

Healthwatch Portsmouth Advisory Board Meeting 17th October 2022

Attended:

Healthwatch Portsmouth Advisory Board: Roger Batterbury Chairperson (RB), Antony Knight Vice Chair (AK), Graham Keeping (GK), Peter Izard (PI) Isabel Ryder (IR), Mary Amos (MA), Amanda McKenzie (AMcK).

Healthwatch Portsmouth: Siobhain McCurrach (SM) Healthwatch Portsmouth Manager, Marianna Gardener (MG) Senior Engagement Officer

Apologies from:

Chris Noble from The Advocacy People, Jan Dixon, Jennie Brent and Salma Ahmed.

Item 1: Welcome, apologies and declarations of interest:

RB welcomed everyone to the meeting at Buckland United Reformed Church, a blended meeting (both face to face and virtually using Microsoft Teams). Healthwatch Portsmouth is always busy and as we are creeping up to our 10-year anniversary next year there is a sense that what we say is seen as being of real substance and we highlight problems, issues and are, to coin a phrase the 'critical friend' to the local providers and commissioners. We are now not only accepted on the health and care scene but are in demand. HWP has a vital role where people tell us what they think of local services especially if they feel they are inadequate, we also celebrate what is good, and highlight good practice. HWP is their conduit to alert services of the citizens experiences.

Since the start of the Integrated Care System (ICS) locally in July this year, there has been increased demand for HWP to attend and provide input to the new Integrated Care Partnership (ICP), Integrated Care Quality Board and ICS engagement best practice meetings for the Hampshire and Isle of Wight area. It is wonderful to be invited and not forgotten but puts an incredible strain on our very finite resources as a team, this we must ponder, and we will be discussing our many varied commitments to come up with a plan.

Thinking of the ICS, HWP are still waiting for more details on the exact nature and plans following the publication of the "Independent Review of Community Mental Health services across Hampshire and the IOW". For those at the last meeting I spoke about this in my opening remarks, and it is in our minutes, we can send a link for anyone interested in the report. We do know it won't be a consultation but will be an engagement process.

The "postbag" a collective description of emails, social media posts and conversations, will I'm sure be in Siobhan's Healthwatch Portsmouth Manager's report to the Advisory Board and it will cover other matters and many of the meetings HWP have attended. For me the top two recent postbag issues have been about access to GPs/GP Surgeries and access to NHS dentists.

HWP still get requests for press comments in our local newspaper "The News" and also to appear on both radio and TV. To me I always say it's a good experience and yet again we have a huge footprint for a small team and a big thank you from me for all the effort that Siobhain puts in to make this all happen seamlessly. A quick reminder that we are also on social media: Facebook, Instagram and Twitter.

This evening, we have a typically packed Board Meeting, and as we are holding this as an Advisory Board Meeting in Public, as Chairperson I will allow questions from anyone attending as we go through our meeting if you raise your hand, but I will give preference to the HWP Advisory Board members as a matter of process, thank you.

I will now ask the HWP Advisory Board members to introduce themselves around the table.

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

Item 2: Minutes of last Healthwatch Portsmouth Board meeting of 21 June 2022 and matters arising:

No comments made by Advisory Board members regarding the content of the June minutes.

The minutes were approved as an accurate record by Peter Izard and Graham Keeping.

Matters arising:

RB informed the Advisory Board that there had been an amendment made to the June minutes in which it mentioned incorrectly on page 3 that Peter Izard rather than Graham Keeping had attended the PATCH meeting.

SM provided an update on the data received by October from GP surgeries further to the Healthwatch Portsmouth Freedom of Information request sent on 12th August regarding patient complaints, warning letters and patient de-registrations that had been issued by the GP surgeries across the city.

Name of GP practice responding to FOI request	Warning letter sent		Deregistration letter sent	
	April 2019 – Mar 20	April 21 - Mar 22	April 2019 – Mar 20	April 21 - Mar 22
East Shore Pt'shp	0	0	0	0
North Harb'r Grp	0	4	1	1
Kirklands Surgery	2	3	0	0
Trafalgar Surgery	0	5	0	0
Portsdown Grp P	37	74	10	4
Derby Road Prct	13	12	1	1

HWP Advisory Board members commented that this data received needed to be scrutinized, due to the very significant increase in some practices of warning letters sent out. HWP Advisory Board members want to hear from surgeries about why this is. The Lady Mayoress of Portsmouth, Marie Costa wanted to know if the number of warning letters sent by Portsdown Group Practice April '21 - March '22 (74) was proportion to the size of the practice?

SM said that Healthwatch Portsmouth would do some more work on this to find out the context.

Item 3: Address by Healthwatch England Chairman, Sir Robert Francis KB:

The Chairman of Healthwatch England, Sir Robert Francis, KB was delighted to have been asked to address the Healthwatch Portsmouth Advisory Board. He said 'it is a lovely change to be addressing a local Healthwatch and be hearing about how well the respective national and local patient voice activities work together'. Having chaired the enquiry at Mid Staffordshire NHS Trust at which institutionalized abuse was identified through Care Quality Commission inspections, Healthwatch was commissioned as a service shortly after in 2013 to give patients a greater say on how their care is organized and provided.

Sir Robert, who has been in his role since 2018 said that he had a very high regard for the work of Healthwatch Portsmouth and can see how our feedback gathering from patients and service users' experience in the city has made a real difference and is a key influence to decision making. The Chief Executive of NHS England, Amanda Pritchard said Healthwatch is highly valued and makes change happen to improve services.

Sir Robert spoke about 5 key areas where he sees the complementary work of Healthwatch England and local Healthwatch being so vital in our work together in the future: Our shared concerns about access to mental health care, NHS dental services and primary care; the impact on people from the 'cost of living crisis'; institutionalized abuse that is picked by the CQC.

Access to mental health services – for which there is a huge demand and in which some services we are still seeing appalling institutionalized abuse. Perhaps Healthwatch and social care staff should have more of a role in calling this abuse out.

Dentistry – the Healthwatch England (HWE) mailbag and that of every local Healthwatch is brimming with enquiries from the public about where to access NHS treatment locally. The NHS dental service appears to be broken. When HWE has spoken to ministers Sir Robert can see the impact that the evidence gathered by local Healthwatch has on decision makers, who have pledged through parliament to improve NHS dental contracts. Sir Robert congratulated HWP on raising the problems people faced.

Access to GP surgeries – Sir Robert noted that GPs are being asked to do work they are not resourced to do, which raises the public's expectations and increases frustrations amid winder pressures. Sir Robert urged Healthwatch to support NHS staff who are doing their best within stressful situations.

Cost of Living – Sir Robert noted that the 'wider determinants of health' were of key relevance to the impact being felt at present by us all. Longer term solutions were required rather than quick fixes. Sir Robert referred to a recent publication by the Care Quality Commission (CQC) called People First.

Recent changes in the way the health system is organized locally has brought about 'Integrated Care Systems' in geographical areas across the country, with Portsmouth being in the 'Hampshire and Isle of Wight ICS'. Sir Robert told the meeting that HWE have done a review of ICS's inclusion of Healthwatch in their various levels of decision making since they became a legal entity in July 2022. Approximately 50% of ICS now have local Healthwatch representation on their Integrated Care Boards. Healthwatch collaboration is said to be good and that Healthwatch is shaping Integrated Care planning across the ICS patches, with 50% of Healthwatch having a good relationship.

The challenge for local Healthwatch is their resourcing of activities to enable ever growing involvement in the work of the ICS in their area/ prioritise activity. Local Healthwatch should seek funding from their local ICS.

And what of the future? : The new Health and Care secretary Therese Coffey has identified 5 key areas for improvement – Ambulances, Backlogs, Care (social care), Dentists and Doctors. (ABCDD). Sir Robert suggested that a better set of initials to tackle would be 'P,Q,R,S' which relate to Patients, Quality, Response times, Staffing. Getting the best value for money is what Healthwatch say is vital to help maintain a safe service. Healthwatch finding out about patients' views is vital in that. We act as a critical friend and should 'dial up the tone' calling out poor quality care, not 'normalize' it.

The HWP Chairperson, Roger Batterbury thanked Sir Robert for his observations and asked for questions from HWP Advisory Board members in the first instance.

MA: All of what you mentioned are linked and shouldn't be siloed as they so often are by the NHS.

AK: If HIOW ICS wants local Healthwatch to increase its involvement then they need to invest in this extra activity. The ICS engagement activity budget is considerably bigger than the local authority budget. Sir Robert agreed, saying that local Healthwatch should approach their local ICS for financial support.

Item 4: Advisory Board Member updates:

GK: had attended the food tasting session that day at QA Hospital

PI: attended Portsmouth Adults Safeguarding Board conference representing HWP: the room was filled with more than 100 delegates including service commissioning staff, police and social care managers from the learning disability service. Peter IZard observed during the discussions at the conference that there was a problem for access to services for homeless people. There is multiple service provision, with lots of signposting made available for homeless people via social prescribing in GP surgeries. However, if they do not have an address it sometimes not possible for homeless people to access the service that they are seeking. There is no commissioning of services per se for homeless people and they have a higher risk of needing safeguarding than people who are not homeless. With winter approaching they will face greater risk without shelter, money or food.

MA: desk-based research recently (including commenting on nurse education curriculum) rather than attending meetings for Healthwatch Portsmouth but will soon be involved in the University of Portsmouth Medical School Programme Board.

AK: attends Veterans Mental Health groups and the Portsmouth Military Mental Health Alliance at which 28 separate 'third sector' groups have local representatives. AK observed there isn't a pathway of support for veterans and has called for more co-ordination of the mental health response. AK has been involved in developing the training organised by Solent NHS Trust relating to Trauma Informed Veteran Awareness Training and has signposted the Talking Change staff team to 3 videos that have been produced to raise awareness of veteran mental health issues. AK attended a health and wellbeing event for HWP at the John Pounds Centre and at took part in the PLACE (Patient Led Assessment of the Care Environment) visits at QA Hospital in September.

IR: asked for participants in the University's forthcoming School of Nursing applicant interview panel

RB: Since the last HWP Board meeting these are the other meetings, I've been to the following meetings representing HWP : –

- Portsmouth & Southeast Hampshire Local Delivery System Quality Committee
- PCOG (Primary Care Operational Group for the Integrated Care Board- Portsmouth) this was previously Portsmouth Clinical Commissioning Group Primary Care Committee
- Digital Inclusion meetings: Hampshire and Isle of Wight ICS (Integrated Care System)
- Attended the City's GP Summit
- Long Covid Working Group – Portsmouth
- Regular mtgs with Healthwatch Portsmouth Manager
- University of Portsmouth Service User and Carer Group
- Attended the University of Portsmouth (UoP) graduation ceremony for the Faculty of Science and Health to see the graduation of the class of 2022
- Signed up to support with UoP Nursing interviews later this year and next year
- It was also my privilege to vote with others supporting Solent NHS Trusts Awards and Recognition in 2022 and to attend the ceremony, honoured to hand out 2 awards
- Portsmouth Hospitals University Trust Mental Health Board
- Supported Solent NHS Trust with their PLACE training sessions
- Portsmouth Adults Safeguarding Board Engagement Sub Group
- Attended a UoP Nursing and Allied Health Professionals "Fitness to Practice Panel.
- Attended the Solent NHS Trust AGM virtually
- Joined a subgroup of the Health and Wellbeing Board: Air Quality and Active Travel
- Met with Lorna Reavley, the new Chief Executive Officer of Hive Portsmouth
- Attended the Portsmouth Health and Wellbeing Board
- Worked with Healthwatch England on the HWP Quality Framework Review
- Attended the "Health & Care Portsmouth Partnership Board – ICB Portsmouth
- Joined the Combatting Drugs Partnership meetings
- Attended Solent NHS Trusts – Community Engagement Group
- Attended the recent Healthwatch Chairs and Board members network meeting.

Also I've been attending my own GP Surgery/Partnership Patient Participation Group (PPG) where I'm Vice Chair plus I attend the Urgent Treatment Centre PPG where I'm Chair!! Plus along with other HWP colleagues I've been supporting PLACE."

Item 5: Operational update on Healthwatch Service:

Healthwatch Portsmouth Manager provided the report on HWP activities (July- October) including links to all documents mentioned. The report will be published after the meeting.

[HWP Mgr report to 17 Oct 22 Advisory Board meeting](#)

topics covered included:

Covid19 review

Care Quality Commission's new assessment framework

QA Hospital Emergency Department pressures and ambulance service pressures

Access to NHS dental care and primary care

Solent NHS Trust's Urgent Response Team

Research project with University of Portsmouth on health inequalities in Portsmouth

HWP internal Quality Framework assessment activity – suggestion of HWP Awayday

HWP Service Directory contents to be included in HIVE Portsmouth service directory

Contribution made by our HWP Volunteers – we've spoken face to face with 185 people

HWP working with Hampshire and Isle of Wight Integrated Care Board since July '22 ; our encouraging engagement in a timely way with communities on mental health services.

Results of Elective Care Delay survey and HWP observations about information for patients

Future HWP Enter and View visit to Moorings Ways; very timely with the heightened interest by policy makers to end the remaining long stay hospital placements for autistic people.

There were no questions raised by the Advisory Board or public on the content of the report

Item 6. An update on the Autism and Neurodivergence Project:

Clare Rachwal from Portsmouth City Council Autism and Neurodivergence's Team provided an update on the progress of the project.

Co-production work and engagement activity in the city since the summer has been continuing with the team speaking to approx. 90 people with the key observation being made by autistic people that they find public services hard to access. The lack of flexibility in communication methods/appointment times make it harder to engage with the service. 'Room 1' which was established in the summer has been very well used, offering a safe space for neurodivergent people to take about the problems accessing mental health. A report was compiled on the early findings and submitted to the Health and Wellbeing Board, with the findings stimulating Portsmouth City Council to recruit a Transition Lead post. The large number of gaps in services identified at the 'transitioning age' need to be closed.

PI: The 'Medical Model' is being used to assess autistic people regarding communication needs – there is then a 3 year wait to receive appropriate support. Children's services should be looking at a neurodivergence barometer rather than referring to CAMHS. 30 local authorities are asking about the 'Portsmouth Model' which is looking at ways to help autistic adults understand their needs. A co-production plan is being developed along with job profiles being written by carers.

7. Any other business:

No items had been received in advance of the meeting.

Item 8: Questions from the Public

A question was raised by a member of the public regarding the information that the HWP Manager read out relating to the number of warning letters and letters of deregistration issued by GP surgeries. Could the findings be shared with attendees and what is the opinion of the Advisory Board to the data received about letters from GP surgeries.
SM: Yes.

Item 9: Close of HWP Advisory Board Meeting

RB : A really big thank you to Buckland United Reform Church for hosting us and for them and Carolyn from The Good Mental Health Cooperative for making it happen. Thanks to everyone here for your attendance and those online, our audience members, the HWP Advisory Board and our volunteers, where would we be without our HWP volunteers and please remember our HWP Advisory Board members are volunteers too. It was exceptionally great to see so many of the HWP Advisory Board here today – thanks everyone. And a special thanks to our guest speakers.

For everyone please do use our HWP website for up-to-date health & social care information and do visit and join our social media platforms HWP is on Facebook, Twitter and Instagram, thanks again and cheerio.

Email: info@healthwatchportsmouth.co.uk

Facebook: [facebook.com/HealthwatchPortsmouth](https://www.facebook.com/HealthwatchPortsmouth) Web:

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