

## **Healthwatch Portsmouth Advisory Board Meeting**

**Date: 11<sup>th</sup> December 2023**

**Venue: Cosham Baptist Church**

### **Attended:**

**Healthwatch Portsmouth Advisory Board:** Roger Batterbury Chairperson (RB), Jan Boucher (JB), Jason Oakley (JO), Graham Keeping (GK),

Online: Mary Amos (MA),

**Apologies from:** Peter IZard (PI), Ram Jasi (RJ) Jennie Brent (JB)  
Anthony Knight, vice chairperson, was expected to attend either online or in person.

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

**Guest:** Pauline Jeffrey (PJ), Head of Quality and Safety, Solent NHS Trust

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

Roger Batterbury, (RB), Chairperson of Healthwatch Portsmouth welcomed everyone to the meeting. RB 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. RB explained that guests and external attendees can only view recordings if it has been explicitly shared with them and ongoing participation indicates the consent for meeting to be recorded.

RB mentioned that since the last Board meeting, Healthwatch Portsmouth (HWP) has been very active in attending events and meetings on behalf of patients and carers in the city, which aligns with the expectations of a patient support organization. Some of the meetings attended since the last Advisory Board meeting include Project Fusion and the new regional mental health, communities and learning disability NHS Trust will be called Hampshire and Isle of Wight (IOW) NHS Foundation Trust. The new Trust's appointed Chief Executive, Ron Shields, has provided assurance that they will continue to operate without disruption of services from its launch on April 1, 2024. Additionally, meetings were held with Solent NHS Trust, South Central Ambulance, Portsmouth Universities Trust, and Southern Health Foundation Trust. HWP also supported Nursing Faculty on nursing interviews at Portsmouth University. RB expressed gratitude to all the volunteers for their significant contributions, reminding everyone that all Board members are volunteers. Questions will be attended to by anyone raising hands, with priority given to the Portsmouth Advisory Board members. RB then invited all the Board members to introduce themselves.

RB expressed gratitude to Chris Noble, a member of the HWP Advisory Board and a representative of the host organization, The Advocacy People, for her contributions. Sadly, he informed the attendees of her passing since the last team meeting, which was received as very sad news.

RB then invited Siobhain McCurrach (SM), the Healthwatch Area Director, Hampshire Portsmouth and Jonathan Crutchfield (JC), Senior Engagement Officer, to introduce themselves.

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

### **Agenda Item 2: Approving Minutes of Previous Meeting (28th September 2023)**

Attendees were requested to review the minutes from the previous meeting held on September 28, 2023. After reviewing the minutes, GH proposed the approval of the minutes, which was seconded by JO. The minutes were unanimously approved.

### **Agenda Item 3: Guest Speaker Presentation**

RB welcomed the guest speaker, Pauline Jeffrey (PJ), Head of Quality and Safety from Solent NHS Trust. PJ commenced her talk with an introduction, discussing how the NHS Trust ensures the involvement and support of patients, their loved ones, and staff when things don't go as planned. She elaborated on the Solent HEART Values, emphasizing Honesty, Everyone Counts, Accountability, Respectful, and Teamwork.

PJ further explained the impact on healthcare staff and patients due to incidents causing harm, emphasizing the importance of trust and the healing process, which involves investigating contributory factors and rectifying system faults. She outlined the five elements to harm patients : Acknowledgement, Accountability, Apology, Action, and Access to advocacy, support, and justice.

Additionally, PJ discussed the importance of Openness and honesty, Parity, and Remediation in fostering a culture of Contour and Restorative Just Culture, as referred to as a No-blame culture, which positively impacts both staff and patients. She introduced The Ripple model, illustrating the ripple effect of incidents and their psychological impact over time.

The session concluded with an introduction to the new Patient Safety Incident Response Framework (PSIRF) and the support provided to staff to ensure Psychological Safety, Kindness, and Civility. Measures such as compassionate leadership and close working with the Freedom to Speak Up Guardians were highlighted to identify areas where cultural work may be needed.

Questions from HWP Advisory Board and members of the public:

Trevor asked: if as human beings we focus on the person who made the error – with the NHS trying to change behaviour, recognizing it will be a long road, we need a supportive culture for staff to learn to prevent further burnout and losing more staff. PJ said staff can request support for up to 3 months, including trauma support training.

Trevor asked: if the serious patient incident at work have relevance to something that might have happened at the staff member's home.

PJ said the Trust can look at (home related) issues outside of the Trust; home safety

JB asked: An apology does not mean an admission so how to Trusts say 'sorry'.  
Trevor asked: Do you think the working culture has a long way to go still?

PJ said: key projects will help change the culture; encourage more to change.  
Freedom to Speak Up Guardians and PSIRF are national initiatives.

RJ agreed that it will take a long time.

SM said should be a focus on getting Critical Care Outreach teams in place in Trusts to support new Martha's Rule (to make it easier for patients and relatives to access a second opinion if they are concerned about deterioration) ; preventative care.

#### **Agenda Item 4: Advisory Board Members Update**

Jason Oakley (JO):

Involved in PLACE (Patient Led Assessment of the Care Environment) visits, attended PCC Health and Wellbeing Board representing Healthwatch, and serving as a Board Member of the University of Portsmouth. Attended a world webinar on December 6th for the International Day of Persons with Disabilities, participating in insightful discussions regarding the financial insecurity faced by people with disabilities internationally.

Graham Keeping (GK):

Participated in PLACE visits at QA Hospital and provided updates on forthcoming changes. Noted excellent quality of food being served on the wards. Also, visited a community pharmacy to observe their interactions with patients and the public as part of student placements.

Jan Boucher (JB):

Conducted a PLACE visit at Spinnaker Ward, St. Mary's Health Campus, and expressed satisfaction with the unit. Also visited the Mental Health Unit, finding it very interesting.

Mary Amos (MA):

No updates to report.

Roger Batterbury Chairperson (RB):

Attended -Project Fusion meetings- the community partners meeting and the planning meeting with the various Trusts engagement leads as one of the co-chairs towards the creation of a large regional Trust. The new organization, named Hampshire and Isle of Wight Healthcare NHS Foundation Trust, will encompass the services of four mental health trusts. Effective resource utilization and more equitable service provision are the primary objectives of this integration. HWP is committed encourage the public's active involvement in shaping this service transformation.

Involved in the Primary Care Operational Group– what was the Primary Care Commissioning Committee - for the 'place level' HIOW Integrated Care Board (Portsmouth)

Attends regular mtgs with Siobhain and Anthony to organise HWP strategic activity

Attending the Portsmouth Health Protection Forum

Attended the Combatting Drugs Partnership meetings.

Portsmouth Hospital University Trust Mental Health Board and have also been active with the Portsmouth Adult Safeguarding Subgroup.

Attended monthly meetings of HIOW regional Healthwatch chairs and managers, as well as meetings of the Portsmouth Health Protection Board.

Met with Portsmouth Hospitals University Trust (PHUT) Chief Executive and the Chief Nurse which was followed up with emails on topics such as Martha's Rule (easier opportunity for patients and loved ones to seek an objective second opinion from the Trust's critical care team; support for patients on waiting long term for elective care) . Discussed complaints and public feedback regarding incorrectly issued penalty charge notices in the car parks at QA Hospital. It was decided that fines incorrectly applied to car park users from September 1st to November 15th are to be cancelled/refunded by PHUT.

Involved with the Solent NHS Trust's PLACE training and took part in the PLACE visits at PHUT and the Urgent Treatment Centre ( St Mary's Hospital).

Virtually attended a HWE session on sustainability of the HW model.

Heard about the potential changes to Podiatry services in Portsmouth with two GP Practices wanting their clinical space back resulting in the centralisation of services. Efforts are underway to resolve this issue by facilitating discussions with ICB.

Met with the lead for older people's mental health to discuss proposed service changes. Further meetings are scheduled to delve deeper into this matter.

Attended a Mental Health Festival, which was highly engaging, and was honored by the presence of the local MP.

Attended an Adult Social Care Assurance event titled "How are we doing".

Went to the celebration event for the MH band "Med 3 Music".

Had a tour of Jubilee House in Wymering with Jonathan seeing the provision of MSK Services there.

Early discussions at Place level (Portsmouth) with HIOW ICB to understand commissioners' intentions for extra NHS dental appointments using the Dentaaid bus.

Discussion meeting about HWP supporting Nursing interviews at UoP

As Vice Chair of the East Shore GP Surgery Patient Participation Group, RB led the Annual General Meeting, which saw a significant turnout.

RB chaired the Urgent Treatment Patient Participation Group where they are looking for additional members.

Following an invitation from the South-Central Ambulance Service to join their Patient Participation Panel, RB applied for the interview with enthusiasm to advocate for patient voices. Subsequently, SCAS requested RB to serve as the Chair of the Patient Participation Panel, a position RB has accepted. RB was due to be attending SCAS Headquarters at Otterburne the following week.

#### **Item 5: Operational update on Healthwatch Service**

SM, the Healthwatch Portsmouth Area Director, provided a report on HWP activities from September to December, including links to all mentioned documents. The report would be emailed to all Advisory Board members after to the meeting. SM also summarized key matters.

Highlights include:

- WE discovered a national scheme developed by NHS England for pharmacies to offer free COVID tests to eligible residents. Details are available on the HWP website blog. Discussions with the Medicines Optimization team at Health and Care Portsmouth revealed that 2 pharmacies in the city are providing free LFTs.
- Three key actions required of all acute and specialist hospital trusts to implement Martha's rule as per the Patient Safety Commissioner's implementation plan are mentioned in the report.
- The AIS project and findings, highlighting low awareness of access rights and availability of alternative formats. The four local Healthwatch across HIOW engaged under-served communities to improve communication with those with additional communication needs. A full report with recommendations will be published soon.
- Discussions with the practice manager of Portsmouth Dental Care in Port Solent regarding access to NHS dental services, with suggestions provided to update patients through the website.
- Discussion with HIOW dental commissioners to offer sessional payments to dentists taking on additional patients to address the backlog of dental care in the city.
- Dental Bus in Portsmouth and IOW will provide dental care and support, with referrals through 111 and other possible routes. We will find out more details.
- The HWP Annual Workplan 2023-24 shows great progress despite significant staffing gaps, detailed in a separate hard copy document.

- HWP volunteers have engaged with 120 people since October through stalls and talks, with more public events planned.
- The HWP Volunteer Strategy launched on December 5th, with materials available on the website. SM urged everyone to promote volunteering for HWP using these resources.
- Healthwatch members of the Project Fusion group remain vigilant in ensuring community involvement and public engagement best practices, particularly regarding mental health and disability services. Full Business Case has been approved by the four NHS Trusts, paving the way for the introduction of the new Trust from April 1st, 2024.
- HWP has recently again raised concerns regarding the NHS decision to include wait times in Emergency Departments (ED) on the smart phone app showing waiting times at Urgent Treatment Centres. HWP thinks it may lead to confusion among patients about which is the most appropriate service to use. It is pleasing to note that there is now a plan to remove wait times from the Waitless app for all four acute Trust hospitals across HIOW in early December, aiming to provide patients with clearer information.
- Concerns about access to primary care persist, with ongoing discussions with Portsdown Practice Group to address patient barriers.
- Jo York, Place Director of Health and Care Portsmouth, announced her departure as (Director of Place) from the Hampshire and Isle of Wight Integrated Care Board (ICB) at the end of the month.
- HWP received a reply from NHS England regarding the exclusion of certain age groups from the free Shingles vaccine program, prompting further inquiry into the decision-making process.
- Recommendations from the Portsmouth Community Pharmacy Summit held on November 15th are detailed in the report.
- Following the Healthwatch England's report on the impact of elective care waits and barriers faced by minority ethnic communities PHUT has been asked by HWP about their plans to implement the recommendations. We were informed that the report has prompted PHUT to develop wider communication plans to engage minority ethnic communities, starting with maternity care.

#### **Item 6 and Item 7: Any Other Business (AOB) or Questions**

RB inquired about any other business or further queries from the audience, to which there were no comments or questions.

RB commended and expressed gratitude to SM for creating a fabulous report that provides valuable insights into health and care matters in Portsmouth, as well as the issues that HWP is actively involved in.

**Item 8: Close of HWP Advisory Board Meeting**

RB reminded everyone to utilize the HWP website for updated information on health and social care and encouraged them to join all social media platforms associated with HWP.

RB extended thanks to Cosham Baptist Church for hosting the HWP meeting, with special appreciation to GK for arranging the booking. Gratitude was also expressed to everyone who participated both online and in person, as well as to all volunteers and Advisory Board members, who are also volunteers themselves.

Ends.