

Healthwatch Portsmouth Advisory Board Meeting 28th June 2023

Attended:

Healthwatch Portsmouth Advisory Board: Roger Batterbury Chairperson (RB), Anthony Knight, Vice Chairperson (AK), Graham Keeping (GH), Salma Ahmed (SA), Mary Amos (MA), Peter Izard (PI), Jason Oakley (JO).

Healthwatch Portsmouth: Siobhain McCurrach (SM)

Portsmouth City Council: Amanda McKenzie (AMcK)

Apologies from: Chris Noble, Jennie Brent, Ram Jassi

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

Roger Batterbury, 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 work we've been approached about regarding, the provision of audiology services at St Mary's Treatment Centre, podiatry services at Cosham Health Centre and questions about future locations of these services.

Roger mentioned we are still dealing with enquiries about the availability of NHS dentistry and the development of Project Fusion, of which Roger volunteered to be the community engagement group Co chair.

Roger asked the HWP Advisory Board members attending to introduce themselves,

Roger welcomed Jason Oakley from the University of Portsmouth who has been co-opted onto the Board.

Further to an interview in June by a panel comprising HWP Advisory Board members Jan Boucher was recommended to be appointed as a Healthwatch Portsmouth Advisory Board Member. This was agreed by those HWP Advisory Board members attending the meeting.

RB introduced Siobhain McCurrach, the Healthwatch Area Director, Hampshire Portsmouth. Roger said that HWP was actively recruiting for the roles of HWP Lead Officer and HWP 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 16.03.23

Matters arising:

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

Ref actions for RB on page 4, he had offered to send to Mark Cubbon any further questions by Advisory Board members but there were none. On page 7, Armed Forces Covenant question: what is people's experience of using the NHS app? SM said we will be gathering feedback via social media on this in due course.

Michael Bunton asked if Mark Cubbon answered the question raised. Siobhain confirmed the Board did not receive any further information and has been informed he has since moved roles.

Item 3: Annual review 2022-2023

Siobhain went through the Annual review April 2022 to March 2023. SM confirmed she was finalising the Annual Report. This will be published on Friday 30th June. SM explained the topics had been grouped and she will go through some of them.

- **COVID April 22 to March 23** - Supporting people through self-referral if they are clinically assessed.
- **Dentistry** - Ensuring information is up to date via our website and social media.
- **Review of GP surgery websites** - Found areas still in need of improvement. We will be carrying out another survey this year.
- **Emergency walk-thru of QA hospital** - Talking to Portsmouth Hospitals University Trust about elective delays as this links with the walk-thru's and questions of patient flow through the hospital.
- **Primary Care Access**
- **Support for Young People** - Help available for young people who'd been attacked with needles in social venues around Portsmouth.
- **HIVE** - Asked local people what they thought about mental health and community services. Resulted in the Mental Health Access Hub being launched.
- **Access to Speech and Language service at St Mary's** - The Solent NHS Trust speech and language therapy service responded well to service user feedback, amplified by HWP after we had received patient stories from the Portsmouth Down Syndrome Association (PDSA). A reference group was set up with parents and families of children with Down Syndrome, Solent NHS Trust, PDSA and HWP. Working together the support group identified ways of improving access to the service and how information could be better provided to help families experience better quality of care.
- **Volunteers supporting out work throughout the year** – with Enter & Views, events, information stalls and GP surgery website reviews.

SM confirmed that between April '22 and March '23 Healthwatch Portsmouth volunteers spoke to 768 members of the public at our information stalls. They were

asked to join the Lord and Lady Mayoress of Guildford on the steps outside of Portsmouth Guildhall on Saturday 18th March for a celebration and as a thank you for their support.

The Annual Review document and annual report 22-23 will be made available on future HWP information stalls.

Item 4: Advisory Board member updates

GK: Participated in HWP Enter and View to Spinnaker Ward at St Mary's Hospital earlier today and was very impressed by what he saw during his visit to the trust.

PI: On attending the Learning Disabilities Partnership Board PI heard about the five-year plan; LGBTQ+ and posed a question: were people with learning disabilities supported in their sexuality? PI to check if there is a follow up on approach.

MA: University of Portsmouth Medical Schools meeting cancelled. University of Portsmouth exploring a scheme where an established medical school can donate places to new schools. Will attend next meeting on 14th September.

AK:

- OP Courage meeting 30th March. No apparent handover between (previous service provider) Solent and NHS Berkshire, seemed no intention to create a "lessons learnt" log, no news of there being a Standing Operating Procedure or streamlining a contacts list for future use.
- Portsmouth Mental Health Network has been re-started with more groups involved.
- University of Portsmouth Public and communities' engagement group
- Portsmouth University interview Board – Acceptance of Commitment Therapy (community voices)
- Meeting with Portsmouth Hospital Universities Trust CEO
- Qualified now as an Armed Forces Champion
- Shaping Portsmouth – reconnected with them
- Portsmouth ambassador for advocacy with the Veterans Mental Health
- LGBTQ+ veterans independent review publication has been delayed by the Government. The review relates to reparation and the issuing of an apology to the LGBTQ+ community.
- Engaging with NHS England regarding community engagement via Fighting with Pride

RB: Since the last HWP Board meeting these are the meetings he has represented HWP at:

- Portsmouth and SE Hants Local Delivery System Quality Committee (paused)
- Primary Care Operational Group for Portsmouth
- Digital inclusion meetings for the HLOW Integrated Care System
- Regular meetings with Siobhain and Anthony
- Portsmouth Pride event with the volunteers (and thanks to Avril and Liz who brought a spare awning!)

- University of Portsmouth (UoP) Service User and Carer Group
- Portsmouth Hospitals University Trust (QA)
- The Mental Health Boards (the Mental Health Coordinating Group)
- Portsmouth Safeguarding Adults Board engagement subgroup
- Mental Health Alliance meeting
- Portsmouth Integrated Care Board
- Solent NHS Trust Awards and recognition ceremony
- Portsmouth Hospitals University Trust QA PHU'S 'Proud to be PHU awards 2023'
- Solent Mind North Harbour future planning
- Health and Wellbeing Board meetings (stroke services funding extended until end of 2023)
- University of Portsmouth radiography students teaching sessions and work reviews
- Monthly Regional Healthwatch meetings
- Portsmouth Health Protection forum
- National and International Seminars (NHS England and Scleroderma Outcome measures research)
- Portsmouth Hospital Trust QA executive team
- Co-chair of an engagement meeting with community partners hosted by Solent, called "Towards a new organization" (Project Fusion).
- GP surgery patient participation group
- Urgent Treatment Centre patient participation group

Member of the public: How is info for veterans disseminated in the city – he never hears of anything even though he is a member of SSAFA (Soldiers, Sailors and Airmen's Families Association)? AK to forward to enquirer all resources available. RB said there was a tendency for organisations to rely on digital materials rather than print out hard copy of people to take off information stalls. AK said that this was a problem as well he had observed of Op Courage.

SM asked if the community event hosted by Solent NHS Trust asked people's opinion about the plans for a clinical pathway for mental health and the inpatient bed facility review. GK said they had discussed it. SM said HWP will scrutinize the actions being taken by Solent NHS Trust further to the discussions held with communities.

MA asked ref amalgamation of Trusts would it be worth finding out if other Trusts have got good practice reference resources on this? AK responded that it will be difficult due to funding and the contract that is now in place. RB to ask when attending clinical groups.

Item 5: Operational update on Healthwatch Service

Healthwatch Portsmouth Manager provided the report on HWP activities (April-June) including links to all documents mentioned. The report was published after the meeting.

[Report from Healthwatch Portsmouth Manager](#)

Topics included in highlights read out

- COVID reviews at the committee stage and reports will be published.
- Healthwatch Hampshire contract won by The Advocacy People. SM explained three workdays are spend overseeing the work of Healthwatch Hampshire and two days on Portsmouth. Currently recruiting for role of Healthwatch Portsmouth Lead Officer to backfill for 3 days/wk working with HWH team.
- HW priorities surveys to gather public and stakeholder feedback for 23/24.
- Healthwatch Portsmouth Annual Workplan 2023-24 Board to be approved.
- Care Quality Commission (CQC) new power to assess integrated Care systems and local authorities with a social care function.
- ICB representatives: further representation
- NHS England 75th anniversary Healthwatch Portsmouth nominated Roger to be a representative for all Healthwatch's. SM wanted to note thanks to RB for his support to HWP.
- Access to Dental care: Port Solent and Copnor Road seeing patients.
- NHS dental contracts: awaiting Hampshire and Isle of Wight proposals
- Funding from Portsmouth City Council for the University of Portsmouth Dental Academy to undertake work with Solent NHS on improving overall health for primary schools + early years and Clinical Steering Group update provided.
- Healthwatch England Accessible Information Standard compliance. Funding awarded to 4 x HW across HIOW for focus groups and to raise awareness. The local support organisations Dynamite and Make will be invited to participate.
- Recruiting for two posts: HWP Lead officer and Senior Engagement Officer. Thanks to MG for her terrific work over the past year and a half.
- Volunteers spoken to 168 people since the mid-March.
- Enter and View: Spinnaker Ward report to be published. Admiral Jellicoe House report published and available on our website.
- Hampshire and Isle of Wight Integrated Care System newsletter.
- Challenging Solent NHS regarding community engagement on review of mental health, learning disability and community-based services.
- Primary Care: access to GP surgeries. North Harbour Medical Centre concerns raised at primary care oversight group. HWP calls for telephone line capacity increase has not yet been responded to.
- HIVE launching new shared space in the city.
- Stroke services – raising issue of uncertainty of future funding.
- Waiting for further information on Hormone Health Hub.
- Application for consolidation of two pharmacies rejected by committee.
- Secondary Care: Penny Emerit took on role of Chief Executive of the Isle of Wight Trust as well as Portsmouth. Place Assessments results published. Elective care delays recommendations.
- Urgent Treatment Centre: HWP report published patient experience gathered
- Solent NHS Trust podiatry services information to public on location changes.

Item 6: Any Other Business (AOB)

None raised by HWP Advisory Board members.

Item 7: Questions from the public

A member of the public asked if the Disability Advisory Group had been set up and how to join the group. SM clarified this was in process and will send the details.

SA : how quickly will the lessons to be learned from COVID be identified and passed down to local level so they can be implemented? RB clarified it will be on the agenda for meetings going forward.

SM question for Amanda: Can Healthwatch Portsmouth Commissioner in public health could support this and be in a position to ask questions about whether frontline staff supporting members of public will be equipped with the knowledge that the managers are privy to. AMcK confirmed she could help provide alerts on changes to be made and guidance for staff who are working with patients and the public

A member of the public : How many people know about Meetup? SM said she'd heard of it. The member of the public said that it was a very good group of people.

A member of the public was struggling to find details on HWP's new website of our meetings. SM offered to show enquirer where the information appeared. And will add them to the HWP mailing list to receive alerts about forthcoming meetings.

The enquirer would like to provide a patient experience story about Copnor Road Dental Practice at the next meeting? This was agreed to by RB.

AK said that Positive Minds had recently closed then re-opened with more staff. RB and AK suggested that they visit the drop-in service provided by Positive Minds.

Item 8: Close of HWP Advisory Board Meeting

RB thanked everyone for attending either in person or online and closed the meeting just before 8pm.

Ends.

Email: info@healthwatchportsmouth.co.uk

Facebook: facebook.com/HealthwatchPortsmouth

Web: www.healthwatchportsmouth.co.uk

Twitter: [@HealthwatchPO](https://twitter.com/HealthwatchPO)

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