

## Healthwatch Portsmouth Advisory Board Meeting 8<sup>th</sup> December 2021 - via Teams

### Attended:

**Healthwatch Portsmouth Advisory Board:** Roger Batterbury Chair (RB), Antony Knight Vice Chair (AK), Jan Dixon (JD), Graham Keeping (GK), Jennie Brent (JB), Ram Jassi (RJ), Salma Ahmed (SA),

**Portsmouth City Council Commissioner:** Amanda McKenzie (AMc)

**Healthwatch Portsmouth:** Siobhain McCurrach (SM) Healthwatch Portsmouth Manager, Fergus Cameron Senior Advocate Coordinator (FC), Marianna Gardener Senior Engagement Officer (MG)

**HWP Advisory Board Minute Taker:** Siobhain McCurrach (SMc) Healthwatch Portsmouth Manager

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

**Apologies:** Apologies were received from Mary Amos, Isobel Ryder, Peter Izzard, Chris Noble (CN) Operations Director, The Advocacy People, Operations Director and guest speaker Carole Phillips, Clinical Director of Brunel Health Primary Care Network.

**Declarations of interest:** There were no declarations of interest. RB requested to update his information. SMc to send out forms to all board members. **Action: SM**

**Welcome from HWP Chairperson:** RB welcomed everyone to the December 2021 HWP Public Board Meeting being held online via Teams. HWP had hoped for a blended meeting however we are still in a Covid-19 pandemic, there are rising numbers in Portsmouth, and now a new transmissible variant of Covid-19 (Omicron). RB reminded attendees of meeting protocols.

It has been another busy period for HWP with lots of virtual meetings both familiar and new. This week RB joined an interview panel for prospective student nurses at the University of Portsmouth. Regular meetings took place in which HWP have a seat. These included the Health & Wellbeing Board, the local Outbreak Engagement Board and Primary Care Commissioning Board. HWP continues to work with the Portsmouth Down Syndrome Association (PDSA) and Solent NHS Trust over access for children with Down Syndrome to Solent's Speech and Language Therapy service. PDSA presented to the Board in early 2020 and raised an issue with us in their presentation about access for families to services. SMc and RB continue to work closely with PDSA and Solent NHS Trust to work on a solution.

It is worth mentioning that from April 2022 there will be the Hampshire & IOW Integrated Care Systems (ICS) - which we will hear lots more about over the next few months and years and ongoing, with terminology such as "Place based systems" - especially in Portsmouth.

Our "postbag" a collective description of emails, social media posts and conversations, continues to be primarily about access to dentistry, and access to primary care/GPs. The HWP Manager's Report will highlight these, other matters and many of the meetings HWP have attended.

Our local newspaper The News continue to ask HWP for comments on matters pertaining to health & social care. HWP has also appeared on Meridian TV news and WAVE105 (radio station) - which is always a great experience and a huge footprint for our small team. A big thank you from the Chair to SMc for all the effort to make this happen seamlessly.

The Chair reminded all those attending the meeting that as it is a public board meeting, questions are allowed from the public and board members. RB went through the protocols. The advisory board also introduced themselves over Teams. AK and GK joined the meeting later due to IT connectivity issues. RB gave apologies again on behalf of guest speaker Carole Phillips for not being able to attend at such short notice due to Covid.

### Item 2: Minutes of last Healthwatch Portsmouth Board meeting 29.9.2021 and matters arising:

The minutes of the Healthwatch Portsmouth Board Meeting of 29 September 2021 were accepted as a true and accurate record of the HWP Board meeting in October. The minutes were proposed by JB and seconded by RJ.

### Item 3: Operational update on Healthwatch Service

SMc ran through highlights of the HWP Manager's Report due to guest speaker Carole Phillips being unable to attend this board meeting. The full 32-page report will be published after this board meeting on the HWP website and will be sent to the advisory board members.

Report: [HWP Manager report to Dec 21 Advisory Board mtg](#)

Highlights discussed, included: Covid-19 pandemic; NHS England's new health equality approach CORE 20+5; NHS Dental Services and local patient experiences, long Covid and a new information portal for adults and children; health inequalities and Prof Chris Witty's latest paper (Serious Health Challenges in Coastal Communities); HWP operational matters; HWP volunteers and initiatives; Hampshire & IOW Integrated Care System (ICS); Healthwatch England updates; health and social care updates including the new National Director of Healthwatch England, Louise Ansari; primary care including HWP GP website reviews, GP registrations experiences and Push Doctor, practice and patient charter, Extended Access Service; community based services including Black History Month, wheelchair services, new services in mental health, dementia care and gaps in services; carers and the CQC, maternity services, equality, diversity and inclusion strategy updates.

### Questions and comments from board members and the public on the HWP Manager's Report:

NHS England CORE 20+5:

SA wanted to know if the LGBTQ+ community and older age groups are on the list of groups that are at risk of health inequality. SMc suspects they are and is sure they will be covered by the strategy.

Hampshire & IOW Integrated Care System (ICS):

*RJ - Do we have any information on the movement of funding between the current and new ICS?*

*SMc - I do not but that is the sort of question Jo York will present to the board in March.*

*RJ - Okay, great because I do not think there is new monies coming into ICSs. I also read that the commissioning groups will be discontinued. What is the game changer here? What is the cost benefit analysis of moving to ICSs? We need to examine that further.*

*SB - I agree Ram, if we are meeting with the executive team from ICS that is the question, we can pose to them before Jo York joins us in March to talk about ICG, ICS, the roles - it's a complicated process and Jo will explain it more.*

*RJ - Thank you Chair. I read something, I think an NHS England report, that stated there will be target funding, so initial funding as is now so they do not destabilise the system and target funding based on geographical requirements. Where there is greater social deprivation, for example, money will be enhanced and that was like how the old system use to work - green book allocation of funding?*

*The concern is one area is shortchanged for another. Again, it's all discussions for later. Thank you Chair and SMc.*

*SJ - Regarding the new structure; will it lead to greater privatization of the health service locally, let alone nationally? It would be great to hear from Jo on that too!*

*RB - Save that question for March, Jo will answer questions from the board if that is one of the questions. Thank you.*

Health & Social Care:

Comment on new Healthwatch England's new National Director, Louise Ansari:

*SB - The previous National Director of Healthwatch England joined a previous board meeting to help us celebrate the NHS's birthday and cut the cake. We can ask Louise to attend a public face to face board meeting too.*

**Action: SM**

Primary Care:

RJ mentions how the GP surgery, East Shore is trialing Push Doctor. SMc asked for feedback on how well it goes.

Introduction to FC's role at HWP:

The Chair asked FC to introduce himself and his role within HWP; FC visits public areas of services then documents and publishes reports which are given to the service providers which helps to create a dialog and to improve services. FC also conducts other research and supports local events, such as the two that took place recently in Cosham which received a good response. FC also thanked the Board, HWP staff and volunteers for all their hard work.

Dentistry:

SA gives thanks to RB, SMc, HWP volunteers and everyone for all their hard work this year during a challenging time. SA poses the question on the work done on dentistry and NHS access services for local service users. She also declares a declaration of interest as a close family member has recovered from mouth and tongue cancer recently.

SA raises the issue of lack of access to dentistry for patients and residents, not only to receive cancer treatment but cancer prevention. Early prevention is possible if people can access their dental NHS services. She asked, *given the lack of access to services locally what do health professionals believe on the cases that may have been missed in terms of diagnosis or early prevention of mouth and throat cancer? There is also the issue of residents not wanting to feel a burden on the NHS during Covid times/not going to their doctor, so do we have a feel of how many cancer cases could have been prevented if we had good access to local dentistry? How many cases would normally have had come up with good access and how many would have come up for prevention of cancer and in the context of dentistry?*

RB - *they are really good questions. There is so much you have said there SA that is so important. We will follow up as we are not in a position to answer those today. Thank you very much. Action: SM*

FC states that he and MG met with a local community group called Diversitia to discuss the translation service available on GP websites which none of the members were aware of. Marianna pointed out it is only available using Google Chrome. FC said, *what I like is that HWP comes up with clever and elegant solutions, and on the ground, it is great to be able to show information to make a difference.*

Clr Hook - *I would like to come back to what SA was saying about dentists. I asked similar questions at a recent CCG meeting regarding dentistry, opening times during the Covid period etc. The response I got was very disappointing; no records of who was open, who was closed, at what stage they reopened etc.. I was very disappointed and thought I would share with SA.*

RB - *Thank you for sharing, it's fascinating when you assume things are happening. We have a link to the NHS England Wessex Dentistry Commissioning team in the report and will also put some of the questions to them.*

Primary Services and Long Covid:

Stan Spooner (SS) introduced himself and his background (operated in the health and wellbeing sector, a veteran and working in the research field focusing on twin research and long Covid research) and the work he is doing helping the community (including mentoring a local veteran, setting up health and wellbeing groups, Service Dogs UK). SS wanted to make HWP aware of another orthodontist surgery in Havant, as well as questions/concerns he raised to QA Hospital as a patient using its services (from a national and personal interest) and the facilities and services available to those (like himself) who have a heart condition and long Covid. RB thanked Stan for his continued work and great contribution although not a board member, as well as thanking him for attending meetings virtually and in person.

#### **Item 4. Board member updates:**

Board members who were unable to attend this meeting today have attended many meetings. The Chair has asked all board members to send over a list of all meetings they have attended, and a summary which will be published with the board meeting minutes. The Chair also stated it's fascinating listening to SMC's report; HWP has such a reach and it's amazing what we can do from following up on conversations.

#### **Item 5. Portsmouth Primary Care Networks: An Introduction:**

Apologies were received and mentioned by the Chair at the opening of this board meeting, from guest speaker Carole Phillips, Clinical Director of Brunel Health Primary Care Network, who is unable to attend at short notice due to Covid.

#### **Item 6: Any Other Business (AOB)**

No items for AOB had been received by the HWP Chair. Comments and issues were raised throughout the meeting by board members, as noted above.

#### **Item 7: Questions from the Public**

No questions had been received by the HWP Chair in advance of the meeting. Questions and comments had been raised throughout the meeting by the public, as already noted above. Further questions, comments and experiences were shared as noted below.

Primary Care Difficulties and NHS Complaints:

Rowshonara Reza (RR) - *It is very different as we are carers for my mother and we live in different houses. Getting a GP appointment and trying to get through to a GP is horrific. If my mother gets through to the*

*surgery, operating the first system/choosing options on the phone is difficult. It's hard to explain but it's just horrific even to get to the first stage.*

*My mum has a heart issue, and we went to a local treatment center for an ECG scan however they handed out the wrong ECG scan (time stamp was different). We waited 4-6 hours because A&E were given the wrong scan and diagnosis. Who do I go to with this and how do I make a complaint?*

*FC: There is the NHS complaint advocacy service, so please contact us via The Advocacy People or on our website. Raise a formal complaint about your experience, give us a call and I can help you - that is the quick answer.*

*RR: I have more to add but I know the meeting is coming to an end and I have been eagerly waiting for this meeting this year. Dentists is another big one, especially people with language barriers; because of the amount of people in Portsmouth, there is an overcrowded health and equality system. Some people when they come for their Covid jabs, they talk to us about dentistry and having a dentist to come into the community too.*

Diabetes UK and future work in Portsmouth:

Gwain Evans (GE) introduced himself as the new Improving Care Manager for Diabetes UK, covering the Southeast. He will be working closely with organisations such as the NHS, CCGs and LAs. His scope will primarily be working in the Portsmouth area due to the data from a national diabetes audit and prevention programme. Sadly, Portsmouth has poor outcomes from diabetes nationally and regionally. GE stated he will be working on this for the coming months and years and looks forward to working with HWP. He stated the HWP Manager's Report rang a few bells with him on health and equality, and on the merger of the ICS, reiterating he would be working extensively with organisations in Portsmouth to raise awareness and influence service providers. Meetings he attends seem to focus on Covid recovery, but GE wants to ensure services are approaching it from what happened before, during and after Covid.

RB responded by asking GE to share his email address on the Teams chat function as attendees were requesting it and to also email the HWP team to catchup and have a larger conversation around this.

Primary care and GPs:

Arthur Agate representing the Overview and Scrutiny Panel from East Hants District Council, wanted to share his success at using his local GP surgery and its services for diabetes.

*SJ - Arthur's comments have triggered a thought about the new NHS guidelines for GPs for older people and not doing routine checks. It is a concern due to the prevention agenda because older people should have access to the services they need when their health deteriorates, which can be prevented. Is this an issue we can look at? I am concerned older people do not get a poorer service.*

RB states it is something that HWP can raise. The Covid booster programme has allowed GP services to change and reconfigure. RB says, *it is on our agenda - thank you. It is very important to raise this issue in public. It is important that the board, audience, and volunteers know exactly what we are doing, and going through SMC's report as we did not have our primary care speaker, you all heard in detail all aspects HWP is involved in, the vast spread of meetings, the emails.*

### **Item 8: Close of formal part of Board meeting**

HWP Chair Roger Batterbury thanked everyone for their attendance, audience members, the HWP Advisory Board and volunteers, reminding online attendees that Board members are also volunteering their time to HWP and are also active volunteers.

He reiterated the reasons why this meeting had to be conducted virtually and not in-person, and how there would be future face-to-face celebrations to say thank you to HWP volunteers.

The Chair reminded the online audience about Covid vaccinations and booster jabs which are still available. He stated all questions and comments made in the chat function on Teams throughout this meeting will be noted and answered. Roger wished those who celebrate Christmas, Happy Christmas and gave details of the next meeting in the New Year, with the hope it will take place face-to-face.

He stressed the usefulness of Healthwatch Portsmouth's website for health & social care information and urged all to visit our social media platforms HWP is on Facebook, Twitter and Instagram.

### **Item 9: Celebrations and thank you to our HWP volunteers**

The changes to these face-to-face celebrations were mentioned as part of the formal closing of the board meeting by the HWP Chair, as noted above.

*Next meeting of Healthwatch Portsmouth Advisory Board in public: Tuesday 22<sup>nd</sup> March 2022. Training Room in the Learning and Development Centre, Block C, St Mary's Community Health Campus, Milton Road, Portsmouth PO3 6AD.*

Email: [info@healthwatchportsmouth.co.uk](mailto:info@healthwatchportsmouth.co.uk) Facebook: [facebook.com/HealthwatchPortsmouth](https://facebook.com/HealthwatchPortsmouth) Web: [www.healthwatchportsmouth.co.uk](http://www.healthwatchportsmouth.co.uk) Twitter: [@HealthwatchPO](https://twitter.com/HealthwatchPO) Instagram: [HealthwatchPo](https://www.instagram.com/HealthwatchPo)