

Minutes of Board Meeting 13 May 2020

Context

Due to the Government restrictions and need to social distance, this meeting took place virtually over the ZOOM platform. The public were made aware of the meeting via our Event Page and social media posts. Spaces to attend the meeting were limited, but members of the public were able to attend by requesting a place in advance. They were also invited to submit questions if they were unable to join by Zoom.

All participants were asked to read all board papers in advance. This meant papers were not presented in the meeting but time was used to focus on questions to ensure a continued high quality of oversight of Healthwatch work.

This format of online board meetings will continue until it is possible to return to face to face public meetings.

Present

Board Directors: Frances Russell (Chair), Helen Goodman, Jeremy Gardner, Steve Cooper, Alan Pickering, Linda Cairney (all Independent Board Members), Mark Sharman (Help & Care Member Director), Emma Leatherbarrow (Help & Care Member Director),

In attendance: Sally Dartnell, Katrina Broadhill, Amanda Jupp, Cabinet Member for Health and Social Care and Chair of the West Sussex Health and Wellbeing Board.

Apologies: Martin Phillips (Independent)

1. Welcome

FR welcomed all to the meeting and invited feedback on the use of virtual technology as a way of continuing to deliver governance of the Healthwatch West Sussex CIC. FR thanked the Board members for their continued support and involvement.

2. Approval of Previous Minutes

Approved and no matters arising.

All actions have been **completed**. Ongoing request for continued insight into the use of LIVI (which has been very positive to date including since lockdown).

3. Reports

The decision was taken with our Commissioner in March to temporarily step-down the quarterly Insight & Evidence Report, replacing this with fortnightly *Insight into Action* reports, to deliver rapid current insight and meet the urgency for action arising from the pandemic.

KB advised that Help & Care have adapted the Insight Database/CRM fields to support the report on COVID-19 and are recording a lot of learning and positive insight through direct sources and productive working with community partners, who have been asked to be our *eyes and ears*.

Cheryl Berry is working directly with Voluntary Action Arun and Chichester (and in discussion with Mid Sussex) and together we are creating a series of reports to offer pandemic insight and learning from the community/voluntary viewpoint. The second phase of focused survey is now underway and we are talking to the CCG about this work to avoid duplication.

Question: AP shared concern that local residents believe they do not have access to GP or dentist care and this was a concern.

Answer: KB said we had been advised that practices have changed the way they triage calls and carry out consultations.

KB said in relation to dentistry there has had to be changes for safety reasons and Urgent Dental Care Hubs have been commissioned. However, we continue to gather insight that this remains an issue for residents, as our third *Insight into Action* Report details (published on 13 May 2020).

Information about both is included in our COVID-19 Health and Care Frequently Asked Questions Answered, which are regularly updated (latest updated at the time was 13 May 2020.)

KB acknowledged that more work needs to be done if local people believe there is not a service in GPs. It was agreed that KB will ask volunteers to carry out a similar review for GP practices, as is currently being done with Dentists.

HG shared that a friend in Dentistry has shared that Dentists are very anxious about how they can restart their businesses and how long this will take. JG commented that Emergency Dental Hubs were often a very long journey away and only able to offer emergency options such as extraction.

AJ offered to get a briefing from Chris Clark, the joint NHS/WSCC Commissioner and share this with Healthwatch.

Several Board members expressed concerns about Care Homes and Discharge and how we Healthwatch could maintain it's statutory role.

SD commented that the Board investment in strategic community partnerships has been key to us getting the *eyes and ears* support from community and voluntary groups, during the pandemic. We are having weekly briefings with Adam Doyle, have meetings arranged with Alan Adams, Interim Director of Adult Services and with Pennie Ford the West Sussex CCG's Managing Director.

4. Financial & Performance Sub Committee Report

FR reported the sub-group had met virtually and a good discussion took place.

The following answers were given to the questions raised by the Board members.

AP advised that there is a small under-spend that will be carried-forward but this needs to be adjusted as some of the end-of-year costs had not been added to the final figures. It was noted that there is an audit time-extension due to the pandemic.

Question: SC asked for clarification about how are we working differently now that we have reduced funding under the new contract?

Answer: SD/KB said that we had adapted operationally and no longer had an office, this move has perhaps pre-empted some of the changes that others will make as a result of COVID-19. We are going to partner with another community organisation to enable us to have a West Sussex postal address going forward.

Have also made staff changes and the team has adapted quickly to extend the already proven community partnership model.

EL updated on the innovation Help & Care have been working, e.g. currently working with their digital partner to develop a responsive information platform that can be used out in the field and by the Healthwatch Hub. Frontline staff will be able to search and provide information through this, but also update, so giving greater scope of information to others.

5. Independent Director and Staff Feedback

5.1 Health and Wellbeing Board (HWB)

SD advised that there is a planning meeting on 14/05/20. Discussed the likelihood of a meeting taking place in June 2020, with AJ stating that it is important not to put any extra burden on the system, where this could be avoided.

FR raised the need for openness and transparency of decision-making at this critical time.

AJ stated that they are preparing the next newsletter and KB asked to ensure all members are sighted on papers and involved in decisions.

5.2 Health and Social Care Scrutiny Committee (HASC)

KB has been in contact with HASC support officer and has a virtual meeting with them as a way of staying in touch, as the June meeting has been cancelled.

AJ invited us to contact the Chair of HASC, Bryan Turner, if there were any urgent issues.

5.3 Safeguarding Adults Board (SAB)

We have submitted text for inclusion in the Board's Annual Report and have been offered a chance for a Spotlight article in their next publication. Update but not discussed as Martin Phillips was not at the meeting - KB will follow up outside of meeting.

5.4 Stroke Task & Finish Group

JG updated that nothing has happened due to the meetings being cancelled. Another version of the *case for change* was due to go to the Trusts involved governing bodies but this will not have happened due to the Pandemic. The Project Manager left at the end of March 2020.

KB advised that JG will be attending Stroke Engagement and Communication virtual meetings for Healthwatch in Sussex, but not the first one as this clashed with today's meeting.

5.5 NHS Long Term Plan/Integrated Care System

For noting but not discussed: The pandemic has fast-forwarded some of the *enablers* and changes suggested in the Long Term Plan and we are looking at how we can add value to Sussex Health and Care Partnership and the West Sussex Integrated Care System through utilising local insight.

5.6 Midhurst Task & Finish Group

FR stated that it seems there may no longer be a health hub in Midhurst (as planned) as the GPs have pulled out and that this was extremely disappointing for local people. One positive from this is that we are involved in a Kings Fund bid to work on community transport, which was a key issue for people accessing local services, include health.

FR was asked about the building and confirmed that Midhurst Community Hospital is owned by Sussex Partnership Trust And subject to a PFI contract for another 10 years.

AJ suggested liaising with the Town Council over the use of the property.

SD said there was thinking around the possibility of community/voluntary services coming together. AJ suggested that SD meeting with Emily King on this. SD advised that there was a scheduled meeting but this had been cancelled and there was not another one in the diary for her to speak to Emily King. AJ said she would take this away as an action to raise this with Emily.

For noting: Primary Care Network lead has stepped down, but we remain in contact with Dr Emma Woodcock who is still very keen to support a community health hub in some shape or form for this part of the county and is leading on the Kings Fund bid.

6. Policies and procedures update

SD reporting there were no policies and procedures to update. She advised that the board needed to agree and minute if they are happy to continue to hold meetings in this type of online format whilst necessary. All agreed and this was noted and

accepted.

7. Questions

Question: AP raised concern over patient access to NHS Trusts, e.g. outpatients and asked if were we looking at this issue.

Answer: KB advised that some patient feedback is that there has been positive out-patient appointments done over video links and these have worked well for people. She updated that now the NHS is moving into the *Restore* phase of the pandemic, new guidance is coming out around how to return particular services for example Physio but that clinicians would not be able to see as many patients, due to the need for cleaning/changing PPE etc in between appointments. She said she has been promoting to Adam Doyle and others the need to for each service to create a video so patients could see what has changed and what to expect, and links to this should then be included in appointment information. We have shared good examples of maternity videos from Bath that do just this.

AJ said that locally the maternity services have done this and adapted well. KB agreed but explained that some of the language has not been right and caused anxiety for expectant mothers and we had worked with NHS colleagues to address this. We have also escalated the issue of transport for shielding pregnant women getting to routine maternity appointments.

FR asked if AJ could help to ensure our insight gets into adult social care and the County Council and AJ confirmed she would be happy to take a lead on this.

8. Future Board meeting dates:

Board Meeting dates	
Wed 2 September 2020 (revised date)	
Wed 18 November 2020	

Action Plan

Item Number	Action required	By Whom	Notes/ Completed
13	KB to speak to the team about carrying out a review of GP websites and out-of-hours messaging, similar to the work we are doing for Dentists.	KB	