

**Healthwatch Portsmouth Advisory Board Meeting 5th December 2022**

**Attended:**

**Healthwatch Portsmouth Advisory Board:** Roger Batterbury Chairperson (RB), Antony Knight Vice Chair (AK), Graham Keeping (GK), Peter Izard (PI) Isabel Ryder (IR), Salma Ahmed (SA)

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

**Apologies from:**

Chris Noblefrom The Advocacy People,Jennie Brent,Mary Amos, Amanda McKenzie.

**Item 1:** **Welcome, apologies and 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). Roger welcomed attendees to Age UK Portsmouth at The Bradbury Centre, the base for Healthwatch Portsmouth and the venue for the meeting.

Roger informed attendees that the meeting was being recorded; to help keep a record of today’s meeting to help with the minutes & for Advisory Board members who couldn’t attend today.

Roger asked attendees joining virtually to ensure no one appears in the background if they had their camera on, especially children. This is to ensure we follow Safeguarding and Information Technology and General Data Protection Regulation (GDPR) policies around consent and the storing of images & videos. Roger advised that if attendees couldn’t guarantee this to please use a background effect or to turn off their camera for the duration of the meeting.

Roger explained that the software will inform attendees watching online via a message at the top of the screen that the recording has started and their ongoing participation in the meeting indicated their consent to being included in the meeting recording.

Roger asked people to keep their microphones on mute as this helps with hearing the person who is speaking; that there is a function on Teams for raising your hand to ask questions; please try to follow that protocol if your technology permits as it’s a blended meeting and that we would do our best with this function.

Roger explained that guests and external attendees can only view recordings if it has been explicitly shared with them.

Roger explained - since the start of Healthwatch Portsmouth we have relied on volunteers to support all the work and representations we make. Today our focus is on our wonderful Healthwatch Portsmouth volunteers. We have a shorter meeting and then a celebration with our volunteers, we try and do this every December to say a big thank you to our volunteers and acknowledge all their hard work.

Roger explained that, as we were holding this Healthwatch Portsmouth Advisory Board Meeting in Public, as Chairperson he would allow questions from anyone attending as we go through the meeting if they raise your hand, giving preference to the HWP Advisory Board members as a matter of process, thank you.

Roger asked the HWP Advisory Board members to introduce themselves, once he had called out their names, to briefly introduce themselves:

* **Anthony Knight – our Vice Chairperson**
* **Graham Keeping**
* **Peter Izard**
* **Isobel Ryder**
* **Salma Ahmed - online**

Apologies were received from: Jennie Brent, Chris Noble and Amanda McKenzie

(Portsmouth Public Health Team which commissions HWP) Amanda sent a message to the Healthwatch Portsmouth Manager: “Please do wish everyone a very happy Christmas from me and thanks to all for all your hard work this year 🎄(especially you and Roger)”

Roger introduced **– Siobhain** – the Healthwatch Portsmouth Manager and **Marianna** the HWP Senior Engagement Officer.

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

Matters arising:

A member of the public attending the meeting had information relating to the availability of NHS dentists in Portsmouth – a new surgery is being developed on Copnor Road at what was Sparkles Emporium. A lease is being signed with the intention of the surgery starting April. At present Alton Dental surgery is not taking on new patients.

Regarding the Freedom of Information query raised by a member of the public earlier in the year relating to the issuing of warning letters and de-registration letters to patients by GP surgeries – a question was raised to ask if the issue had been resolved? HWP Manager reported that both Trafalgar and Portsdown surgeries had had a sharp increase in the issuing of warning letters and that for Portsdown Practice there were proportionately more warning letters issued in relation to the size of the practice during the period in question (April 2019 – March 2022) than the other surgeries in the city. HWP Manager asked the Advisory Board if a question should be sent to just these two GP practices to ask about the number of warning letters issued to patients in the period April 2017 – March 2019 to see if there was a trend showing relating to the number of warning letters sent during the period April 2019 – March 2022 period. Advisory Board members approved of this action. The member of the public who had asked the question originally agreed that it was necessary to ask for further information since context of the information received so far wasn’t clear

HWP Advisory Board was informed by a member of the public that GP surgeries do not need to record on their surgery records how many warning letters they issue but they do need to record how many patient de-registration letters are sent. Who have they told in the ICB Portsmouth primary care commissioning team regarding the de-registrations?

SA asked if patients are receiving multiple letters or is it one letter for each patient involved?

**Item 3: HWP Volunteer Showcase opportunity**

Michael Hammond said that he had thoroughly enjoyed his time volunteering for HWP and undertaking the following activities during the year ; the St Mary’s Urgent Treatment Centre patient experience survey, looking at the quality of mental health services and information stalls in public places. Michael said that he feels valued by Healthwatch Portsmouth.

**Item 4: Advisory Board Member updates:**

PI: had a series of key updates to provide from three of the strategic board level meetings he attends and represents HWP at: 1) Portsmouth Learning Disability Partnership Board, 2)Portsmouth Autism Community Forum and 3) Portsmouth Safeguarding Adults Board.

Regarding 1) PI reported back on the work of the Neurodivergence group, a subgroup of the equalities group in the Learning Disability Partnership Board which has tracked during the COVID pandemic how many people wanted advice and were concerned about the availability of advocacy for people with learning disabilities and neurodivergence. PI said that within the Mental Health and Community Mental Health service transformation the voice of patients with learning disabilities and/or neurodivergence is not heard.

Regarding 2) PI reported that there is a national programme to review and refresh the autism strategy but that Portsmouth wants to do its own local autism strategy rather than have a nationwide strategy apply to the city. ‘Room One’ which is designed to help and support autistic people is already too small to accommodate the number of people who visit the facility for support. PCC is looking for a larger site in the city to house Room One so that it can offer a private discussion room for anyone wishing to make use of this facility.

Regarding 3) PI provided feedback on the Safeguarding Board’s conference ‘Making Safeguarding Personal’. PI said that HWP’s role as ‘critical friend’ needs to be beefed up.

GK provided feedback on his work to review inpatient meals at QA Hospital as part of his Patient Led Assessment of the Care Environment work, his recent visit to the new Neurological Ward (which he says is ‘excellent’) and his attendance at HIVE Portsmouth organised events to discuss the needs of people who use community mental health services.

AK: has attended the Portsmouth Military Mental Health Alliance at which 14 separate ‘third sector’ groups have local representatives. AK is encouraging the groups to develop a better veteran pathway and was pleased to see that the Alliance had taken up his idea and created a directory of organisations for armed forces veterans to be able receive follow-up advice. Regarding the Veterans mental health High Intensity Service he feels that there are lessons learned in the way that the support group was set up and developed by Solent NHS Trust. The service is not going to be re-tendered for.

AK provided an update on the Trauma Informed Care service – a city-wide initiative of the Portsmouth Mental Health Alliance which is to be rolled out across the city.

AK has recently joined the University of Portsmouth Public and Community Engagement Group to gather feedback on what Portsmouth residents want the university to focus on with their research activities and the courses that they offer.

AK reported that Fighting With Pride is developing an awareness raising project relating to LGBT+ veterans to support members of the community.

AK recently attended an excellent HW England hosted training seminar for Board members.

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
* Portsmouth Recovery Festival organised by the Southsea Cinema – I chaired two panels
* HIOW ICS Quality Insight & Improvement Group – NEW
* Attended the Carers Count Conference
* Attended the Towards a new organisation meeting organised by Solent NHS Trust about the plans we’ve mentioned before about mental health services and community services being one organisation across HIOW – Solent are calling this “Project Fusion”.
* Primary Care Operational Group (previously Primary Care Commissioning Committee) for the ICB Portsmouth which no longer has a public meeting element to the group.
* Digital Inclusion meetings for the ICS
* Long Covid Working Group – Portsmouth – now ceased
* Regular mtgs with Siobhain
* Uni of Portsmouth (UoP) Service User and Carer Group
* Signed up to support with UoP Nursing interviews and did one session already with Avril and some more planned for next year
* Portsmouth Hospitals University Trust Mental Health Board (PHUT MHB)
* Portsmouth Safeguarding Adults Board Engagement Sub Group
* Solent NHS Trust volunteer celebration event at Highpoint
* Air Quality and Active Travel Board
* Portsmouth City Council Health and Wellbeing Board
* Health & Care Portsmouth Partnership Board – ICB Portsmouth
* Combatting Drugs Partnership meetings
* Solent NHS Trust Community Engagement Group (Engagement & Inclusion Committee)
* a new Advisory Group feeding into the Combatting Drugs Partnership, this looks at services and provision for those with alcohol, substance misuse or homelessness issues.
* later this week on judging panel with the Solent NHS Trust CEO and a NED for the first of the Trust’s monthly Heart awards for colleague, team and leader of the month.
* Recently Siobhain, Anthony and myself went through our meetings list to review our attendance as the number was getting unsustainable. We will focus on strategic meetings where we can truly represent the patient, carer and citizen voice.

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.

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

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

[Report from Healthwatch Portsmouth Manager](../../../../The%20Advocacy%20People/O365%20Healthwatch%20Portsmouth%20Team%20-%20Documents/General/HWP%20Board%20meetings%202021%20-%202023/HWP-Mgr-report-to-5-Dec-'22-Advisory-Board-meeting.pdf)

A question was raised from the public about whether the 1.6% of patients described as ‘having high needs’ were the same people who were showing up very regularly in the figures collated? PI was able to respond to the question saying that the figure of 1.6% was representing a range of people with high needs over time rather that it being a smaller number of people repeatedly showing in the data collected.

SM said she would chase the minutes of the SCAS meeting in November. On 9th December a stakeholder update was received from SCAS on their Improvement Programme, together with a link to their website [CQC | South Central Ambulance Service (scas.nhs.uk)](https://www.scas.nhs.uk/about-scas/cqc/)

Regarding Targeted Lung Health Checks SA asked about a question included in the patient leaflet in relation to these checks. The question asks: ‘Have you ever been a smoker?’ SA wondered if the issue of whether a person who has been exposed to passive smoking could also be included in the screening programme, being aware though that the purpose of the Targeted Lung Health Check related to smokers? SM said she would ask.

At the end of the Manager’s report Siobhain displayed a series of posters produced by Health and Care Portsmouth that depicted a member of Portsmouth Hospitals University Trust (PHUT) staff stood outside the QA Hospital Emergency Department (ED)stating her “Christmas Wish was that she did not see patients in the ED”. Siobhain said she had not circulated electronically these draft posters but wanted meeting attendees’ feedback on the general message that the posters conveyed to patients. All in the room agreed that the sentiment in the posters was unfortunately negative and they did not feel that the posters would be a good thing to publish on the PHUT website or their social media platforms. SM fed this back to PHUT. Siobhain learned in the New Year that the posters had not been used by PHUT during the Christmas and New Year period.

**Item 6.:Any other business:**

No items had been received in advance of the meeting.

**Item 7: Questions from the Public**

No additional questions were raised.

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

Roger, gave a really big thank you to Age UK Portsmouth for hosting us today. Roger thanked everyone for attending, 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”.

Roger reminded everyone to please use our HWP website for up-to-date health & social care information and join our social media platforms on Facebook, Twitter and Instagram. Roger wished everyone a very Merry Christmas and a Happy New Year.

**Item 9: Thank you to our volunteers and supporters of HWP**

Roger: “Let the volunteer celebrations start”.

Meeting closed 3.10pm

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