

# **Board Minutes**

## **People First Services and People First Independent Advocacy**

### **Healthwatch Public Board Meeting**

**Tuesday 24<sup>th</sup> January 2023**

13:30 – 15.30

People First Conference Centre – Room 10

## **Attendees**

### **Trustees**

John Mills (JM) – Co-Chair

Steven Corlett (SC) – Co-Chair

Paul Wiggins (PW) – Trustee and Company secretary

Louise Townson (LT) – Trustee

Ted Cole (TC) – Trustee

Kristine Ward (KW) – Potential Trustee

### **In Attendance:**

Lindsay Graham – Advocacy & Healthwatch Director

Jodie Ellams – Healthwatch Lancashire Manager

Helen Storey – Board Support Worker

### **Apologies:**

Mike Deans (MD) – Potential Trustee

**Supporting Officers:**

David Blacklock (DB) – CEO

Kate Hodges (KH) – Note taker

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# Board Minutes

## Healthwatch Lancashire

### 1. Welcome (JM) Agenda Item 1

No declarations of interest were made.

### 2. Healthwatch Lancashire Operational Report (JE) Agenda Item 2

#### General Update

HWL (Healthwatch Lancashire) have carried out 22 Enter and Views and supporting reports have been published. This includes 11-day centres, 10 care facilities and a hospice. As a result of these ,11 recommendations have been made and actioned, due to the findings of the reports.

The KPI (Key Performance Indicator) set by LCC (Lancashire County Council) is 30 enter and views to be carried out for the year, as of the 24<sup>th</sup> of January 2023 28 enter and views have been carried out making it likely to hit the KPI by the deadline set in March 2023.

2,607 people shared their views and experiences of Health and Social Care services with the HWL team over the last 6 months and the team have signposted approximately 379 individuals to Health and Social Care providers. The team have also engaged with 38 different groups/communities who are seldom heard, and this has been supported by the new Communications Team Leader increasing HWL's online presence.

### Quality and Performance

JE provided a copy of HWL's Quality Dashboard and provided an overview of each of the key targets. JE delivered a case study relating to Makatoon Mummies and the actions that have been implemented as a result of HWL engagement. Makatoon Mummies who are a local community group based in Lancashire, informed HWL Engagement Officers that information relating to healthcare for young children and learning disabilities was limited. As a result of the engagement SEND (Special Educational Needs and Disability) have delivered a Question-and-Answer session to the group and continue to support the group.

The new Communications Team Leader in Lancashire has increased the number of visitors to the HWL website as well as increased interaction and online presence.

JE noted that one of the areas of improvement for the HWL team was to increase the number of Volunteers from 25 (as of January 2023) to 40 Volunteers by March 2023 in order to hit the set KPI. Alongside this JE aims to increase the number of Volunteer hours.

### Project Spotlight

The Healthwatch Lancashire team have carried out 6 GP enter and views across Lancashire, focusing on patients access to appointments, access to patient involvement and a review of staff and customer experiences. The GP Enter and Views began in November 2022 and continue in 2023.

In December 2022 the Covid 19 vaccine hesitancy project conducted by HWT was completed, the project recorded the experiences of those who both had and hadn't received the Covid vaccine with a focus on seldom heard from groups such as elderly people, prisoners, ethnic minority groups and people with a learning disability.

### Future Focus

JE noted that over the next 12 months the HWL team aim to focus on three main projects including, Prison Enter and Views, access to support in Mental Health and the Cost-of-Living crisis.

### Priorities for 2023

JE discussed that the priorities for the HWL team over the next 12 months would be to create and embed a Young HW, increase the number of Volunteers and Community Champions and to focus on feedback from members of the public to shape the core work and projects the team deliver.

### Finance to Date – Including HWT income and expenditure

Income: **£214,666.67** received from the local authority

Other Income: **£174,800.00**

**Total: £389,466.67**

Expenditure: **£293,602.67** including Staffing costs and Operational costs

The expenditure for HWL is expected to increase once the other HWT partners (Blackpool and Blackburn with Darwin) have been paid for their engagement. Some of the surplus will be used to promote Young HW and increase Volunteer numbers.

## **3. Project Spotlight – Vaccine Hesitancy –Agenda Item 3**

The Covid 10 Vaccine Hesitancy Project was a HWT (Healthwatch Together) project funded by LSC ICB (Lancashire and South Cumbria Integrated Care Board). The aim of the project was to engage with seldom

heard communities (pregnant women, individuals from ethnic minorities, over 65's, the Romanian population, prisoners and the Bangladeshi/Pakistani community) to understand why individuals either did or did not get the Covid 19 vaccine. The project engaged with 1,216 people, facilitated by 46 focus groups and 122 case studies. The report on the vaccine rollout programme found that the key themes were a lack of consistent information on the vaccine and why individuals should get the vaccine, concerns around the potential side effects and that family and friends influenced the decision on whether to get the vaccine or not.

The report made 19 recommendations that were presented to the Vaccine Oversight Board which included: setting up a working group and create an action plan to ensure increased engagement with future vaccine programmes, ensuring privacy for Pakistani and Bangladeshi women when getting the vaccine by working with local vaccination centres to ensure privacy cubicles in place ,increase security for everyone attending the vaccine clinics and providing people with a QR code that can translate information on the vaccine into different languages to increase accessibility.

#### **4. Questions from The Public – Agenda Item 4**

No members of the public attended the meeting. It was agreed that one of the future public meetings might be organised as a conference to encourage wider understanding and engagement in the activities of Healthwatch in both Cumbria and Lancashire.

#### **AOB / End of Meeting – Agenda Items 5 and 6**

## Healthwatch Cumbria

### 1. Welcome (LG) Agenda Item 1

No declarations of interest were made.

### 2. Healthwatch Cumbria Operational Report – Agenda Item 2

#### General Update

CCC (Cumbria County Council) have accepted a proposal from People First for £100,000 to split HWC into two new Healthwatch (Healthwatch Cumberland and Healthwatch Westmorland & Furness) to mirror the division of the council into two new unitary authorities. Plans to roll out the Healthwatch Cumbria split were delayed, pending a decision by CCC on whether they would provide funding for the launch, rebrand, management and staffing of two new HW teams which has now been approved.

The organisation will be recruiting to two HW manager posts with the drive to implement changes around innovation, Community presence, quality and systems & processes.

The two new Engagement Officers who have been employed by HWC are both settling in well and building strong relationships within the local community and with key stakeholders.

The HWC team are currently hosting monthly Community Forums including: Cumberland forum, Westmorland forum and Eden forum to reflect the split of HW into two new unitary authority areas. The Forums provide members of the public with key messages from the NHS regarding local health services and also provide the engagement officers with an opportunity to gather “soft intelligence” from the community on local challenges, such as rural isolation and technology impacting on booking appointments online and accessing medical records.

HWC have also been working closely with North Cumbria Primary Care Alliance to establish a patient feedback centre to gather patient experiences within 13 local GP surgeries and to support this have created a Patient Participation Group (PPG) to review current challenges and to shape future services with the aim of the model being replicated in each practice.

The Volunteer Co-Ordinator for HWC and PF has recruited 11 volunteers to support engagement throughout the organisation but has a target to recruit around 40 Volunteers by the end of March 2023.

### Quality and Performance

Cumbria County Council currently do not require HWC to achieve any set Key Performance Indicators (KPI). However, PF have set their own internally, so LG noted that it is key to ensure each KPI is both realistic and also ambitious to ensure growth and quality of the engagement delivered.

The KPI set by PF regarding the number of new people engaged with has been exceeded by over twice the annual target in the first nine months. LG noted the importance of ensuring HWC measure the impact on individuals that engagement has and ensuring engagement takes place in a timely manner.

There has been a decline in feedback centre responses which may be due to limited resources that previously have been funded externally.

The number of hours delivered by Volunteers remains low mainly due to it being increasingly difficult to recruit Volunteers and vacant Engagement Officers posts, meaning opportunities for volunteers to support projects has been limited.



### Future Focus

1. Increase opportunities for people to speak to HWC face to face. Ensuring an engaging calendar of events, increasing social media presence for both Healthwatch Cumberland and Healthwatch Westmorland & Furness, linking engaging opportunities to ensure the finding help shape local services and promoting HW through the website and newsletter each month.
2. Increase the numbers of Volunteers – The Volunteer Co-Ordinator is currently attending Volunteer Fayres and is building relationships with local organisations and communities.
3. Creation of two new HW following Local Government Reorganisation. A Mobilisation Plan is in place and is reviewed on a weekly basis to focus on Resource, branding, communications, marketing and staffing.

### Finance Overview

Income: **£171,636.48** from the Local Authority

Other Income: **£12,500.00**

Total: **£184,136.48**

Expenditure: **£160,992.39** (Including staffing costs and Operational costs)

## **3. Project Spotlight: Discharge to Assess – Agenda Item 3**

HWC was commissioned by NHS England to gather the experiences of individuals being discharged from hospital. People were assessed by professionals outside of a hospital environment to establish what care and support needs people needed after leaving hospital care rather than establishing care needs before being discharged from hospital. As a result

16 recommendations were made from the Discharge to Assess report and all 16 have been accepted by local care providers.

LG confirmed that no Enter and Views have taken place for a number of years, so this right of access needs to be reviewed, embedded and utilised within the HWC team, especially when establishing two new Healthwatch within Cumbria. Enter and Views are a statutory power of HW but it is not a statutory duty to carry them out.

#### **4. Questions from the Public – Agenda Item 4**

No members of the public attended the meeting.

#### **AOB / End of Meeting – Agenda Items 5 and 6**