

Healthwatch Portsmouth Advisory Board Meeting 28th September 2023

Attended:

Healthwatch Portsmouth Advisory Board: Roger Batterbury Chairperson (RB), Graham Keeping (GH), Mary Amos (MA), Jason Oakley (JO), Anthony Knight, Vice Chairperson (AK), Ram Jassi (RJ),

Portsmouth City Council commissioner: Amanda McKenzie (AMcK)

Healthwatch Portsmouth: Siobhain McCurrach (SM), Jonathan Crutchfield (JC)

Guest: Andrew Strevens, CEO of Solent NHS Trust (AS)

Apologies from: Chris Noble (CN), Jan Boucher (JB), Jennie Brent (JB) Peter Izard (PI),

Item 1: Welcome, Introduction to the Advisory Board, Declarations of Interest

Roger Batterbury (RB), Chairperson of Healthwatch Portsmouth welcomed everyone to the meeting. Roger informed attendees that this was a hybrid or blended meeting (face-to-face and virtually using Teams) and that it was being recorded to help keep a record of the meeting to help with the minutes & for Advisory Board members who couldn't attend today. Roger explained that guests and external attendees can only view recordings if it has been explicitly shared with them.

Roger mentioned some of the meetings attended since the last Advisory Board meeting including Project Fusion, Solent NHS Trust, South Central Ambulance, Portsmouth Hospital Universities Trust and Southern Health Foundation Trust.

RB asked the HWP Advisory Board members attending to introduce themselves. RB informed the Advisory Board that Salma Ahmed had resigned and thanked her for her service. She was an invaluable member of Healthwatch Portsmouth and a valued contributor to the Advisory Board.

RB introduced Siobhain McCurrach, the Healthwatch Portsmouth Manager, Area Director of Portsmouth and Hampshire.

RB welcomes Jonathon, the new Healthwatch Portsmouth Senior Engagement Officer.

RB asked for any 'Declarations of interest' from HWP Advisory Board members present. None stated.

Item 2: Minutes of HWP Advisory Board meeting 28.06.23

Matters arising:

Page 4, there were outstanding questions regarding Veterans information. Stan confirmed this had been resolved. Further down page regarding scrutiny of actions

taken by Solent NHS Trust in Managers report. Question regarding Project Fusion on best practice. Action for Andrew. Kings Fund website mentioned by Mary for this.

Actions on page 6:

A disability advisory group had been set up and information is available on HIVE website. SM can give details.

Question for the commissioner on frontline staff. Not received anything regarding COVID enquiry yet.

Member query on website information. Member given information and added to newsletter contact list.

RB asked for draft minutes to be approved. Approval was given by GH and seconded by JO.

Item 3: Andrew Strevens (AS), Chief Executive Officer, Solent NHS Trust

Project Fusion presentation given by AS.

Strategic aims overview conducted in 2022. Outcome was the whole of Hampshire and the Isle of Wight inequality of outcome and access. Conclusion to create a new organisation to provide community, mental health and learning disabilities services.

AS discussed the following:

- CAMHS service providers being dependent on patient postcode and how mental health services could be improved and which organisation has responsibility for each patient.
- In the process of writing a business case which includes four patient stories covering children and adolescent mental health, older people's mental health, urgent response services and lived experience.
- Approval is in progress (October) and the next step is submission to the board and regulators. The Foundation Trust (Southern Health) transfer began in September. Workshops in September to inform staff. Seven Week GP consultation to also take place from late October to mid-December. The executive team structure was discussed by AS going forward.
- Clinical Transformation Group and workstreams – no major service changes planned at this stage
- New Trust Name discussion (shake up our new trust)
- Money to underserved areas – strategies to be developed
- MA asked about community involvement in a silo. AS said it has been siloed at the moment but looking for lived experiences.
- RJ asked if there is a net increase in investment as a result of re organisation or is it financial re engineering. AS stated Solent has been a beneficiary of investment within Portsmouth. Looking to put money into under resourced areas.
- Trevor asked where did this project stem from? AS answered there is a clear drive across NHS England to reduce the number of organisations with more

mergers taking place. Within the different trusts, will there be dual roles, duplication of positions and a surplus of properties around Hampshire and the Isle of Wight? As said there will be people who will leave due to duplication, there is a redundancy plan which will be reflected in communications and business plans.

- JC asked about the interface between the community organisation and the future Trust. AS said the relationship will be slightly different but beneficial.
- Angela introduced herself, attending from the Care Quality Commission (CQC). As a CQC Inspector she sees in mental health services, there is a prioritization of a review of mental health acute beds in Surrey and Basingstoke. With regard to the review (of in-hospital bed units) currently going on across Hampshire and the Isle of Wight she is not aware of any service changes due to be made from April 2024 onwards. The facilities in Elm Leigh Havant and St James' Hospital Portsmouth may be consolidated but there will be a consultation if there is a change proposed. In Southampton regarding mental health care for older patients (section 136 suites) she is not aware of plans to change the admission criteria. This will ensure a universal/regional approach to mental health. It is intended that the model in Portsmouth will be replicated for patients being looked after by Southern Health Foundation Trust. The aspiration for any in-patient stays is that they will as short as possible but have the integrated care teams in the place (local authority area) providing community-based help.
- Stan (in the audience) said that as a community representative he wanted to say that Solent was good with its community engagement that Southampton local engagement was better than Portsmouth. The initiative developed by Solent called 'Side by Side' tries to involve the patient and community in the process of decision making.
- Trevor (in the audience) said that when attending clinic appointments no one in Solent NHS Trust has talked about Project Fusion to him. Their future plans for the incontinence service run by Southern Health, with a review due 28th November. Andrew Strevens said he would pass on the details to Southern and offered to address a subsequent HWP Advisory Board meeting to provide an update early next year to provide an update on progress of Project Fusion.

Item 4: Advisory Board member updates

RJ: attended Portsmouth Health and Wellbeing Board : discussed damp and mold in homes, which is now getting national attention, local authorities encouraged to sort. Landlords are to be reminded of their obligations and tenants rights. PCC is to organise an e-learning programme and training partners to offer Make Every Contact Count training to support staff to signpost tenants about accessing services. When housing is owned by the local authority it is easier to get compliance with legislation on the standard of housing. Trevor said he'd written a report on the state of housing (including extent of mold) for PCC and concluded that age of the housing stock was a major contributor to the problem of damp housing now.

Ref homelessness/rough sleeping: the city's project 'Accommodation First' which included working alongside the PCC Safeguarding teams was supporting vulnerable people into sustainable housing solutions (learning from the pandemic).

AK:

Invited to join Solent Armed Forces Covenant Partnership Board to look at local veteran mental health action plans.

Op Courage (run by NHS Berkshire) is now covering the entire South East area including Portsmouth, and is tasked with linking veterans with localized support. Now linked with Dr Jessica Lewis at NHS Solent and can do referral for locally based veterans but this is separate to the service offered by Op Courage.

GK:

Signed on with College to learn about Mental Health
Community engagement group
Place assessment

RB:

- Co-chair of Community Partners meeting
- Primary care operation group
- Digital inclusion meeting
- QA hospital mental health coordinator group
- Adults Safeguarding engagement sub groups
- Health and wellbeing board in June (spoke about the Stroke service)
- Regional Healthwatch monthly meetings
- Portsmouth health protection forum
- Portsmouth University Hospital Trust Executive Team
- Combatting drugs partnership meetings
- NHS Solent Trust awards
- Portsmouth Mental Health Forum
- Healthwatch England and NHS England virtual round table discussion
- Solent Place
- GP Surgery PPG vice chair
- Chair of Urgent Treatment Centre of St Marys Community Health Campus PPG

Item 5: Operational update on Healthwatch Service

Healthwatch Portsmouth Area Director gave verbal highlights from the report on HWP activities (June -September) including links to all documents mentioned. The report was published after the meeting. [Report from Healthwatch Portsmouth Manager](#)

Topics covered in report

- No response if vaccine works against new strain of Covid (reportedly same as last year)
- HIOW Integrated Care Board
- Right to second opinion – Martha's rule (Critical care outreach team to be rolled out in other units)
- Roger tribute to Salma and welcome to Jason
- Congratulations to RB's new honour for his work over 10 years
- SM Interviewed by independent body in preparation for the care quality commission review
- Social care winter workforce funding – PCC not yet made plan but likely to focus on improving capacity and reablement
- AIS Project report
- Providing dentist services information to public and 2/3 dentists in Portsmouth are now full (3 month wait for Port Solent from point of registration)
- In July, Health and Social Care Committee reported on the need for improvement and access to NHS dentistry (SM working with NHS England Dental Contract Form Group as Patient Voice Representative)
- Dental report -plans to look at what can be done locally
- Looking for Lead Officer for HWP
- Spoken to 106 members of public since July
- NHS Solent Trust Enter and View
- Suicide Prevention Strategy
- Project Fusion patient engagement best practices
- Feedback from staff – Post-Covid demand and staffing
- Meeting with Portsdown Practice to look at outcomes from closure of North Harbour GP Practice and the transfer of 50% of the patient list to the surgery.
- Lunchtime closure process agreed across city
- Access to phone and eConsult continues to be an issue
- Changeover from BT to Digital Voice impact – PCC looking into issue
- Raised Shingles vaccination age inequality
- Development of care pathway for stroke service still unclear
- Homeless Strategy
- Contributed to end-of-life care feedback
- Waiting lists – what about travel and costs
- Asked for PHUT copy of patient letter

Trevor: Copnor road dentistry – registration process is somewhat cumbersome. First register online, then people had to go in and re-register on paper once building was open. Only one dentist. Had two different texts about appointment with incorrect information. Concern around receptionist sending information.

JC: Had incorrect appointment information by texts multiple times from his dentist as well. Question: what is the capacity in the Copnor dentist for hygienists?

Item 6: Any Other Business (AOB)

None.

Item 7: Questions from the public

None.

Item 8: Close of HWP Advisory Board Meeting

RB thanked St John's Cathedral for hosting HWP. Thanks to everyone who joined online and in person and thanks to our volunteers. Next Board meeting to take place on 11 December 2023, 2pm at Cotham Baptist Church with a guest speaker from Solent NHS Trust talking about 'quality'.
Advisory Board meeting ended 6pm.

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