

Healthwatch Portsmouth Board Meeting 27.6.2019

Held at Frank Sorrell Centre

Present: Roger Batterbury (RB) Acting Chair, Ken Ebbens (KE) Acting Vice Chair, Mary Amos (MA), Jan Dixon (JD), Steve Glennon (SG), Ram Jassi (RJ) Graham Keeping (GK), Amanda McKenzie (AM), Luke Evans (LE), Siobhain McCurrach (SM)

Apologies: Jane Bailey, Philippa Pringle

Item 1: Welcome, apologies and declarations of interest.

Healthwatch Portsmouth Acting Chair Roger Batterbury welcomed everyone to the Board meeting. He explained that this was the first Healthwatch Portsmouth Board meeting with a new provider Help and Care following the liquidation of Learning Links.

There were no new declarations of interest.

Question

SG) Was there an impact on the Healthwatch Portsmouth finances following the liquidation of Learning Links?

SM) No there was no impact - the liquidation happened at the end of the financial year 2018-2019. Help and Care took over the running of Healthwatch Portsmouth on 1 May 2019 with funding to March 2020.

Item 2: Election of Chair and Vice Chair

SG) then took the chair to oversee the election of a new Chair and Vice Chair for the organisation.

Following his election to the City Council in May Healthwatch Portsmouth Chair Graham Heaney resigned his membership of the Board.

Graham was thanked for his long service as Chair of Healthwatch Portsmouth.

Applications for the post of Chair had been invited from all Board members. One application for Chair was received. Following consideration by the Board RB was appointed as Chair. As a result of this appointment the post of Vice Chair became vacant - one application was received, following consideration by the Board KE was appointed.

Item3: Board appointments

The Board approved the application from Jenny Brent to join the Board for a three year period.

The Board agreed to appoint Emma Leatherbarrow from Help and Care and Isobel Ryder from Portsmouth University as Board Advisors.

Advice received from Portsmouth City Council suggested that appointments made at the Board meeting on the 3rd April 2019 should be confirmed. As a result RJ and SG were reappointed for a further three year term, Peter de Morree-Izard (PM) and Anthony Knight (AK) were appointed to the Board as co-opted members for three year terms from 27th June 2019.

Item 4: Notes of meeting held on 03.04.2019

Notes of the meeting held on 3rd April 2019 were passed as an unofficial record - these are available in the [Board papers section of the website](#). The decisions taken at the 3 April 2019 meeting were confirmed and the minutes of the Board meeting held on 5 February 2019 were approved.

Item 5: Project Manager's update

SM gave a verbal update on Healthwatch Portsmouth

- On 1 May 2019 the hosting of Healthwatch Portsmouth and the Independent NHS Complaints Advocacy Service transferred to Help and Care, a charity based in Bournemouth, following the liquidation of Learning Links.
- Staff Fergus Cameron, Luke Evans and Siobhain McCurrach were taken on by Help and Care after being made redundant by Learning Links at the end of March.
- Advocacy clients were contacted in May and informed of the service restart and asked for their consent to be contacted by the Advocate now working for Help and Care.
- In May new premises were found at the Frank Sorrell Centre.
- A new telephone number was set up at the end of May so that people can contact Healthwatch Portsmouth and the Advocacy Service. The phone is answered by Help and Care staff in Bournemouth with contacts passed on as appropriate. HWP staff and the Advocacy Service staff have mobiles phones.
- The website domain, including the directory, has been transferred to Help and Care.
- Staff have new email addresses. The website address, Twitter and Facebook details remain the same.
- Activity started towards the end of May - communications have been sent out with the new contact details.

- HWP leaflets have been redesigned with the new details and will be printed shortly - once produced they will be distributed across the city to replace the old leaflets.
- The 2018-2019 quarter four report has been produced and submitted to Portsmouth City Council.
- The workplan for 2019-2020 has been submitted to the Board for approval.

Questions

SG) Is there an opportunity to contact the *Portsmouth News* with details of the relaunch of HWP as a good news story?

RB) Yes. A reporter from the *News* is here today.

RJ) Is there a lead-in time to renew the contract in 2020.

AM) We (Portsmouth City Council) will consider the arrangements for re-procurement of Healthwatch at the quarterly review meeting - this will decide if the contract can be extended again or if the council needs to go through the full procurement process.

KE) I would like to thank Amanda and Portsmouth City Council for the speed of the transfer of the HWP contract to Help and Care.

Item 6: Annual report 2018-2019

The Healthwatch Portsmouth annual report for 2018-2019 had previously been circulated electronically to Board members. The HWP manager asked for comments once finalised, the HWP Annual Report 2018-19 will be published on our website.

Questions

KE) The annual report states that Learning Links went into administration on 24 April 2019 but staff were made redundant on 29 March 2019.

SM) The Learning Links liquidator was appointed on 1 April 2019 but the company formally went into administration on 24 April 2019.

RJ) Did the finances get audited?

SM) I report to Portsmouth City Council on activities.

SG) There is an opportunity to mention the new host organisation in the looking ahead section.

SM) Yes I could add in the new host details.

SG) Why are the former Learning Links addresses in the report? This could be confusing.

SM) We will make it clear that these are former addresses.

Item 7: Workplan 2019-2020

The 2019-2020 workplan had previously been circulated to the Board by email. It shows no activity for April due to the liquidation of Learning Links. The period May-July will be spent reconnecting with Portsmouth following the restart, from August onwards Healthwatch Portsmouth will be restarting activity.

Following discussions it was agreed to remove sections 32 and 37 from the workplan. Section 41 (Access to CAMHS mental health services) - this needs to be removed due to lack of capacity. Mental health is covered in the general plan. We hope that the Mental Health Forum will restart shortly.

Questions

RJ) I don't see any indication of the required resource or milestones in the workplan. How many volunteers do we have? Who do we need to recruit?

SM) We have already identified capacity. As the first quarter has not been completed yet there is no indication of progress. The document will be updated following the quarterly report.

RJ) How are the plan's priorities decided?

SM) Childhood obesity and homelessness were identified as priorities following consultation with our network. There is an opportunity for any member of the public to ask HWP to look into a particular health or care issue in the city.

MA) It's useful to know the key issues facing Portsmouth when we attend meetings.

RB) There is a piece of work to be done to allocate external committee memberships to Board members. HWP can then produce briefings ahead of committee meetings.

Item 9: Handbook update

A proposal was circulated to rename the Advisors' Group to the Operational Management Group. It was agreed to include this in the Governance Handbook.

RJ) I am concerned about a conflict of interest between the Operational Management Group and the Board oversight role.

SM) The OMG is to discuss how decisions made at the Board will be implemented.

RJ) I feel we need to have clearer wording.

SM) Yes we will clarify the purpose of the OMG.

SG) Would it be better to rename it the Operational Support Group rather than OMG.

This matter will be considered further by the Board and a final version produced for the September Board meeting.

Item 10: Board member updates

Ken Ebbens

During April thanks to everyone's cooperation I continued to attend groups even though I was not officially involved as a HWP Board member.

- Attended meeting of the Long Term Conditions hub for people with type 2 Diabetes - this will be launch on 6th August 2019.
- Attended meeting of the Learning and Assurance Oversight Board which is looking at the Gosport Hospital enquiry outcomes to produce guidance to prevent similar happening in the future. Among the proposals looked at are the introduction of online prescriptions to prevent over prescribing and people receiving the wrong prescriptions. This is an ongoing Police matter and the committee is very grateful for Healthwatch Portsmouth and Healthwatch Hampshire input.
- Dementia Action Alliance - this will be introducing tricycles for use by people with dementia.
- Portsmouth University Nursing faculty - KE and RB are involved with nurse training.
- Blue Badges - 'invisible' disabilities are to be included in eligibility criteria for blue badges from 31 August 2019. Local authorities only received details of the changes to administration of the badges mid-June so are still in the process of changing procedures. HWP will keep a working brief on the progress.
- Dial a ride - this disappeared in the city in 2017. We need to receive a copy of the evidence of whether there is still a need for the service.
- Pharmacists - there are proposals for Pharmacists to start operating in GP surgeries to supplement the work of GPs and ensure that medication is still right.
- Parking at St Marys - the 24 page policy has been received. They are looking to create more spaces for patients from July reducing spaces for staff.
- Recent good experiences with Ophthalmology and Audiology at QAH. The wait for hearing aids fittings has been reduced from 54 to 48 weeks. HWP to check on further progress in August.

Roger Batterbury

- Attended meetings of the Shared Assurance and Improvement Programme which has taken over the activities of the Quality Review Board to identify areas where there are problems in quality.

- Attended Primary Care Commissioning Committee - the minutes are on the CCG website.

- East Shore Patient Participation Group held its second AGM

- Dental surgeries - following recent controversy about the sudden withdrawal of three surgeries in Portsmouth by company Colosseum HWP now has a place on the NHS Dental Procurement Committee which had been planning to look at dental services across the region, at this time HWP is the patient representative. The agenda of the committee is looking at the business case and specification of new services. It is hoped that a new company will agree to hold a new contract to provide dental services although the earliest this is likely to be is April 2020. In the meantime NHS England are talking to other dental providers about taking on the patients left without a dentist from the sudden closures. 230 patients are currently receiving treatment, HWE is looking to provide continued care for these patients. The next meeting of the committee is 10th July 2019.

Questions)

Public) The Paulsgrove dental service shut on 19th June 2019. I understand that NHS Property Services is due to hand the building back shortly to the City Council. The NHS refurbished the premises recently but now the Healthy Living Centre has gone what will happen to the premises?

RB) I will raise this at the next meeting.

Councillor Graham Heaney) There is a City Council proposal to restart dental services but there are questions over whether the Council is able to directly employ Dentists. I have consulted with the relevant Cabinet member and will update HWP. There seems to be a lack of contact between the NHS and the City Council. What will be done in the interim?

RB) The NHS assured us that work behind the scene is going on to find an interim solution.

SG) There is an issue about the stability of other dental services, we need a more radical review of dental provision across the city.

Public) MyDentist in Havant has closed its books to new patients. It is hoped that the Dental School at the University had scope to fill the gap.

MA) MyDentist are just accepting private patients. The NHS website is not up to date - I have complained. There are no dentists in the Portsmouth area taking new adult NHS

patients.

RJ) The issue is the long term contracts - there is now a private monopoly on dental services, this is an opportunity to review how much of the provision is NHS, how much is private. There is an NHS requirement to ensure provision. The long term contracts need to hold the provider to account.

JD) Why did Colosseum say they were pulling out?

SM) Colosseum pulled out for financial reasons. NHS England have highlighted that dentists are pulling out of contracts due to the imbalance between NHS funding and private funding.

Public) Could the interim solution become a permanent solution or is it only a stop-gap?

RB) The meeting in July will only be looking at an interim solution.

Public) If the bottom line is unit cost the solution must be to increase the unit cost.

RJ) Competition should drive the price down. The NHS needs to be prepared to provide inhouse dental services.

Peter de Morree-Izard

- Attended a co-production meeting on long term conditions in which the long term conditions HUB was discussed. The recruitment of nurses with experience of diabetes and/or respiratory conditions was discussed.

Mary Amos

- Attended a focus group meeting on autism and the NHS Long Term Plan.

SM) In April as a freelance worker, whilst HWP was not operating, I was asked by NHS England to gather feedback on the NHS Long Term Plan. This was not an HWP branded activity.

Ram Jassi

- I now have more time to offer. What shall I do if people ask about making an NHS complaint?

SM) Support is available through the free Independent NHS Complaints Advocacy Service co-located in the HWP offices - contact Fergus.

Steve Glennon

- Attended quarterly complaints panel. Encouraged by the way that everyone is committed to taking learning forward but they still don't have a way to evaluate the progress they have made to gain staff.

RJ) I also attended - I was very impressed with engagement across the whole organisation. They need to capture and promote good practice

SM) We have been involved with Solent NHS Trust AGM planning. We will ask them to provide an overview of how services have been improved as a result of the agreed organisational learning through the complaints handling process.

SM) The Board will meet soon to discuss and share out HWP representation at external meetings. We will shortly have a new form available for Board members to report on the meetings attended - this will be circulated shortly.

Item 11: Any other business

There was no other business.

Item 12: Next meeting

The next meeting will take place on Tuesday 10th September 2019, 4-6pm at Cosham Community Centre.