

## **Minutes of Healthwatch Portsmouth Advisory Board**

### **Meeting 21 June 2022, blended meeting.**

#### **Attended:**

**Healthwatch Portsmouth Advisory Board:** Roger Batterbury Chair (RB), Anthony Knight Vice Chair (AK), Jennie Brent (JB), Jan Dixon (JD), Ram Jassi (RJ) via Teams, Graham Keeping (GK), Peter Izard (PI), Isobel Ryder (IR).

Amanda McKenzie (AMc) (HWP Commissioner from Portsmouth City Council Public Health Team).

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

**HWP Advisory Board Minute Taker:** Avril Adams-Baxter (AA-B) Healthwatch Portsmouth Volunteer.

**Guest speakers:** Rob Bosshardt, Chief Executive, Royal Naval Benevolent Trust; Ben Muller, Assistant Team Manager, Portsmouth Carers Centre.

#### **Item 1: Welcome, apologies and declarations of interest:**

Apologies received from Salma Ahmed (SA)- IT problems, Chris Noble (from the Advocacy People) and Mary Amos (MA).

RB reminded those virtual attendees to ensure safeguarding and Information Technology and General Data Protection Regulation (GDPR) policies around consent and the storing of images & videos were followed.

Healthwatch Portsmouth is always busy and since March, HWP Advisory Board have been equally busy. 1st of July 2022 getting closer, the official start date of the Hampshire & IOW Integrated Care Systems (HIOW ICS) this included Portsmouth – more activity will ensue, getting used to terms such as “PLACE”, Local Delivery systems – LDSs, the Integrated Care Board – ICB, and the ICP – integrated Care Partnership.

The ICS sent HWP a document in the last week, “Independent Review of Community and Mental Health Services across Hampshire and the IoW”. It has 37 pages and sets out some recommendations:

- A new Trust should be created for all community and mental health services across HIOW (including services provided by Solent, Southern, IoW and Sussex) with Local Delivery System/place-based divisions. The aim should be bringing together the best of community and mental health care from across HIOW.
- A review of community physical health beds should be undertaken.
- Development of a systemwide clinical strategy for community and mental health services that focuses on prevention, early intervention and patient-centred care.
- A clear, systemwide strategy for place and place-based leadership.
- Establishing a more strategic approach to the funding for community and mental health services.

The document states:

“Increasing integration is central to the development of the ICS. To achieve this, it is essential to advance collaboration and place-based partnerships across providers of health and care services, including establishing ‘provider collaboratives’. Evolving national policy for ICSs brings further opportunities for integration through changes in commissioning responsibilities and removal of competition policy as ICSs move to a statutory footing from July 2022. Building on this, HIOW ICS has sought to develop its approach to collaboration and integration in community and mental health services.

In February 2022, Carnall Farrar (CF) were commissioned to undertake an independent review of community and mental health services in the ICS to identify further opportunities for collaboration and integration, building on an understanding of current and future population health needs and how

these were being met through existing services.” HWP were not previously aware of this review so will find out more.

The “postbag” a collective description of emails, social media posts and conversations, will I'm sure be in Siobhan's Manager's report and it will cover other matters and many of the meetings HWP have attended.

The News continue to ask for HWP comments on matters pertaining to health & social care, and HWP have also appeared on Meridian TV News, BBC South Today, BBC Politics South and on Wave 105 the radio station – always a good experience. HWP have a huge footprint for a small team and he gave a vote of thanks for all the effort that Siobhain has put in to make this all happen seamlessly.

He gave a big thank you to Avril one of the wonderful HWP volunteers for taking the minutes today.

### **Item 2: Minutes of last Healthwatch Portsmouth Board meeting of March 2022 and matters arising:**

SMC pointed out the incorrect date on the top of Page 1 which has since been corrected.

RB referred to Page3 of the minutes with regard to the question raised by a member of the public (attending via Teams today) regarding possible correlations between patients lodging complaints and patients being subsequently deregistered. RB reported to the Advisory Board that HWP had contacted the Acting Deputy Director of Primary Care at Portsmouth Clinical Commissioning Group with two questions but had only received an answer to one question. That the Acting Deputy Directory had been in contact with several practice managers, and their comment was “no way” regarding deregistration of a patient following a letter of complaint. RB expressed his dissatisfaction with this response and suggested a Freedom of Information Request be submitted to a number of practice managers in the Portsmouth area (selection to be agreed), this was agreed by the rest of the Board members.

The person putting forward the question agreed, he said formal warning records to patients are kept within the practice but deregistration has to be reported.

A member of the public, an ex-nurse, shared her experience - when she discovered that her medical notes were inaccurate, (including a record of her leg operation, the wrong leg), some 8 months later these had still not been amended. She then received a letter asking her to leave the practice. She pointed out that under the rules which state any patient who is abusive or threatening will be asked to leave the practice, as she has been neither of these things, she will not leave.

Minutes of the March meeting were proposed by JD, seconded by GK, and accepted.

### **Item 3: Address by Rob Bosshardt, Chief Executive, Royal Naval Benevolent Trust**

[Royal-Naval-Benevolent-Fund-presentation-June 22](#)

Rob gave a presentation about the varied work of the RNBT including the recent opening of the new Jellicoe House Nursing Home, with a focus on dementia care. RB and AK both gave glowing reports about the facilities and staff following their visit just prior to residents arriving. He also outlined the fact that there is a wide variety of support given by the Trust to ex-members of the Royal Navy and Royal Marines (even those who have only served one day in service), providing a helping hand, empathy and practical support – to help people lead a better life. “Small in Size – Global in Reach”. “Better Understanding Means Better Solutions”. “Serve a Day, Supported For Life”. Their motto: “Sailors and Marines Helping Sailors and Marines, Now and Always”.

The Trust is 100 years old this year. In 2021, they helped 2,600 people.

Question: Where does the Trust get its funding?

RB: Care home fees, charitable donations, fund raising activities.

Question: Should people directly contact the RNBA?

Rob: Suggested people should seek statutory help in the first instance.

Question: RB asked if fellow Board Members and possibly HWP members could revisit AJH.

Rob: Suggested it would be a good idea to leave this for a period of time to ensure the home is up and running.

Question: Have the RNBT heard of the benefits of singing groups with dementia patients.

Rob: This is part of the therapy at the two RNBT homes.

#### **Item 4: Board Member updates**

RB said that since the last HWP Board meeting these are the other meetings attended:

- RB had, representing HWP, attended Portsmouth Pride with, Pam, AK and Hua plus I know Avril and Liz attended after I'd left, a big thank you everyone for attending as always, we are dependent on our wonderful volunteers.
- Dental meeting with Stephen Morgan MP for Portsmouth South.
- Dental Summit at the University of Portsmouth called and chaired by Penny Mordaunt MP for Portsmouth North – outcomes soon, there were the seeds of a plan discussed which Penny was going to take up with the Minister for Health and Care – Maria Caulfield MP. Plus we did ask at the summit like a broken record, about extra provision in the city to make up for the lost Units of Dental Activity since 2019, and I'm sad to say we are still waiting for the new Cosham Dental Surgery to open.
- Attended various UoP Nursing, Social Care & Allied Health Professionals SU & Carer Groups.
- Agreed to be filmed for an introductory video for the ICS answering a range of questions about the forthcoming ICS
- Regular Healthwatch regional meetings with Chairs & Managers in the Hampshire & IoW Integrated Care System (ICS) area, which is HWIoW, HWHampshire, and HWSouthampton.
- Attended the regular Portsmouth & South East Hampshire Integrated Care Partnership (PSEH ICP) Quality Committee as the patient representative soon to be the PSEH LDS Quality Group.
- Attended the PHUT Mental Health Board chaired by the Chief Medical Officer.
- Attended regularly the PCCG Primary Care Commissioning Committee soon to be called the PCOG – Primary Care Operational Group.
- Had regular fortnightly meetings with Siobhain.
- Plus everything else that is part of being HWP Chairperson so emails most days, reading lengthy documents such as the annual Quality Accounts from 3 local health trusts and phone calls.
- Attending PSEH ICP Meetings about digital inclusion for patients and another about learning from complaints.
- Attended meetings about engaging in the City's Safeguarding processes.
- Attended the City's Drug and Alcohol Strategy meeting.
- Still attending the Portsmouth Long Covid Working Group.

PI said he had attended Shared Assurance and Improvement Programme meetings at which none of the Clinicians were present due to severe pressures on staffing due to COVID rates. PI also attended the Safeguarding Board which had a new Chairman, David Goosey, their new three year plan will have HPW input. The Senior Safeguarding Adult Review found that neglect in the community is one of the most prevalent and difficult issues right now, particularly those with learning difficulties. Dr. Carston has been recruited to advise needs for this. AMc helped greatly with this recruitment and PI thanked her for this.

GK reported that he had attended the recent PATCH meeting and that PCC are now involved. GK had completed Quality and Diversity training through HWP and wanted to recommend this free training to all contacts, as well as networking with other Healthwatches in the country. GK Chairs the local PATCH meetings, the Council now has representation at these meetings.

AK said he had attended the HWP Stall at Portsmouth Pride. He had also attended the HIoW Military Mental Health Alliance meeting where Talking Change had been discussed with NHS Solent. Trauma Awareness training via 10 videos is being rolled out to NHS staff.

A member of the audience thanked HWP for suggesting a dental practice in Alton – first class.

### **Item 5: Operational update on Healthwatch Service and Annual Review 2021-22**

SMc provided hard copies of the [HWP Manager Report to 21 June 22 Advisory Board Meeting](#) . (some of which she highlighted as below):

Pages 9-10: HloW ICS no specific mention of the "patient voice" in the new planning and provider structures.

Page 13: Care pathway for needle assault victims in Portsmouth night clubs – HWP would like to see pharmacies included in conversations and support.

Pages 16-17: HWP meeting with EDI team to improve access and support for deaf community, paraplegic patients, stroke patients.

Page 19: HWP continue building links regarding access to children and young people with learning disabilities including Down Syndrome to Speech and Language Therapy (SLT) services in Portsmouth.

Page 20: HWP to work with Portsmouth CCG Quality Improvement Team regarding care homes.

**Annual Review:** a hard copy of [HWP Annual Review doc Apr 21 March 22](#) was provided outlining HWP activities by quarter during the last 12 months. This included "3 Ways We Made A Difference" – producing a website page containing regular updated information to Portsmouth residents about the availability of NHS dental service, connecting families and children with Down Syndrome with service providers at Solent NHS Trust, helping pharmacies in Paulsgrove and Portsmouth CCG to resolve an issue regarding delays for patients to access repeat prescriptions.

**Workplan 2022-23:** Hard copy provided. [HWP Annual Work Plan 22-23 June update](#)

RB thanked SMc for her report.

### **Item 6: Portsmouth City Council Carers' Centre update – Ben Muller, Assistant Team Manager**

[Portsmouth Carers GP Carer Flag presentation June 22](#)

Ben outlined the work of the Service, it is part of Adult Social Care, they carry out the majority of carers' assessments in the city, they support anyone who looks after someone in an unpaid capacity where that person couldn't cope without support (the age range of carers is 5-105 years). This includes those caring for a child with an additional need. The service works collaboratively with partners across the community and voluntary sector and the health and social care system.

There is a data sharing agreement in place between Adult Social Care, Portsmouth CCG and Solent NHS which enables the flow of information across SystemOne. This is only applicable to residents within the ASC boundaries (PO1 – PO6 postcodes).

Principles:-

- 'Say it once' – Carers can register at their GP or Carers Service and the information will be shared across the system.
- Improved visibility, practices going from tens of carers to thousands.
- Enhanced promotion of carer welfare, wellbeing and health checks.

Streamlined flow of information between organisations.

He outlined the issues encountered during lockdown.

- 73% increase in referrals in 2021/22.
- Longest wait to be allocated to an assessment worker 2 weeks and 5 days.
- Longest average wait by month was 1 week and 6 hours (September 2021).

Ben also said that representatives of the Service invite patients who are carers to Portsdown Group to coffee mornings to discuss problems and solutions.

Question: SMc asked if this service was the same all over the H and loW region.

Ben said that this is only applicable to PO1-PO6 as not all regions are on SystemOne. It is possible to extend it over the region.

### **Item 7: Any Other Business**

AK thinks the three "big achievements" in SMc's report should in fact be four: 'driving the issue about dentistry'. All agreed.

No further items had been received.

### **Item 8: Questions from the Public**

Other than those raised during this meeting, none had been received.

### **Item 9: Close of HWP Advisory Board Meeting**

RB gave a really big thank you to everyone for their attendance, audience members, the HWP Advisory Board members and volunteers; he recognized that Advisory Board members are volunteers too. Many of the HWP Advisory Board are here today – thanks everyone

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#### **Future Healthwatch Portsmouth Board meetings:**

**Wednesday 17 October 2022 1700-1900hrs to be addressed by Sir Robert Francis QC,  
Monday 5 December 2022 1400-1600 hrs, Thursday 16 March 2023 1600-1800 hrs - all venues to be confirmed. Meetings will also be available to join on line via MSTeams link provided**

[HWP Annual Review doc Apr 21 March 22](#)

[HWP Manager's report to June 22 Advisory Board](#)

[Royal-Naval-Benevolent-Fund-presentation-June 22](#)

[Portsmouth Carers GP Carer Flag presentation June 22](#)