

Minutes of Q2 Board Meeting held on 10 November 2021

Context

Due to the Government restrictions and need to social distance, this meeting took place virtually over the MS Teams platform as requested by WSCC. 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 and the public were made aware of the meeting via our Events Page and social media posts. Spaces to attend the meeting were limited, but the meeting was open to the public to observe.

Permission to record the meeting, for the purpose of notetaking was agreed verbal and the recording was started.

Present

Board Directors: Jeremy Gardner (Vice Chair), Mark Sharman, Emma Leatherbarrow (Help & Care Member Directors), Non-Executive Independent Directors: Alan Pickering, Linda Cairney, Martin Phillips, Renee Fickling, Ali Khan.

In attendance: Sally Dartnell (Chief Officer), Katrina Broadhill (Operations Lead) Alison Nuttall - WSCC Head of Commissioning and Seth Gottesman - WSCC.

Apologies: Steve Cooper (Chair), Helen Goodman and Nigel Foulkes, Independent Board directors, Alison Challenger, WSCC Director of Public Health; Bob Lanzer - Health and Wellbeing Board Chair, Amanda Jupp WSCC Cabinet member for Adult Social Care Niki Lewis - WSCC Senior Commissioner

1. Welcome and declarations of interest

JG welcomed all to the meeting. He started the meeting with a recognition of the pressure of work for all aspects of the NHS and primary care. He also noted that although less obvious to the public that the Healthwatch team has also been working under continued pressure, having had to adapt and deal with the extra workload arising from the impact of the pandemic. He said that this is very much appreciated by the board and many system leaders, and he asked KB to passed on his sincere thanks to the team who continue to go above and beyond.

KB thanked the Board for this and acknowledged that the pressure has also been felt widely across social care and by our community and voluntary sector partners.

AK thanked JG for this and that the NHS and Care staff deserve respect and are the real heroes. Some giving their lives to support the public.

2. Approval of Previous Minutes

Approved.

Summary of previous actions:

(Action 23) SD secured a meeting with WSCC Commissioner, but this was later cancelled. SD has been advised that the review of contract will be done internally by WSCC. Request for a telephone call to discuss this was declined. We await confirmation of timescales and response. Healthwatch West Sussex feel it is vital to work collaboratively with all stakeholders to achieve our statutory responsibilities and will continue to seek every opportunity to do this.

(Action 24) SD advised that she has talked with some NEDs re extra representation on F&P sub committee and plans to speak to others soon. This will be discussed later in the meeting, under AOB.

(Action 25) KB shared Financial Assessment Briefing with Board and will update on this work in the meeting.

(Action 26) KB had shared the Ophthalmology report with NF and Team will include in future work in this field.

(Action 27) For discussion under AOB.

(Action 28) KB had hoped to bring to this meeting a visual for forward communication plans and will sharing this shortly with the Board. She asked that it is noted next week is going to be busy for communication.

3. Impact and Performance

KB focused the discussion on the outcomes and impact that Healthwatch West Sussex has had and the need to recognize this has been achieved by being sensitive and mindful of the consequences on health and care staff from the sustained pressure arising from the pandemic and delays to care.

KB expanded on the impact detailed in the [Impact and Performance report](#):

- Our journey towards gaining clarification for people on the financial assessment process has started to make some progress. We worked collaboratively to secure agreement on the narrative for an information resource to support people to explain their costs to financial assessors, which includes some housing cost information.
- Tomorrow's Financial Assessment webinar has 42 sign-ups, mostly individuals and community partners.
- Progress is being made around inclusion of people in strategic development of health and care, led by Sussex Health and Care Partnership (SHCP). There is now a young person Co-Chair for the Foundation for Our Future Oversight Board and we have been successful in getting parity of remuneration for this person.

- We have been instrumental in getting some co-design progress for the development of the strategic plan for Foundation for Our Future and in the framing of the funding budget for 2022-23.

Similarly, we are involved in the MSK Workshops which are being hosted by Sussex NHS Commissioners and will inform the MSK specification for a Sussex-wide contract from April 2023. We have been able to impress on commissioners the need for holistic pathways and for the inclusion of greater administrative provisions.

The NHS led Cancer and Planned Care Insight and Innovation Forum, chaired by SD has looked at Did Not Attend (DNAs) and we'll be following up issues and possible improvements with the Booking Team as a result to try to find solutions to an issue that is losing up to 6-7% of clinical capacity in cancer services.

- IHCAS

KB responded to the concern MP raised about the introduction of a waiting list for the IHCAS advocacy. She reminded the Board that WSCC commission 200 referrals per year and that we have been monitoring the demand for this service since the early part of the year. The demand for advocacy reflects the volume and complexity of complaints now coming through the NHS.

KB confirmed that people will continue to be able to get Tiers 1 and 2 support via the Helpdesk Team and that we have refreshed the web-based information to promote self-advocacy and support.

KB stressed the importance of ensure that we provide a quality service and give advocates the time to reflect and respond to the influx of cases.

Team is looking at appropriate ways of triaging referrals, mindful of a) time limits (acknowledging there is some flexibility because of system delays) and b) avoiding learning for the system being lost.

AN stated that this will be covered in the WSCC internal review.

KB asked that it be acknowledged that as the ICS is applying to take on the commissioning of more of primary care (dental, high-street opticians and pharmacy) then we may see this impacting further on the demand for ICHAS.

4.2 Financial & Performance Sub Committee Report

AP reported that sub-committee looks at two financial reports. The first being the C.I.C budget, which at this time in the year has a slight under-spend due to limited expenses. The second is the spend on service delivery, which has a small overspend. EL has provided assurance that this is being managed.

There is also a small amount of social enterprise funding of £11k for specific projects which will be delivered in the next two quarters.

In summary Healthwatch West Sussex work within the budget and plan for a breakeven outcome at the end of the financial year.

The risk register was reviewed. Stakeholder relationships with WSCC continue to be of primary concern and it was acknowledged that there is huge pressure on the local authority.

JG shared that at a recent district council meeting it was agreed that they were benefiting from greater communication with the County Council.

5. Independent Director and Staff Feedback

5.1 Health and Wellbeing Board (HWB)

SD updated that at the HWB meetings continue to be held virtually and are informative and interactive. There is good attendance and Healthwatch has some forward points on agendas.

5.2 Health and Social Care Scrutiny Committee (HASC)

- KB updated that HASC met in September with new committee members, creating an interesting meeting. There have been some very useful committee workshops to help members in their scrutiny roles and understanding the issues being presented, such as Stroke Reconfiguration.
- KB updated that the Healthwatch submission for scrutiny of the financial assessment process should have been discussed at the September meeting. However, the decision was taken that this would be deferred to January 2022 meeting, to give WSCC an opportunity to report on its improvement plan.

5.3 Autism and Learning Disability

MP advised that he is part of the Host Commissioner Group that is looking at the process and procedures for out-of-area hospital placements. He has shared his concern for a more appropriate response as this affects only 22 people in West Sussex and seems over resourced.

MP asked AN for an update on the Autism Gap work. AN said that this is part of a wider piece of work around autism that is being led by Sarah Robertson in SHCP.

5.4 Safeguarding Adults Board (SAB)

MP reported that the coming week was *Safeguarding Week* for Sussex and asked that SD forward to the Board the event programme.

MP advised that he has challenged that two Safeguarding Adult Reviews (SARs) have been published, with a combined 19 recommendations, some of which cannot be measured. For example, the recommendation that GPs refer all people to Adult Social Care for support.

MP reported that the Board Group look at what has not been reported. There is a concern around sustainability of care homes where there is low bed-occupancy.

EL shared that Healthwatch Partner Managers have a shared concern over the lived experience in care homes, due to the workforce issues and that it is incredibly hard for the care sector to compete when the likes of Amazon are offering a £2k bonus for Christmas Warehouse staff. EL said this is something that H&C will be exploring in the new year.

AN stated the workforce issue is not just care homes it's the totality of adult social care and it is envisaged that this will start to have an impact on the NHS and unpaid carers. It is a big challenge that requires collective thinking.

KB advised that the Team are raising the need to resource back office administration well, as the lack of this is a disabler for clinicians.

5.5 CCG Communication and Engagement

KB updated that there hasn't been a recent meeting, but one was scheduled for immediately after the board meeting.

(Please note that this was cancelled at short notice after the Board meeting.)

5.6 Stroke Task & Finish Group

JG updated that there has been pre-consultation engagement and that this has now progressed to the optional stage.

KB advised that Healthwatch has reminded NHS Commissioners of the need to remember this is about communicating a holistic transformation around prevention, saving lives and more quality-of-life post strokes, as the recent communication appears very focused on buildings. This was accepted as a timely reminder.

5.6 Cancer Board

SD - Focus on addressing backlogs continues.

West Sussex Cancer Action Group has been restarted and Healthwatch have been invited to be members.

New NHS Insight and Improvement Forum now up and running monthly chaired by SD and feeding into both Cancer and Planned Care Boards. First two months have unpicked DNAs (Did Not Attend) and have a number of actions outstanding with the Booking Team. A shared Teams work space has been created to enable ongoing collaboration. The next issue is Communication in it's widest sense including *Waiting Well*.

5.7 Local Outbreak Engagement Board

KB updated that she attended this meeting.

- It was agreed to move from monthly to every two monthly, but with the proviso that it can be stepped up if needed. Next meeting is 13 December.
- Vaccines - Data is going to get 'murkier' with boosters.
- Big area of concern - ramping up of organised anti-vax. Targeting schools. The police have a schedule of all the school visits but do not have the resources to attend and will only attend if there is unlawful behaviour.
- Infection rates - high. Some concern that there will be spread in Halloween, so have comm going out for that.
Please note: Healthwatch made the point about standing down need for 3 day+ medical evidence.
- Track/trace - there are issues with recruitment because only short contract till March 2022 but are trying to expand team.

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5.8 Regional insight

EL said much of the update had already been covered.

6. Vaccinations

Team still attending West Sussex Vaccine Cell and bi-weekly communication meetings for vaccines.

KB said that it appears people understand when they can access the booster and are waiting accordingly, so there seems to be mixed messaging coming from national about people slow to come forward.

KB said that Healthwatch has asked the system to be clear in its communication as third vaccine and booster are inter-changed and are different.

KB advised that the media had approached us for an interview about the rollout delays locally for 12-15 year olds. We declined as this is not a concern we are hearing about now parents/young people can book outside the school programme.

7. Policies and procedures update

SD reported these are being monitored and checked. New Induction to be rolled out across region in 2022.

8. Escalation Log

KB shared that only one escalation was made. This related to a product recall. Trusts were asked to check internally that all patients had been communicated with and this was actioned.

KB advised that the financial assessment escalation was closed as this is now progressing in a different way.

9 AOB

After many years of service, Alan Pickering is standing down as an Independent Board Director. Alan will continue to support local healthwatch work. JG and other board members thanked Alan for his service, knowledge and guidance over the years.

EL spoke about the **Healthwatch England Quality Framework** and invited the Board to consider full roll out building on the foundation of the Healthwatch West Sussex pilot. EL advised that we have designed a more appropriate template as the spreadsheet provided was difficult to use. Board agreed to fully implement the Framework in early 2022.

EL invited the Board members to consider NED induction and health landscape workshop early next year.

ACTION: EL to share existing NED induction material for comment and details from members around what else may be useful.

ACTION: The Board agreed to a Board & Stakeholder workshop for priority setting, quality framework review and forward work planning in early 2022 with the ambition that this is held in person. SD will schedule and explore a venue.

10 Questions

There were no questions.

Meeting closed at 11.44am

11 Future Board meeting dates:

Board Meeting dates
Q3 - Wed 9 February 2022
Q4 - Wed 11 May 2022
Q1 - Wed 10 August 2022
Q2 - Wed 9 November 2022

Action Plan

Item Number	Action required	By Whom	Notes/ Completed
32	SD to forward the Safeguarding Week Programme to Board members	SD	
33	EL to share the current induction material with members for comment.	EL	
34	Board workshop to be confirmed	SD	