

Healthwatch Portsmouth Advisory Board Meeting 22nd March 2022 - face to face and 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), Salma Ahmed (SA), Peter Izzard (PI), Chris Noble (CN)
Healthwatch Portsmouth: Siobhain McCurrach (SM) Healthwatch Portsmouth Manager, Marianna Gardener Senior Engagement Officer (MG)

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

Guest speakers: Jo York, Managing Director Health and Care Portsmouth; Sally Ruffitt, Community Psychiatric Nurse Solent NHS Trust; Lucy Brown, Peer Mentor Co-ordinator Homeless Drug & Alcohol Team, Society of St. James; Clare Rachwal, Manager Carers Centre.

Item 1: Welcome, apologies and declarations of interest:

Apologies received from Ram Jassie (RJ) and Isobel Ryder (IR), Mary Amos.

RB welcomed everyone to the meeting. He reminded everyone of the GDPR protocols and that this was a blended meeting of face-to-face & virtual as we are still in the Covid

RB mentioned that as of 1st July 2022 there will be the Hampshire & IOW Integrated Care Systems (ICS) - which one of our guests speakers talk about and how it will impact Portsmouth.

“Postbag” , a collective description of emails, social media posts and conversations, has been primarily about access to dentistry, and access to primary care/GPs, Siobhain will highlight these and 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 and on Wave 105 the radio station.

RB stated that Siobhain was nominated for the Portsmouth Inspirational Woman of the Year award in the health category, and quite rightly won!!

Declarations of interest: There were no declarations of interest.

Item 2: Minutes of last Healthwatch Portsmouth Board meeting of 8 December 2021 and matters arising:

The minutes of the Healthwatch Portsmouth Board Meeting of were accepted as a true and accurate record of the HWP Board meeting in December.

Action 1: SM confirmed that forms had been sent out to all Board members.

Action 2: SM confirmed this is in hand.

Action 3: SM confirmed she is pressing for HWP to be invited to the re-procurement process and that she would seek figures for the number of throat cancer cases that could have been detected had the service been acceptable.

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

Item 3: Operational update on Healthwatch Service

Full report and links to documents available on line .

SM ran through highlights of the HWP Manager’s Report which included:

Coronavirus pandemic - pointed to the Hive Portsmouth’s report on the impact of the pandemic on city residents, booster vaccinations, access to COVID anti-viral treatments and long COVID.

NHS England - NICE message, South Coast Ambulance Service meeting, postponement of annual health checks for the over 75’s, access to NHS Dental Services.

Health inequalities - new Government policy designed to level up, Portsmouth highlighted in this report.

Strategic matters - future dates of meetings, the June meeting (AGM) will have Sir Robert Francis QC Chair of Healthwatch England addressing the meeting and the draft Portsmouth Annual Workplan.

Operational Matters - HWP staff recruitment, HWP Volunteers and HWP GP surgery website review follow up.

QA Hospital Emergency Department - including Building Better Emergency Care (BBEC) Engagement Plan re-start.

Elective Care Delays - new Diagnostic Centre and new elective care catch-up plan

Hampshire and Isle of Wight Integrated Care System from July 22 - NHSE priorities and operational planning guidance publication, new System Quality Group guidance issued, local HW relationships with ICS’s ICS Development report issued, Integrated Care Partnerships collaboration tool kit.

Health and Social Care - new white paper

Primary Care - Access to GP Surgeries.

Community based services - Support for homeless people, Drug and Alcohol Plan for Portsmouth, Care pathway for needle assault victims in Portsmouth night clubs, Dementia including commitments of care and delivery plan.

Mental Health - HW England briefing on the Health and Social Care Select Committee report, Children and Young People's Mental Health Report. Access to Mental Health Services across the UK during COVID pandemic. Community Mental Health Framework.

Autism - minutes of the Portsmouth Autism Community Forum, Public Service Consultants.

Learning disabilities - newsletter, Moving Forward Event, PCC SEN Service feedback request.

Carers - what matters most to unpaid carers survey recommendations.

Secondary Care Service - HWP walk thru QA Emergency Department, Equality Diversity and Inclusion Strategy, CCQ report on maternity services, access to QA Hospital for deaf community (HWP working closely with Portsmouth Deaf Club).

Healthwatch England - "your care your way" launched.

Solent NHS Trust - invite to stakeholder briefing event, Solent new vision and strategy, access for children and young people with learning disabilities to speech and language services.

Portsmouth City Council - care home Omicron Support Fund, dental support of home residents to receive oral health check, update from Portsmouth Adult Safeguarding Board annual report.

There were no questions for SM at the end of her presentation.

Item 4: Portsmouth Place Based Partnership in Hampshire and Isle of Wight Integrated Care System (HIOW ICS) - Jo York, Managing Director Health and Care Portsmouth

The Health and Care Bill February 2021 was designed to remove barriers that stop the system being truly integrated, remove transactional bureaucracy and enabling best use of technology, making the system accountable and responsive.

The ICS will take on statutory functions of CCG's and create formal partnerships with local authorities. New powers for the Secretary of State for Health and Social Care.

Integrated Care Board - ICB - responsible for day to day running of the ICS, NHS planning and strategy, capital and revenue spending plans (NHS bodies) and delivering financial balance, ability to place level and provider collaboratives. There are two key bodies:-

Integrated Care Partnership - ICP - responsible for supporting integration, promoting partnerships and producing plans to address wider determinants for health, public health and social care needs.

Local organisations to agree and arrange, collaborative approach to development.

Portsmouth has a good track record of innovation and delivery and a well established integrated approach for commissioning and provision. There will be a shared executive team made up of Directors and Heads of departments.

QUESTION: RB asked if the project was still as predicted cost neutral and were there any details available.

ANSWER: Jo York said it was on course due to cost savings and efficiencies with the future merger of CCGs. Jo York said that transitional things were in place, but not clear yet as to how it will work.

QUESTION: AK asked if this will make things easier and if it been looked into closely?

ANSWER: Jo York said that so far, promising feedback had been received, better than in other areas of the country due to stalling in the pandemic but now moving forward.

QUESTION: AK asked if the dental mobile facility suggested by Penny Mordaunt would be viable.

ANSWER: Jo York said there has been no progress as yet, but it is under discussion.

Clare Rachwal said that Social Care was looking at all areas - TLAP Think Local Act Personal - and working together in a more meaningful way.

SM said that HWP had made the most of continuing to work directly with Portsmouth CCG, maintaining our direct links.

Item 5: Mental Health and Homeless Support in Portsmouth - Sally Rumfitt, Community Psychiatric Nurse, Solent NHS Trust. Lucy Brown, Peer Mentor Co-ordinator, Homeless, Drug & Alcohol team, Society of St James

Homeless facts:-

73% of homeless people have physical health issues.

Life expectancy is 47 years for men and 43 years for women, compared to 80 years for men and 83 years for women in the general population.

80% have mental health issues.

48% have substance misuse issues.

January 2020 - Government provided extra money to improve conditions for the homeless - COVID changed all that. The Complex Needs Team was set up to provide all homeless with hotel accommodation - 440 places were found. In September 2020 they were moved out to rough sleeping and homeless placements all over the city.

COVID made the homeless a more visible health issue of those with complex needs

The team has 25 support workers, 6 recovery workers, 3 mental health nurses and 3 psychologists, based on the third floor of the Central Library, open 7 days per week 0900-1900 hrs. Staff have 15 caseloads each.

Peer mentors are also in place. They provide help of all kinds, including support for making GP appointments which can be difficult, housing, social payments, dealing with the whole person. They have outreach patrols looking for rough sleepers. A Homeless Centre in Elm Grove provides washing and laundry facilities, internet access and some beds and a Recovery Hub. The Salvation Army are also involved.

QUESTION: AA-B asked how those who do not want to be helped or those with substance abuse issues and won't abide by rules are dealt with.

ANSWER: Sally Rumfitt said that they keep trying to help and they do not always succeed.

QUESTION: SA asked about the probability that due to economic crisis the number of homeless will increase.

ANSWER: Sally Rumfitt said increased demand will need increased resources, but they have guaranteed funding for three years and projected funding for the next 10. They provide a bridge between services.

QUESTION: AK asked about dealing with those with joint mental health and substance abuse problems

ANSWER: Sally Rumfitt said they have two mental health workers available.

SM stated that communication of these services could be problematical.

A poem was read out.

Item 6: Autism for Adult Social Care: Clare Rachwal, Manager Portsmouth Carers' Centre

New Strategic Plan is to be formulated designed to find out how Autistic and Neurodevelopment (ND) people are experiencing public services, where there are gaps in support, the level of demand for potential or reconfigured new support, what support might look like, what level of resource is required, priorities of the plan and links to other Autism/ND work.

Portsmouth Autism Community Forum - for autistic people, their carers and professionals- has been supporting this project and a report will be shared with HWP.

Data - No accurate data due to under diagnosis (there is often an up to 2 year wait) but is estimated between 1-2% of the population.

Local authorities have struggled to implement the legislation due to lack of investment and the impact of the pandemic.

Autistic people are at double the risk of death, those who do not have a learning disability are 9 times more likely to die from suicide, increasing to 14 times for women. The current cost of one suicide is £1.7m.

Help is needed to improve support through transition from children to adult services and a general lack of available support and difficulties with interaction. There is a definite stigma around this disability.

Item 7: Any Other Business

No items had been received.

Item 8: Questions from the Public

1. Would the Board of Portsmouth Healthwatch consider the proposal that further study and investigation take place concerning the increasing number of patients receiving formal Warning Letters and/or De-registration from the GP practices in Portsmouth and Portsmouth-area?

2. In the light of the above would the Board of Portsmouth Healthwatch consider examining the correlation between patient complaints (both informally and formally) and the subsequent practice of Portsmouth GP Practices issuing formal Warning Letters and/or De-Registration of patients?

ANSWER: RB replied to these questions and said that Healthwatch Portsmouth would raise in the first instance the questions with the Head of Primary Care Commissioning at Portsmouth Clinical Commissioning Group. Once a response is received it will be shared with the Board and the member of the public who raised these questions. HWP will take it from there once the Board give it direction. **Action: RB**

3. Is there any news on the proposed new dental practice in Cosham.

ANSWER: RB stated that the date keeps being postponed due to staffing issues. Jo York confirmed that funding was available for extra staff. RB stated Hanway Road has opened, The University Practice and one further practice in the city are taking NHS patients. "Trevor" said he had experienced huge problems trying to contact the University Practice and that mixed messages were causing confusion. Jo York said to send questions to her. **Action: SMc/MG**

Michael Bunton, a GP and member of the public had sent an article to HWP entitled "NHS Kangaroo Courts" in connection with patients complaining then being censured and de-registered. RB asked him to re send the article and he would respond directly back. **Action: RB**

Item 10: Close of HWP Advisory Board Meeting

RB said he regretted not being able to present the meeting attendances by all the HWP Board of which there were a high number. He thanked everyone for their attendance, audience members, the HWP Advisory Board and volunteers, and recommended the website for health & social care information and social media platforms HWP on Facebook, Twitter and Instagram, thanks again and cheerio.

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