

Minutes of Q3 Board Meeting held on 10 February 2021

Context

Due to the Government restrictions and need to social distance, this meeting took place virtually over the ZOOM platform. 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, ZOOM is used as it does not need a license and can be accessed for free. 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.

Present

Board Directors: Frances Russell (Chair), Mark Sharman (Help & Care Member Director), Emma Leatherbarrow (Help & Care Member Director), Non-Executive Independent Directors: Jeremy Gardner, Steve Cooper, Linda Cairney, Helen Goodman, Alan Pickering and Martin Phillips (Independent Board Directors)

In attendance: Sally Dartnell, Katrina Broadhill, Niki Lewis - Contracts & Commissioning Lead (West Sussex County Council), Seth Gottesman - WSCC Commissioner; Tony Hill, WSCC Interim DPH

Apologies: Amanda Jupp - (West Sussex County Council Cabinet Member for Health and Social Care and Chair of the West Sussex Health and Wellbeing Board. Keith Hinckley - Executive Director for Adults and Health (West Sussex County Council), Emily King - Communities Director (West Sussex County Council); Alison Nuttall - Commissioning Lead; All Age Services (West Sussex County Council and CCGs), Chris Clark - Joint Strategic Director (WSCC&NHS)

1. Welcome

FR welcomed all to the meeting.

2. Approval of Previous Minutes

Approved.

Action 17 in relation to complexity of West Sussex IHCAS cases - completed. FR commented on the MH legacy in West Sussex. SHCP also acknowledge the size and complex

Tony Hill (Interim DPH) gave a verbal update - PH almost exclusively pandemic focused so almost everything else has been put on hold. Team has brought in extra numbers. Older demographic has exacerbated this. Concerted effort has seen reductions in all age brackets. Hospitals still very busy although number have dropped. High death rate continues - shows signs of levelling off but not yet declining.

All Care Homes other than those with outbreaks have been vaccinated. Good progress with Expect to meet all 15 Feb targets. Still experiencing Care Home outbreaks and School outbreaks.

Working hard for Community Testing Programme for Blue Light services not covered by other health programs and employers where their staff cant work from home.

MP asked about looking ahead when we are past this will it have helped Health and Social Care to work better together. TH wasn't able to comment about before but he has seen a strengthening of relationships from staff and teams having worked so closely together. Has seen some real innovation borne out of need. Still expects some way to go.

4.1 Impact and Performance

The Impact and performance report shows three times the level of experiences being shared from members of the public, their families and carers and through community organisation partners.

Jan and Feb of Q4 have seen a continued high level of enquires to the help desk in particular in relation to dentistry and vaccinations.

Team have been engaging virtually and through community partner groups

Health inequalities in people with autism and learning disabilities - we are leading on this work across Sussex. Report will be published shortly with learning for Health and in particular. Community partners seeing trend of issues around digital exclusion.

Supporting WSCC re survey re sensory needs assessment.

Way Local dentistry is commissioned is broken in sussex - will be escalated again to Adam Doyle on Monday. NHS reputation risk damage. Health of residents being put at risk as serious conditions not being picked up.

Expanding understanding around "digital" and having surveyed are focusing on solutions. Focus on YP - what do they need to make assets of use. Concordia and YMCA youth dialogue. Keen to include the learning disability issues coming out through this. Aldingbourne work being show cased in our report.

Care Home webinars in Nov now working with SHCP to look at how we meet a gap on impact on family and carers as a result of separation. Commissioned 3 additional webinars - Jan, Vaccinations, Feb - Impact of Separation, visiting resumed, Mar. Feedback that the “safe space” with lead clinical professionals was highly valued. Partnered with Carers Support and WSCC PH team included.

Communications - working with the system around more effective patient comms -to be better understood and “Confused comms”

Children First ...

IHCAS - numbers go up and down but system on an extended period for handling complaints until April.

Serious Clinical Harm review has concluded - Healthwatch West Sussex were actively involved in fine tuning the report to ensure it was appropriate to all audiences. Our IHCAS team were part of this process throughout and feedback is that we added huge value.

65 Timely case studies to support services as they have had to adapt e.g “Baby it’s cold outside”

Vol and Community Impact work

Letter to all MPs and Elected Members in relation to the insight we have heard about lack of day centre services and respite care. Followed up with a case study document. Emphasis on wide coproduction in reshaping services for the future.

Escalation Log - the new escalation process has been used on several occasions. Issues around access to dentistry were escalated locally and also to Healthwatch England and have been part of the body of evidence highlighted in the national press this week from HWE.

Increase in MH need - concern about services without funding in place from 1 April.

New paper on inpatient communication with family

Questions? JG in relation to comms around Cancer issue - people respond better to letters from GPs which tend to be better than very lengthy wider letters.

FR wanted to thank the team for their work and the outstanding collaborative working across the system

EL - commented on low uptake of bowel screening - SD to flag Healthwatch input to Cancer Board. **ACTION**

Breast screening age 70+ being sent letters for appointments then being turned away.

Confusion over private sector provision - concerns over scams and having to

MP - best interest decision making tool kit - published by NICE and shared free of charge to community partners.

MP - lots of issues around health and less on social care mentioned in the report. KB acknowledged that working with community partners has helped this and so much of

the insight is through them. Although we can E&V - cannot go into peoples homes. Social Care is also more fragmented. We recognise and do want to do more in particular around care homes.

LC added her thanks for the quality of work and informing the board.

4.2 Financial & Performance Sub Committee Report

AP - Reported that the financial and risk reports had been examined and discussed. Although a very tight budget all continues to plan. Increases in meeting requirements resulting from the pandemic continue to cause concerns which have been flagged to Commissioners along with a formal request to clarify the indexation uplift process for the new contract year.

SC - mentioned the Risk and Issues Log which again highlighted concern over increase in demand and complexity of IHCAS cases.

Westlake Clark are the independent auditors currently preparing the end of year accounts for 2019/20.

5. Independent Director and Staff Feedback

5.1 Health and Wellbeing Board (HWB)

SD updated that the latest HWB took place on 28 Jan in virtual format, was well attended and highly interactive.

Topics included *Learning Disability and Autism*, and *Creating Healthy and Sustainable Places: A Public Health and Sustainability Framework* - Healthwatch work has fed into and helped shape both pieces of work. Will continue to challenge and support the system to make improvements.

Mental Health and bereavement impact of the pandemic

Voluntary and Community Sector Funding initial findings including insight from the significant body of Healthwatch West Sussex work will come to the next meeting.

Children First Board - Caroline Whiteman - is involving young people and has some good examples. ToRs have been shaped to be audience specific. Have included colleges and relevant local

HWWSx Annual Report is agreed for presentation at 24 June meeting

TH commented it was a good and constructive meeting and good to have an opportunity to focus on things other than the pandemic.

5.2 Health and Social Care Scrutiny Committee (HASC)

KB updated

Use of BAU (Business As Usual) - could be confusing - need to understand people experiences now, what they have lost, where gaps are and how to avoid exacerbating existing health inequalities.

Feb meeting will have Inpatient Mental Health beds work at it - FR commented that this has taken a long time and been hugely delayed.

TH left the meeting at this point.

5.3 Safeguarding Adults Board (SAB) MP reported

Concern that the number of concerns raised is going down -would expect the opposite so this is something to look into. KB - one of the largest concerns of the care home webinars is that family and carers cant see their loved ones and so don't know what it happening and so no concern can be raised as hidden.

FR - CQC are very aware of this and concerned.

MP - has been tasked with doing virtual talks to 45+ orgs across West Sussex to ensure that people know how to report a concern. What is the helpline for general advice. Need to do more to let people know this exists.

Issues around Access even when concerns are raised.

5.4 CCG Communication and Engagement

KB we sit on numerous strands eg Vaccinations, Cancer comms monthly, CCG fortnightly, weekly with CCG comms team

Influence is rapid

FR able to see quick changes based on our feedback

Able to clarify confusion.

5.5 Stroke Task & Finish Group

JG - involved in the oversight group and the C&E group on this - both have been paused since the autumn for pandemic reasons. Pre-Consultation documentation ready to go but not expected to be until post may elections.

5.6 Cancer Board

System pressure meant the January meeting was postponed.

The February meeting flagged the progress that had been made in addressing waiting lists exacerbated by the impact of the first waves of the pandemic are being seen again.

Private sector capacity has been secured and is being used wherever possible.

The system reported issues around rising DNAs (Did Not Attend) and late cancellations. Local Healthwatch are taking action to try to establish causes and help clarify communications.

Innovations at QVH - check in from car in car park via an app then called in to appointment so no waiting room time.

5.7 Local Outbreak Engagement Board

SD spoke positively about the data and information being made public through Jacqueline Clay and the WSCC Public Health Team.

Permanent Director of Public Health has been appointed - Alison Challenger - will join in April.

6. Vaccinations

Fast moving - have recently introduced an easy way to cancel appointments for the large vaccination centres if a more local one then becomes available.

Escalated a large number of issues and insight - not included on escalation log as there would be pages. Really strong relationship on this with prompt actions and weekly meetings

Chichester situation - awaiting imminent announcement about a new centre.

KB - team looking to draw up FAQs for those with enduring MH issues to support vaccination so that this can be ready in advance of next priority groups which will include a large number of people

SC asked re local CCG comms re messages about texts and scams - found this confusing and no solution was given. KB is mindful of and is trying to support the system understand confusion as and when we gain insight. KB gave example of GP led home based vaccination. SC asked about how the invite process works. KB - there is no consistency it is practice led, some calls, some texts, some letters.

KB seeing growing number of queries about second vaccine date - some are given dates at national centre, local aren't. At what point do you chase for second date? 11 weeks not heard then chase.

SC has a number of anecdotal examples just from his street of people who have "beaten the system" - which also don't help the system. Non clinical back office staff, people taking neighbours for vaccine. FR - GPs are empowered to make good use of open Pfizer vaccines rather than throw away so this is often picking folk up.

JG illustrates the fragmentation of the NHS - so hope that lessons will be learned from this so we have a coherent working together NHS in the future.

KB - opportunity to strengthen use of Accessible Information Standard.

FR focus is on acute care and away from primary care - we need to keep encouraging them to work closely together.

MP - Brighton centre experience for his vaccination was superb, quick and easy with good check in, book in, free parking etc, helpful volunteers

Overall great feedback with adaptations to local need eg mobile Issues acknowledged about Tangmere centre issues.

SD asked Mark/Emma - insight from elsewhere in the Help and Care Region?

Health professionals arriving at doors unexpected.

Also seeing rising demands on secondary MH services but not seeing people seeking primary care referrals

Seeing increase in suicide and self harm for YP as well as older adults. (also seeing in West Sussex - 10 in Crawley last month)

Look to change commissioning arrangements for dentistry rapidly heard yesterday

Hub really busy dealing with vaccine and dentistry calls. EL needs to check capacity issues.

MS - NHS not always able to function as an integrated organisation - rather it's a logo.

MS shared that Help & Care have won a contract for Dementia coordinators - massive dementia backlog in Dorset - could see similar in West Sussex and will share learning as work progresses.

7. Policies and procedures update

ToR for Chair and Vice Chair has been drawn up with HR support and agreed.

8. AOB - Board changes

Confirmation of new Chair and Vice Chair roles.

Community Directors will now be Helen Goodman and Alan Pickering

Recruitment of new NEDs - interviews 16 March - seeking to appoint 2 new NEDs.

FR won't be leaving entirely - stepping down from the board but will continue to volunteer with the Healthwatch team.

Handover meetings set for March.

All gave their thanks to Frances for her time as Chair which has been hugely valuable and appreciated.

9 Questions

No further questions raised.

Meeting closed at 11.40am

10 Future Board meeting dates:

Board Meeting dates
Wed 12 May 2021

Action Plan

Item Number	Action required	By Whom	Notes/ Completed
18	FIT testing concerns flagged to Cancer comms meeting	SD	CCG comms lead has picked this up and is arranging a follow up with Rob Szymanski of UHS