

Healthwatch Portsmouth Board Meeting 11 March 2021 - via Teams

Attendees:

Board: Roger Batterbury Chair (RB), Anthony Knight Vice-Chair (AK), Mary Amos (MA), Jan Dixon (JD), Peter Izard (PI), Ram Jassi (RJ) Graham Keeping (GK) Salma Ahmed (SA), Jennie Brent (JB)

Board Advisors: Emma Leatherbarrow (EL) (from Help and Care), Amanda McKenzie (AMc) (HWP Commissioner from Portsmouth City Council Public Health Team) Head of Nursing Faculty, University of Portsmouth

Healthwatch Portsmouth: Siobhain McCurrach (SM) Healthwatch Portsmouth Manager

Charlotte Mair (CM) Healthwatch Officer

Avril Adams-Baxter (Minute taker)

Apologies: Jane Bailey, Steve Glennon.

Item 1: Welcome and declarations of interest.

RB stated that this was a virtual meeting due to the Government's restrictions due to the Covid-19/Coronavirus pandemic.

He reminded people to mostly keep their microphones on mute as this helps with hearing the person who is speaking. There is a function on Teams for raising your hand to ask questions. The meeting is being recorded and he asked attendees if they were comfortable for the meeting to be recorded and say we are doing this to help keep a record of today's meeting and to help with the minutes & for Board members who couldn't attend today. He also asked attendees to ensure no one appears in the background if they have their camera on, especially children to ensure safeguarding and ICT and GDPR policies around consent and storing images/videos were being followed. If attendees were not able to guarantee this Roger asked them to use a background effect or to turn off their camera for the duration of the call.

MS Teams will inform attendees via a message at the top of the screen that the recording has started and their "participation in the meeting indicates your consent to being included in the meeting recording". Guests and external attendees can only view recordings if it has been explicitly shared with them.

RB said it has been yet another busy period for HWP with many virtual meetings both familiar and new. RB thanked not just the HWP volunteers but all the local volunteers who've supported the COVID-19 vaccination programme in the City, a truly great job. He thanked Avril Adams-Baxter for taking today's minutes.

RB reported that he had heard on the lunchtime news he saw that NHS England had produced the waiting times which for January 2021 patients waiting for treatment are 4.6 million, and NHS England figures for those waiting more than 52 weeks for treatment the figure is 304,044, compared to the NHS England figures from January 2020 when those waiting for treatment more than 52 weeks for treatment was 1,642.

RB asked the board members to introduce themselves:

Anthony Knight (AK) - Vice Chairman, involved in Veterans Mental Health and disabilities.

Jan Dixon (JD) - has been on the board for 2 years and has seen many changes in that time. Her background is in college lecturing in Health and Social Care.

Graham Keeping (GK) - started as a volunteer and then invited to join the board.

Peter Izard (PI) - board member.

Mary Amos (MA) - background in NHS, lecturer at Sheffield Hallam University and health promotion.

Jenny Brent (JB) - an ex-nurse, lecturer at Portsmouth University running unit for Adults with special needs.

Ram Jassi (RJ) - background in the MOD and health.

Salma Ahmed (SA) - new member of the board, background in housing association sector and charities.

Emma Leatherbarrow (EL) - Partnerships Director, Help and Care

Amanda McKenzie (AM) - Portsmouth City Council, Healthwatch commissioner

The Guest speaker - we will introduce when they appear on the agenda.

Item 2: Minutes of last meeting and matters arising

The minutes of the last meeting of 17 December 2020 - one amendment: Salma clarified her position, she was in the Housing Association sector of the council, and is still an informal unpaid carer.

(a note from SM: due to the transfer on 1st April of the HWP service contract to a new service provider we do not have access to an editable copy of the HWP December Board minutes to make the change.

Action point: Siobhain McCurrach confirmed that she had contacted PHUT and confirmed that they had sufficient medical supplies.

Matters Arising - SM reported that 'Make Every Contact Count' training had been completed by HWP Board members and staff and recommended this complimentary training for all.

SM reported the A&E 111 survey HWP input has been carried out - in her report

Item 3 Presentation - Keith Malcolm (KM) - Lead Nurse for The Armed Forces Trust

The planned presentation by South Central Ambulance Service was not able to go ahead as no-one was available to attend today's meeting but they have confirmed that they will be able to attend the next meeting.

RB thanked Keith Malcolm for stepping in at the last minute to provide this presentation.

Portsmouth is now a certified Veteran Aware Hospital and work is underway to raise this to a Veteran Friendly Hospital.

The Armed Forces Covenant - the people's promise to ensure that all veterans past and present and all family members are not disadvantaged in the country.

KM is the first person in the country to hold this position. He supports all ex-military/current military patients and staff with PTSD (Post Traumatic Stress Disorder).

He practically wrote his own job description and has complete autonomy in all matters regarding military people accessing the NHS locally.

The Defence Medical Welfare Service is involved along with all third party organisations in the provision of support, and the system is working well.

There is a continuing upward trend in the service provided.

They can only support identified veterans and there are plans to mandate questions asked of incoming patients to see if they have any military connections and there will be a system in place to ensure updates are entered.

Bullet pointed achievements since inception:

- Creation of the AFC lead nurse role
- AFC registration re-affirmed and on the National Database
- ERS Gold Award
- Veteran Aware reaccredited
- 100% of areas within PHUT have had training
- Host quarterly network meetings
- Monthly mini roadshows and events
- Cake, Camaraderie and Companionship
- Engaging with Primary Care
- Automated reporting for Admissions/Attendances
- Operation "Banter"
- Updated Reservists policy reflecting increase of additional A/L
- Live on-line assessment form
- Registered with Career Transition Partnership (CTP)
- Registered with Forces Families Jobs (FFJ)
- ED information booklet designed (Luke Martin)
- Planning a Veteran Befriending Service
- Initiative with Society of St James
- Press support

- Representative at BAME & LGBT Networks
- Designed a Challenge Coin
- Visited by Johnny Mercer MP the Armed Forces Minister

What's next planned and on the horizon:

- Tri-service recruitment programme for reservists
- Ex-military staff, military spouse/partner alumni network
- 6 monthly "insight" days as part of Step Into Health
- Presentation to JHG Serving Military
- Collaboration with Petersfield Hospital for CCC
- Preventative Crisis Care Plan
- Considering QAZAR alternative
- Launching 3 virtual chat rooms/live events
- Planning quarterly Brew, Bacon and Banter
- Awaiting HSJ Awards - 17 March 2021*

Questions:

AMc asked if there was a system in place to identify military personnel at Outpatients - KM said there was not.

Action:

*SM was asked to reflect any HSJ Award made and include in these minutes if information comes in time.

PI congratulated Keith on his achievements and asked if the process going forward for mental health services was to be done via an MoD referral?

KM said that any veteran arriving in QA Hospital with mental health needs is referred to the mental health team and the dedicated chaplaincy team. There is also the option to receive support from Positive Minds.

PI asked regarding the inpatient's ability to undertake activities of daily living: how would the patient tell QA staff about their previous serving record?

KM explained that this was only possible by declaration by current serving personnel. The hospital trust wants to support those patients needing help just like anyone who is a veteran. The MoD does this.

AK congratulated Keith on a great presentation and informed that Anthony provides clinical therapy support at the Fort (Cumberland) and signposts to safeguarding support. Anthony said that 5 months ago a veteran needed support, attended the Emergency Department at QA Hospital and was seen by the Veteran Aware Team. The Trust and Forgotten Veterans UK organised for the patient to be sectioned and supported with a detox course and within 5 months graduated from the programme. Keith said he would like to meet them.

AK informed Keith that the Portsmouth Military Mental Health Alliance became recently the Hampshire and Isle of Wight Military Mental Health Alliance (HIOW MMHA) but there was no QA rep at these meetings. Is this an oversight on the part of QA or is it because Solent NHS Trust runs the HIOW MMHA ?

Keith explained that he had attended the face to face meetings but had had IT problems so could not join the online meetings that had been held during the pandemic.

AK thanked Keith and said that he would bring him up to speed on the new Veterans Support Pathway.

Item 4 - Healthwatch Portsmouth Annual General Meeting

Siobhain McCurrach gave the highlights from her quarterly reports to the HWP Board:

April 2020 - Manager's report highlight

COVID-19 Mental Health Alliance for Portsmouth and South East Hampshire - Healthwatch Portsmouth monitored the development of services and approaches of the 'Wellbeing and Recovery Strategy' and will report to subsequent Board meetings.

Healthwatch Portsmouth website-based Service Directory - We conducted a review of the content of the Service Directory at the end of 2019 and undertook an update of the entries earlier this year.

Portsmouth Hospitals Trust New Urgent and Emergency Care Standards -national pilot project to improve patient experience in Accident and Emergency Department - Following research undertaken by 6 local Healthwatch during autumn 2019 Healthwatch England (HWE) published in February: What matters to people using A&E?

Solent Quality Account 2019/20 - Healthwatch Portsmouth were asked to comment on the Trust's draft Quality Account in anticipation of their producing the Quality Account for 2020 which will be presented later in the year to the Trust's Board and included as part of the Annual Report papers. Healthwatch Portsmouth commented on the layout and the overall readability of the 'public facing' document.

Portsmouth Clinical Commissioning Group - Healthwatch Portsmouth Chair, Vice Chair and the Healthwatch Manager met with the Head of Portsmouth Health and Care and the Chair of the Clinical Commissioning Group, discussing the way in which communication and engagement messages with patients and the public are working in relation patient choices made in their use of primary care.

Learning Disability Partnership Forum and Health Inequalities sub group - Healthwatch Portsmouth continue to work to broaden membership of the sub group to include service users as part of the important part of the work of the Partnership Board.

September 2020 - managers' report highlights

Healthwatch Portsmouth Volunteers - Have been gathering feedback from their networks and providing intelligence on what is happening locally and the impact that COVID-19 is having on patients' access to local health and care services.

COVID-19 Mental Health Alliance for Portsmouth and South East Hampshire - At the end of April Solent NHS Trust invited partners in the city to help develop a 'Wellbeing and Recovery Strategy'

NHS111 First: Early Mover site: Portsmouth (University) Hospitals Trust -We challenged Portsmouth Hospitals University Trust on the decisions taken as an Early Mover in the 111 First initiative that was being trialled in a handful of locations.

December 2020 - managers' report highlights

Shielding for people considered to be clinically extremely vulnerable to COVID-19 - In early October the Healthwatch Portsmouth Board was very concerned about the lack of government advice on shielding for those people who had previously been written to by NHS England and advised how to protect themselves in the early weeks of the pandemic. HWP wrote to Healthwatch England to express these concerns.

Portsmouth based vaccination from 8.12.20: we issued an update - NHS England have said that people aged 80 and over as well as care home workers will be first to receive the jab, along with NHS workers who are at higher risk.

GP Surgery website review - Have been gathering feedback from their networks and providing intelligence on what is happening locally and the impact that COVID-19 is having on patients' access to information on local health services.

HWP Carers project : 'What Matters Most to unpaid carers' - HWP Carers project : 'What Matters Most to unpaid carers' We launched on 16th November our flagship carers feedback gathering project to find out what has been the experience of Portsmouth residents, some of who due to COVI-19 had to become carers overnight, what they need and what needs to change. Headline results are being prepared at the moment and will be made available at the end of the year. The full report will be available in February after we have closed the survey 'mid January.

Reporting of Serious Incidents (SI) during early COVID-19 - Healthwatch Portsmouth asked both Solent NHS Trust and Portsmouth Hospitals University Trust (PHU) about the reporting of Serious Incidents (SI) during the early period of the COVID-19 pandemic due to anecdotal evidence of a drop in numbers reported.

COVID testing for people living in Support Living Accommodation and care home residents - Healthwatch Portsmouth has questioned the decision in Portsmouth for a single test for COVID-19 to be conducted for people living in Supported Living accommodation while frequent testing is being planned for residents and staff in care homes.

March 2021 - manager's report highlights

PCC forwarded our suggestion to public health comms team that they ask staff fluent in the most commonly used minority ethnic languages in Portsmouth to record guidance in a range of community languages to raise awareness of the need for compliance with national guidelines on preventing the spread of COVID-19.

GP surgery Website Review

Portsmouth CCG have asked if we could do a quick review by the end of March of progress made on improving the information available to patients on GP surgery websites and do a full review later in 2021.

Investors In Volunteers Award - In early February, Help and Care (the host organisation for Healthwatch Portsmouth) has achieved the Investors in Volunteers (IIV) award.

HWP's reach on social media - Our total reach on social media for Healthwatch is **125% increase** from last year.

Dental Services in Portsmouth - HWP provided patient feedback in early January to Stephen Morgan MP (Portsmouth South) who met with representatives of the British Dental Association Local Board, dental commissioning hub and Healthwatch Portsmouth. We described the local pressures we were hearing about. Two days later the intelligence we provided was included in a parliamentary speech delivered by Stephen Morgan MP.

Hanway Road Surgery/Portsdown Group Practice - patient feedback on call system - During my intelligence gathering discussion with the local Care Quality Commission primary care liaison officer I heard that the telephone system at the Portsdown Group Practice had been upgraded due to the number of complaints that had been received from patients unable to reach the surgery.

What Matters Most to Unpaid Carers - survey - At the end of December with the final report and recommendations (below) were produced in early February. We had 108 responses from carers. In the spring we will be working with Portsmouth City Council, Portsmouth Clinical Commissioning Group, the Carers Centre and other carers groups to bring about change for carers in response to what they said they need and what needs to change.

RB thanked SM for her report saying it was amazing to think what we have done with a very small staff team, supported by the HWP Volunteers and the Board, we have a very big reach.

Cllr Rob Wood said that he was very supportive of HWP and the things we are doing really well.

Item 5: HWP Manager's Operational update on Healthwatch Service

Coronavirus - Further to my report to the December Board meeting Healthwatch Portsmouth (HWP) has been striving to provide information to the public about available services and support and to gather feedback on people's experiences of health and social care during this unprecedented period of COVID-19. We have been taking part in online strategic level meetings, being the 'voice of the patient' in discussions and decision making. It has been an extremely challenging period and while the vaccine programme is in full flow the need for retaining some social distancing measures remains until the summer.

COVID Vaccination programme 2021 - Information has been provided to the public on our website, using the latest weekly updates provided to Healthwatch. In early March over 547,000 COVID vaccinations have been issued in the Hampshire and Isle of Wight (inc. Portsmouth) area.

Vaccinating unpaid carers - We are raising awareness of the opportunity for people who look after someone older or clinically vulnerable who couldn't cope without their help that they could be eligible for the Covid-19 vaccine as one of the next priority groups. RB said the 'sole carer' just needs to apply for a carer COVID-19 vaccination.

We Said - You Did : For the period January and March, here are the key changes we achieved in service delivery or service planning as a result of patient and user feedback and our escalation:(A full report of the impact of COVID-19 that local people have provided feedback to us on is being produced and will be published on our website.)

Jan - March

PCC forwarded our suggestion to public health comms team that they ask staff fluent in the most commonly used minority ethnic languages in Portsmouth to record guidance in a range of community languages to raise awareness of the need for compliance with national guidelines on preventing the spread of COVID-19.

Message received from Healthwatch England policy department

"I thought I would share this with you all as evidence of our collective impact. It is the annual appraisal letter the Secretary of State publishes reflecting on how well NHSE has done each year. There are three direct references to work Healthwatch have done that has supported / influenced NHSE thinking this year: The work on the **clinical review of standards**, in particular on A&E targets, and how we have kept the process focus on improving patient experience. **Big thanks to the six local Healthwatch who helped with this work.** - How we have provided insights into how changes in hospital discharge have affected people during the pandemic. I know lots of you contributed to this so big thanks. And the introduction of six week maternal mental health checks which have been introduced following our engagement on maternity and mental health issues conducted by the network in 2019. There is also reference to three other areas which are worth noting: - The Secretary of State also "commends NHSE/I for commissioning a review of patient transport services to help people get to and from NHS appointments". This obviously followed our calls for action so is good to see. Sec of State also "encourage continued engagement with patients on the use of technology to ensure that the changes actioned in this area meet their needs." This was one of the main asks of the **Dr Zoom work**. On NHS recovery, particularly around elective care, the letter says "Building on this work I am keen to ensure that NHSE/I continue to take account of feedback from patients, improving how they are kept informed about impacts on their care, and increasing the focus on interim support for those who may have to wait longer." This directly reflects the language and the points we have been making on the national Elective Care Taskforce through Thanks everyone for your contributions to all this work. We couldn't influence national policy thinking in this way without your efforts. Keep sharing your feedback and insights with us, it is making a difference."

Strategic matters

Healthwatch Portsmouth Board members and I have been busy representing the views of patients and the public of Portsmouth in a wide range of strategic level meetings across the city during this COVID-19 period, participating in online hosted meetings and calls.

We have made an impact with the Portsmouth University Hospitals Trust and in particular on the Trust's Shared Assurance Improvement Programme. Healthwatch has also made significant contributions at a strategic level in the following groups and committees:

Portsmouth Mental Health Military Alliance, COVID-19 Mental Health Alliance and its Community Engagement Sub Group, Positive Minds steering group, the Learning Disability Partnership Board, Portsmouth Adults Safeguarding Board, Portsmouth University's graduate health and social care recruitment programme, the University's Patient and Service User Forum, Portsmouth City Council's Health and Wellbeing Board, Portsmouth City Councils' Local Resilience Forum Health Protection Board's Local Engagement Board, Portsmouth Clinical Commissioning Group's Primary Care Commissioning Committee, Solent NHS Trusts' Community Engagement Committee and the Patient Family Carer Collaborative (PHUT).

Healthwatch Portsmouth held a Closed Board meeting (in 2 parts in February) to go through the draft responses to the HWE Quality Framework, Healthwatch Portsmouth's list of strategic committees it attends and the updated Annual Workplan for activities in the second half of the activity year (July 20 - March 21)

Operational matters

Healthwatch Portsmouth Contract - Portsmouth City Council have confirmed their awarding of a contract for the next 3 years to new a host organisation for Healthwatch Portsmouth which will be The Advocacy People. The Service will transfer on 31st March 2021. SM expressed thanks on behalf of herself and the team to Help and Care for hosting Healthwatch Portsmouth for the previous 23 months.

Healthwatch Portsmouth Annual Workplan - March final update

The Healthwatch Portsmouth Workplan for 20-21 has been subject to very many updates as we have responded swiftly to the health and care environment in which we are working. The most recent and updated edition of the workplan can be accessed in the report.

Healthwatch Portsmouth Quality Framework 2020-2021 - We have managed to make great progress on completing the responses from Healthwatch Portsmouth and producing our local response ready for Healthwatch England. I would like to thank Help and Care and HWP Board members for supporting this activity so comprehensively. We will have met the deadline for submission of 31st March.

Healthwatch Portsmouth Volunteers - Have been gathering feedback from their networks and providing intelligence on what is happening locally and the impact that COVID-19 is having on patients' access to local health and care services. The results of the desk-based review of GP surgery websites was published in Dec.

Investors In Volunteers Award - In early February, Help and Care (the host organisation for Healthwatch Portsmouth) has achieved the Investors in Volunteers (IIV) award.

Independent NHS Complaints Advocacy Service - We have been continuing to support clients in Portsmouth who have a range of complaints, some have been resolved by further discussion between client and NHS (i.e through discussion and direction to PALs). Some complaints have not progressed as the client has not gone on to engage, i.e. not returning consent forms or deciding not to follow through/withdrawing, sometimes due to not being able to be 'seen in person' to discuss their complaint.

Mental Health

Military Mental Health Alliance - Hampshire and Isle of Wight In late December we publicised the link to the new High Intensity Service that Solent NHS Trust is providing. At the end of 2020 the development of a new High Intensity Service Veterans Community Response Team (VCRT) was discussed between the partners (NHS Solent, All Call Signs & Forgotten Veterans UK) and facilitated by HWP Vice Chairperson. It was resolved in January that the Armed Forces Covenant money, held in trust for a VCRT, will be used to develop a bespoke training package to support volunteer veterans to qualify as support workers with Mental Health awareness skills. This means that Forgotten Veterans UK (FVUK) will continue to develop it's Quick Reaction Force (QRF) without duplication elsewhere. All Call Signs and Positive Minds (which is now offering support to veterans across HIOW) will work together to help FVUK to help support the QRF volunteer group. The next step is to determine the Multi-Disciplinary Team (MDT) set-up and collaborative working between the statutory and voluntary sector.

Positive Minds - We were planning, at the (already postponed) meeting in late December, to be raising our concerns about the stated plans to change the purpose of the drop-in centre.

Community

Domestic Abuse Bill (to be introduced later in 2021) - Local authorities across England have been allocated £125m to provide support and accommodation for domestic abuse survivors and their children. Local authorities across England will get an additional £125m to support people who have experienced domestic abuse.

Rough Sleeping and Homelessness Secretary, Eddie Hughes announced in February that the government would be providing the extra funding to ensure people who have been affected by domestic abuse can access safe accommodation as well as therapy, advice and counselling.

Pharmacy - Healthwatch Portsmouth received notice on 15th February that NHS England has approved the change of ownership application for Lloyds Pharmacy at 145-147 Somers Road, Portsmouth, Hampshire, PO5 4PT from Tibbs Healthcare Limited.

Learning Disabilities - Learning Disability Partnership Board - February newsletter

Autism - Healthwatch Portsmouth attended the February meeting of the Portsmouth Autism Forum and heard that young person's group 'Dynamite' were going to be doing a live streamed Question & Answer session about the Covid vaccination -.

Wessex Cancer Alliance feedback gathering: February - March

Starting on 18th February, World Cancer Day, Wessex Cancer Alliance launched their new Public Involvement Network for patients, carers or people who have been affected by cancer and would like to get involved with shaping cancer services and support in Dorset, Hampshire, Isle of Wight, Portsmouth and Southampton.

An online event is being organised for today, 11th March, or for people unable to attend.

Dental Services in Portsmouth HWP provided patient feedback in early January to Stephen Morgan MP (Portsmouth South) who met with representatives of the British Dental Association local Board, dental commissioning hub and Healthwatch Portsmouth. We described the local pressures we were hearing about. Two days later the intelligence we provided was included in a parliamentary speech delivered by Stephen Morgan.

Healthwatch England briefing and report - Subsequent to the parliamentary debate in on 14th January the Government did not change its requirement for dentists to perform 40% of their pre-COVID dental activity. However, in February we received from NHS England an update about patient access to NHS dental appointments in Hampshire and the Isle of Wight. NHS England said they were aware of a high number of questions about access to dental services so this information described the current arrangements. NHSE will send out further information as the situation evolves. The second document is a spreadsheet providing an overview of the range of dental services in the area.

Maternity services - From 22 February, pregnant women will be able to access their personalised care plans online and via app. This also means that newly pregnant women will no longer need to go through their GP and can instead self-refer online.

Wheelchair service -The November meeting of the Wheelchair Forum gave information about how the contract had been running since AJM started to provide the service in April: contract and reported that since AJM took the contract there have not been any service users that has gone over the 18 weeks waiting time but there are a significant number of service users that were transferred to AJM that have waited over 18 weeks.

Primary Care Hanway Road Surgery/Portsdown Group Practice - patient feedback on call system - Board members may recall that in December I reported that there had been problems for patients trying to reach their new surgery by phone, having been transferred from being a patient at the Hanway Road practice.

Future closure of Guildhall Walk GP surgery- September 2021 -Healthwatch Portsmouth were alerted at the end of February that the contract for the provision of primary care at the Guildhall Walk Healthcare Centre will not be renewed when it comes to an end on Thursday 30 September 2021. As a result of this, the surgery at Guildhall Walk will close.

Easter Bank Holiday opening hours for primary care services: - NHS England has confirmed that there are not currently asking all of primary care (general practice, community pharmacy, dentistry and optometry) to routinely open for Easter Bank Holiday weekend as happened in 2020.

North Harbour Medical Group - moving to new premises Healthwatch Portsmouth have received a copy of information sent to their patients. They will stay in Cosham Health Centre until the new premises are ready so there would be no disruption to patient care. The same team would then relocate to the Highclere site so patients would continue to see the same staff they're familiar with.

Secondary Care (and community based care) Carers - We launched on 16th November our flagship carers feedback gathering project to find out what has been the experience of Portsmouth residents, for whom many, due to COVID-19, had to become carers overnight, what they need and what needs to change. Headline results and an interim report were released at the end of December with the final report and recommendations produced in early February. In the spring we will be working with Portsmouth City Council, Portsmouth Clinical Commissioning Group, the Carers Centre and other carers groups to bring about change for carers in response to what they said they need and what needs to change.

Providers

NHS re-organisation

NHS White Paper (Feb 2021) 'Integration and Innovation: working together to improve health and social care for all' for a new Health and Social Care bill.

'Gathering Feedback From Patients' workshop - what really matters to patients - Further to Solent NHS Trust's feedback gathering workshop in November to find out what really matters to patients, how to ask that question and when to ask it we opted to take part in the follow-up focus group to direct the 'next steps for the Trust' entitled 'Feedback opportunities should be provided at every step of the way not just at the end of the journey' which tends to be our speciality area of work.

Parking charges at St Mary's Hospital for patients and visitors - Due to the Government introducing restrictions for a 3rd national lockdown we were informed on 5th January that Solent NHS Trust had decided not to impose car park charges for patients and visitors for the foreseeable future. We wrote website and social media postings to advise the public of the change to what had previously been in force.

Portsmouth Hospitals (University) Trust - Care Quality Commission Investigation into Serious Harm - February 2021. We have heard from the chief investigator involved at the Care Quality Commission of the ongoing investigation at Portsmouth Hospitals University Trust regarding a potential serious harm incident. I have been assured that Healthwatch Portsmouth will receive information on the findings of the investigation when it is made available.

Director of Communications and Engagement recruitment process - Healthwatch Portsmouth was invited to take part in the engagement section of the selection process to appoint the new Director of Communications and Engagement at PHUT which took place on 4th March.

Discharge of patients from QA Hospital who are likely to be homeless when leaving - We have been alerted by Healthwatch England of reports of people being discharged from hospital (because the patient no longer clinically needs to be in hospital) to go back to the streets after having tested positive for COVID-19. While hospitals are facing significant pressure on beds the homeless hostels are not set up to take COVID positive residents.

QA Hospital North Car Park - Ward extension - building on half of North Car Park - PHUT have approached PFCC to ask for their early views on the potential impact on patients and carers of restricted access to North Car Park on the QA Hospital site, at times, the entire car park will be unavailable, while construction work is underway to build a new ward for head injury and stroke patient rehabilitation services, which have been housed in the main hospital so far. PHUT estates office asked the Collaborative, of which HWP is a member, about preferences for the least disruptive impact of the construction work likely to take place between March and November 21. It is good to have received this invitation to provide input to the planning of the works prior to their starting and patients only discovering (potentially avoidable) problems from March.

Portsmouth Hospitals Trust Emergency Department (ED) Transformation Plan - update on progress Healthwatch Portsmouth met with Portsmouth Hospitals University Trust yesterday to discuss the development of the Building Better Emergency Care (BBEC) project, which is part of the Emergency Department (ED) Transformation project, inputting the patient family and carer perspective. We discussed the organising of a virtual Walk-Through of ED in the spring with the Head of Quality and Patient Experience Ward Accreditation and will be bringing news soon. The intention is that the patient feedback gathered from this virtual walk-through will help with the next stage of the planning for the pathways and the through-hospital urgent care provision.

NHS111 First: Early Mover site Portsmouth (University) Hospitals Trust - Further to the update I provided at the December Board meeting on the progress of the trial of '111 First' we have continued to be involved in very detailed discussions with the Chief Nurse about the way in which the service is being developed, working with the 111 call handlers and how the access arrangements for A&E is being communicated to the local population. We have been specific about our concerns for a potentially negative patient experience as the trial transitions into a full operating system and communications campaign is launched in the patient catchment area for PHUT.

Urgent and Emergency Care Standards in A&E: national consultation - NHS England had recommended replacing the current 4 hour wait target for accessing A&E with new measures.

Southern Health NHS Foundation Trust - Healthwatch Portsmouth have received notice that the Second Stage Independent Review into the deaths of four people, who died in the care of the Trust in the period 2012-2015, is commencing.

Portsmouth City Council - Portsmouth City Council has been responding to the Coronavirus outbreak with dedicated team to support the city's needs, spearheaded by the Local Resilience Forum.

Portsmouth Health and Care Update: - The Governing Board of Portsmouth CCG was able to seek clarity on the outstanding recommendations made by NHS England and has now approved them. This will see NHS Portsmouth CCG sharing a managerial Accountable Officer role with the other CCGs across Hampshire and the Isle of Wight.

Portsmouth City Council Health and Wellbeing Board meeting 3.2.21 - Of particular interest to Healthwatch Portsmouth was Agenda Item 5: Next Steps to Integrated Care Systems which included Portsmouth CCG's response to NHS England (Agenda Item 5, pages 19 -30).

Visiting care homes: new guidance from Government 8th March - New guidance to support safe care home visits during lockdown easing has been issued which will improve the quality of life for their loved one in the home and for themselves.

Hampshire and Isle of Wight Sustainability and Transformation Partnership - transitioning to Integrated Care System - As local systems gear up to transitioning from Sustainability and Transformation Partnerships (STP), Portsmouth will be covered by the Hampshire and the Isle of Wight Integrated Care System.

SA said the staff team should be congratulated on their achievements.

EL said that Help and Care was upset not to have won the HWP service contract but their priority was to maintain the staff team. EL said that she could see that from the first meeting she had had with the new provider organisation that the HWP service will be able to continue.

AMc gave her thanks to the staff team and said she was sad not to continue the contract with Help and Care. AMc thanked Help and Care for doing an amazing job at stepping in to help when the previous HWP service contract holder went into liquidation. AMc wants to ensure that there is an uninterrupted HWP service.

Cllr RW said he wanted to echo the words already said and that the Health and Wellbeing Board (HWB) had started a journey for us all - that it was important that their work continued in the city. There were emerging issues from COVID-19. HWB will look at service provision for the city as people come out of the pandemic.

JD offered her thanks to Siobhain and Charlotte, that it was a shock for the contract not to have been awarded to Help and Care. JD wanted to know about the availability of additional funding for staff.

SM said that there was additional funding available in the contract put up for tender but that was all she knew at this stage.

Item 6: Board Member Updates

AK reported on the Hampshire and Isle of Wight Military Alliance - NHS Solent have a 2 year pilot scheme project providing support for veterans. This includes the Portsmouth Mental Health Alliance's 9 point plan "Operation Courage" designed to make the city Mental Health Aware. They also have a 10 point plan for city residents going forward.

RB said that HWP had recently met separately with Stephen Morgan MP and Penny Mordaunt MP with regard to the Health and Social Care White Paper - to ask about the involvement of Healthwatch in decision making.

JD reported that she and RB had undertaken interviewing of student nurse candidates at Portsmouth University for the undergraduate physiotherapy course.

Details of other meetings attended by board members can be found in the Manager's Report.

Item 7: Any Other Business

There were no items submitted.

Item 8: Questions from the public

There were no questions raised from the public attending.

Item 10: Close of Board Meeting

RB closed the meeting at 3:55pm

The date of the next HWP Board Meeting is to be confirmed.