 Development of ICS and Place-based partnerships

The focus is on ICTs coming together with a March 2025 deadline for this to be completed.

Services are treating complex needs in neighbourhoods via workshops.

Localised priorities have been identified and people with lived experience are being involved.

4.6 Regional and National Update

Regional: B & H Healthwatch – out for tender – possible change in provision from April 2025

National:

Following Dr Penny Dash's review of the Care Quality Commission's operational effectiveness, the Government has asked Dr Dash to conduct a further review of patient safety.

The review will examine the roles and remits of six organisations, including Healthwatch England and local Healthwatch, and make recommendations on whether a different approach could bolster patient safety.

Other organisations included in the review, which will report its findings by the end of the year, include the Care Quality Commission, the National Guardian's Office, the Health Services Safety Investigation Body, the Patient Safety Commissioner and NHS Resolution.

The Government has launched a public consultation for a new 10-year plan for the NHS.

The Government is asking the public to share their ideas to help develop a new 10-year plan to improve the NHS. Everyone in England is invited to share their views on how NHS services can be made better.

5.7 Other board member insight

Nothing noted.

5 Manager's Update

Emmanuelle gave the board an overview of her experience of being a new volunteer and how it has helped her with her university studies and the paper she will be writing. She was very happy with the onboarding process and how much help and support she has received from Jo. She has enjoyed taking part in the Enter and View programme and was very impressed with the Chlamydia project.

Kathryn gave a special 'Thank you' to Jo Tuck for her work with the volunteers.

Stakeholder Survey Action Plan: This has been updated. Zoey is looking at recording an advert for the radio and also testing other adverts on social media to see if this will raise awareness of Healthwatch. Other plans include shooting a video and using people with higher profiles to increase engagement. Also want to increase the easy reading options. There is now a webpage dedicated to engagement.

The Chlamydia project is now in Phase 3. There has been great feedback with suggestions for this phase and there will be a social media campaign and this will include video clips. Once completed the report will be written up and circulated.

Healthwatch in Sussex Update: The NHS plus Surrey and Sussex HW along with Healthwatch England are looking at a 'Cancer Care Review'. A survey will focus on patient education and its effectiveness as well as training patients on non-clinical aspects of cancer care.

Ali asked if projects were looking at marginalised communities based on feedback he had received. Zoey said that they are looked at and recently a bid was submitted to continue the work with young people. Marginalised communities are targeted as much as possible and if anything specific comes up then let Zoey know.

Dentistry in Crawley was mentioned and Zoey said Cheryl from the team is involved in the Crawley project and details are on the website.

The Insight Report includes information from all three Healthwatch in Sussex and features information such as the polls that are run which have included hospital discharge, adult social care and out-patient appointment letters. Zoey happy to add people to the circulation list if interested.

7. Policies and procedures update

Zoey gave an update on the policies that are being updated. It was suggested that the Volunteer policy should be amended to make reference to the board.

Action: Zoey to amend.

8. Escalation and Insight Tracker Log

This was covered throughout the meeting. No further updates.

9. AOB – None

Future Board meeting dates:

Board Meeting dates 2025
Q3 26 th February
Q4 28 th May
Q1 20 th August
Q2 19 th November

Action Plan

Item Number	Action required	By Whom	Notes/ Completed
08	HW to support the WSCC stop smoking campaign	Zoey	Ongoing
09	Amend Volunteer Policy to reference the board	Zoey	Completed