

Healthwatch Portsmouth Board Meeting 23 June 2021 - held online via MS Teams

Present:

Board: Roger Batterbury Chair (RB), Anthony Knight Vice-Chair (AK), Jan Dixon (JD), Peter Izzard (PI), Graham Keeping (GK) Jennie Brent (JB),

Board Advisors: Amanda McKenzie (AMc) (HWP Commissioner from Portsmouth City Council Public Health Team)

Healthwatch Portsmouth: Siobhain McCurrach (SM) Healthwatch Portsmouth Manager, Charlotte Mair (CM) Healthwatch Officer, Fergus Cameron, Independent Complaints Advocate

HWP Volunteer: Avril Adams-Baxter AAB) (Minute taker)

Guests: Tracy Redman (Head of Operations South Central Ambulance Service - SCAS), Clare Rachwal (CR) - Carers Centre Manager, Matthew Hilton (MH) - Chief Executive Officer The Advocacy People), Graeme Clark (GC) - HR Director The Advocacy People

Item 1: Welcome, apologies and declarations of interest.

Apologies: Apologies were received from Salma Ahmed, Mary Amos, Peter Izzard, Ram Jassi, Isobel Ryder

Declarations of interest: There were none

Welcome: RB welcomed everyone to the June 2021 HWP Public Board Meeting which due to the current Covid restrictions was being held on Teams. He reminded attendees of protocols. He said It has been yet another busy period for HWP with many virtual meetings both familiar and new, - meetings about digital technology, meeting the local health and social care provider organisations with key executives, and some additional meetings about the Integrated Care Systems (ICS) - which we will hear lots more about over the next year and ongoing, with terminology such as "Place based systems" and "subsidiary".

Local media ask for our views with comments from HWP in The News plus recently an interview on BBC Radio Solent.

He stressed again we must review our meetings schedule to ensure the distribution of attendance is equitable so it's not a small group of Board members who attend and make it a commitment that Board members attend at least one meeting representing HWP and look at a review of our Governance Handbook too.

He stressed the importance of all Board members attending at least one external meeting.

He had reflected that this week that it was 8 years since he joined the HWP Board and 8 years since the formal beginning of HWP, what a journey. Roger has reacquainted himself with the organisation's aims and informed HWP Board members that these would be revisited to ensure all were being acted upon.

It had made him think if we need to just ponder why we are here, Local Healthwatch's were established under the Health & Social Care Act 2012 to understand the needs, experiences and concerns of people who use health & social care services and to speak out on their behalf. Our main statutory functions are lengthy, but some of them are:

- Obtain the views of local people about their needs and experience of local health & social care services and to make these known to those involved in the commissioning & scrutiny of care services. To make reports and make recommendations about how those services could or should be improved.
- Promote & support the involvement of people in monitoring, commissioning, and provision of local health & social care services.

There are quite a few more, this is what happens when you reflect, and of course we mustn't forget that Local Healthwatch's are funded by & therefore accountable to local authorities in our case PCC.

Since the last meeting as a Board and as we advised there has been a change to our host organisation as part of the commissioning at Portsmouth City Council and I'm delighted that this afternoon we have on our Board agenda a presentation by The Advocacy People who are HWP's new host organisation and attending are the Chief Executive Matthew Hilton, & the Human Resources Director Graeme Clark giving us a presentation on future HWP Board membership/ governance.

This afternoon we have a typically packed Board Meeting, and as we are holding this in public, as Chair I will allow questions from any guests as we go through our meeting if you virtually raise your hand but will give preference to the HWP Board members as a matter of process.

This is Armed Forces Week and today is Reserves Day, I felt we should mention this as Portsmouth has a large veteran community and HWP are members of the Hampshire & IOW Military Mental Health Alliance Programme Board.

RB said that Steve Glennon had tendered his resignation from the HWP Board on personal grounds, he took the opportunity to personally thank Steve for his fantastic contribution as a Board member at HWP & on behalf of the Board we will miss you and a big thank you for your service.

Always bearing in mind that all Board members are all unpaid volunteers.

He asked if there were any further declarations of interest for today's agenda from Board members? There were none. He said we will give Board members an opportunity to refresh these, and they are published on the HWP Website.

Item 2: Minutes of last Healthwatch Portsmouth Board meeting 11 March 2021 and matters arising:

The minutes of the Healthwatch Portsmouth Board Meeting of 11 March 2021 were accepted. Proposed - GK, Seconded - Jan Dixon.

Item 3: Transfer of Healthwatch Portsmouth Board Membership

Matthew Hilton, Chief Executive Officer, The Advocacy People gave a short presentation. The Advocacy People have been in business for 20 years and were founded in Hastings trading as SEAP. The company now deliver an advocacy service in a changing world across the South of England and up as far as Milton Keynes. He has been with the company for three years. The commissioning with Healthwatch organisations is a good match and he said he had been very impressed with Healthwatch Portsmouth and all the contacts. It had been a relatively seamless transition from Help and Care with few problems encountered and was keen to exchange best practice and build on strength. The Governance Handbook will be reviewed and revised where necessary.

Graeme Clark HR Director, The Advocacy People agreed that it had been a good transfer, the support network is in place and anticipated the minimum of interference and sharing of data between the different Healthwatch locations.

Questions: there were none

Item 4: Presentation by South Central Ambulance Service (SCAS)

Tracy Redman (TR) Head of Operations South Central Ambulance Service (SCAS) gave a Powerpoint presentation. Front line health care was very challenging during Covid and requirements fluctuated.

The SCAS area covers Portsmouth and South East Hampshire up to Milton Keynes and incorporates the 999 Service, 111 Service and Patient Transport Service. In other areas of the country, these are separate. The Review and Dispatch Co-ordination Centre operatives assess and direct patients to the 'right treatment at the right time in the right place' not just to A&E but also to GPs, Urgent Treatment Centres, offer advice, book appointments directly, refer to non-clinical services offered by the voluntary sector and internally link into Social Care and mental health provision.

The 999 service provides 50 shifts per day from North Harbour Portsmouth, plus ambulance response cars, mobile managers providing support and community first responders.

The service receives 300 999 calls per day; during lockdown, demand was lower than normal. SE Hants busiest. Patient Transport faced the challenge of only being able to carry one patient at a time rather than the usual 8 patients and difficulties experienced when family members were not able to accompany their loved ones. Communicating through a mask to vulnerable patients has been a challenge through the pandemic.

Currently, demand is breaking all records and this is not wholly Covid related.

Keeping staff safe has been priority.

The Command and Control structure has adapted, help from the military across all three services and St John Ambulance has been great

Staff have been exceptional and resilient. All who wished to be vaccinated have been. Doing Lateral Flow testing twice a week. Support from the public has been fantastic but there are worries about contamination.

Targets:

1 - 999 calls - should be dealt with in 7 minutes - 6.5 minutes achieved

2 - emergency - should be dealt with in 18 minutes - 17.5 minutes achieved

3 - under 2 hrs - outside target

4 - under 3 hrs - outside target. Categories 3 & 4 are under review to see how improvements can be made.

Questions:

Q: AMc - thank you for this really good insight - is there any reason for the increase in 999 calls

A: TR - data is not available, but there has been a noticeable increase in the under-50s

Liz Le Roy - Adult Social Care is seeing a sudden surge in demand across the board.

Q: CR - is there any data on how many of the calls are preventable because people not aware of the correct service required? Carers struggle getting the right service when they are at crisis point, so dial 999.

A: TR - no real detail is currently available, but 12%-13% are dealt with by the centre and no ambulance response required. 111 needs to be promoted to carers.

CR - promotion of where help can be obtained across the board in needed. What leads to being overwhelmed? Care plans help to prevent deterioration help Ambulance service contingency plans to know what 'normal' is

Q: SM - is there any data on why 999 calls are higher in the Portsmouth area than in the rest of the country?

A: TR - it could be the density of population here or the deprivation

Q: GC - has there been an increase in staff absence causing understaffing?

A: TR - there was initially a rise during lockdown and again recently. There is mental health support available to staff and not all increases are due directly to Covid. - RB stated that Mental Health Alliance are looking into this.

AAK: accuracy of care plans (patient details) held on the shared data systems for SCAS and GPs is important.

RB: regarding dental advice being sought on 111 is there an uptick in request for info? SCAS to find out.

RB invited SCAS to address HWP Board in 12 months time. Tracy Redman will be pleased to return to update.

Item 5: Operational update on Healthwatch Service

[See link to full report](#)

There were no questions asked of the report but Lesley from Gosport said that there was a lack of access to GPs in Gosport. Struggle to get through on the telephones, care navigators are taking people through the forms on the surgery phone line. She hears from all ages that the e-consult form is v difficult to use. SM said there is a review of the use of e-consult to be conducted across Hants and Isle of Wight area. We'll include a question on it in our forthcoming HWP review of GP surgery websites. (Action: SM)

Item 6: Portsmouth Carers Centre Update

Clare Rachwal - Carers Centre Manager - stated that like everyone, this had been a strange year for the centre. During lockdown there was a drop off in new referrals, but recently there has been a high number of new requests.

The Centre is open for business again and some of the original 78 support groups are now meeting again. A number of carers do not want face to face meeting.

Estimates:-

10 years ago, it was estimated that there were 17,000 to 18,000 unpaid carers in Portsmouth but it is estimated that this number was not a true reflection and currently the number is very much higher than that. At the start of lockdown, the estimated number of unpaid carers in the UK was 9.1 million, this has now increased by 4.5 million.

6 months in to Covid:

78% of "patients" needed more care

64% of carers had had no break

58% of carers said their physical care was worse

64% of carers said their mental health was worse

29% of carers have been able to maintain their own health and well being

Early intervention for new carers is vital, providing actual and emotional support cuts down the need for emergency help

Item 7: Board member updates

RB said he was mindful of time and would supply AAB with a list of meetings attended so that they could be put into the minutes:

- Place Based Partnership Meeting - combination of the Health & Wellbeing Board members and the Portsmouth Provider Partnership (P3) Meeting discussing implications of the "Place" based provision of care outlined in the recent Health White Paper

- Adult Social Care at Portsmouth City Council - interview panel member for Head of Service roles
- PLACE - patient led assessment of the care environment - supporting the St Mary's Urgent Treatment Centre carry out PLACE
- Attended an ICS Digital Inclusion Network Meeting - not sure if there will be more
- Attended meeting with Pamela - Solent NHS Trusts Associate Director - Head of Diversity & Inclusion
- Attended the Engagement & Inclusion Committee - hosted by Solent NHS Trust
- Regular catch-up meetings with Siobhain
- Attended the Portsmouth Mental Health Alliance
- Attended the Portsmouth CCG Primary Care Commissioning Committee
- Attended the Local Outbreak Engagement Board
- Worked with Siobhain & the Board on the 3 local Trusts Quality Accounts - giving comments to be published
- Met with Solent NHS Trusts Medical Director for Adult Services in Portsmouth
- Attended the University of Portsmouth Health & Care Service User & Carer Steering Group
- Ccorrespondence about local dentistry issues with Senior Commissioning Manager for Dental at NHSE/I for the Southeast Region"
- Plus a host of other meetings and emails on a daily basis

No other notes of meetings attended by HWP Board members have been received by HWP office.

Item 8: Any Other Business

None

Item 9: Questions from the public

None

Close of Board Meeting:

The next Healthwatch Board Meeting will be 29th September 2021 6pm - 8pm online.

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