

Healthwatch Southwark Advisory Board Meeting Minutes

Date: 21/02/2023, Time: 6pm- 7.30pm

Location: Teams

In Attendance:

HWS Advisory Board Members: Graham Head (Deputy Chair), Charlene Young, Jonny McDaniell, Sheona St Hiliare (Chair), Cedric Whilby

HWS/ CS Staff: Ruman Kallar, Anood Al-Samerai, Rhyana Ebanks-Babb, Mariam Moalin

Apologies: Chinelo Njaka, Mannah Kargbo, Robert Ede

Notes of Meeting

Agenda Item 1: Welcome and Introductions

- The meeting was chaired by Sheona (Chair)
- Anood gave an overview and update of previous actions

Agenda Item 2: HWS manager and Community Engagement Officer introductions

- Rhyana and Mariam were introduced to the AB members
- All AB attending members explained who they are and what they do

Agenda Item 3: Project updates and marketing: Latin American report and LDA project updates

- All main care providers have been presented to. KCH and GSTT have responses listed on the website. Verbal and written confirmation of receiving a response has been given by Partnership

Southwark and SLAM. Issues persist with a contact within PCN, Rhyana is due to meet with David Moore from Local Medical Committee which may help. Offered to present to council at a Latin American event which will feed into JSNA.

- LDA café conversations events finished last week. Hosted through 3 VCS groups. 53 attendees and excellent feedback about the conversations and the model of delivery – engagement target has been exceeded. Pilot, survey and data from cafes will be combined for next steps: draft report by April and trialling a new process to put on some pressure for responses ahead of publication with 4-week deadline – final publication is due for May 2024.
- Graham asked for us to look into future strategy on changes implemented. Rhyana explained that there is a process of implementation/recommendations with all functions that HW can trigger is being constructed.
- Board commended the work that has been done on projects and current engagement.

Agenda Item 4: AGM feedback from 5th December – any feedback and views from Board

- A lot of information shared, full of energy, great potential links, was more CS than HWS but overall, a first great joint event was hosted.
- Would like to see more health-related content, possibly some stalls sharing information at future events.
- Views on the venue was mixed – venue was non accessible but felt like networking opportunity, great food. Didn't feel like and AGM, felt special which was welcomed.
- People have been asking if we can do more networking type of events.
- Can see the benefits of HWS being hosted by CS

- Moving forward can explore doing a joint AGM for 2024 - CS provisional date 03.12.24. Ongoing item as all AB members need to pass decision

Agenda Item 5: External committee updates, changes to Pharmacy first and EPIC roll out

- Graham has circulated papers for the board to review re: meetings attended and their purposes.
- Concerns have been raised re: EPIC roll out at GSTT and KCH hospitals. Concerns relate to access to materials and to care (tests, appointments, results, etc) by those patients without smartphones or without the necessary skills.
- Pharmacy first programme concerns with speed of the roll out of pharmacists receiving training on how to manage conditions in-house and a lack of clarity on which Pharmacies were ready to offer the services.
- Needs to be reflected in signposting about what pharmacists can support with particular conditions.
- ICS or Partnership Southwark should be doing some work on mapping these services.
- Ensure team are aware and can share the information – to flag issues as they arise.
- Can include some recommendations re: prescriptions in the LDA report following cafe conversations.

Agenda Item 6: HWS strategy monitoring, priorities for next few months and changes to quarterly reports

- Rhyana explained there is work being done on strategy outcomes/outputs aligned to contract KPI's and staff roles/responsibilities.

- Priorities will be focused activity on current projects, no new projects for the next 6 months, team cohesion and building community presence.
- Some changes to be made to monitoring report around galvanising data to avoid repetition.
- Questioned the purpose of a membership. Board had a view that members are volunteers. Rhyana and Anood to discuss with monitoring officer and to come back to the Board with a decision.

Action – Rhyana to explore membership and its benefits with Anood

Agenda Item 7: Enter and View – review current volunteers (DBS) when we might seek to restart the programme and suggestions for visits

- Cllr Okoto has been communicating about possible visits from last year. There may be some changes to recommendations for visits since the conversation was brought about.
- Rhyana explained that shadowing has been sought from other SEL HW but due to not having a DBS or training and needing to understand current volunteers' position. Mariam is currently exploring this
- Charlene is interested in being an E&V volunteer
- Anood mentioned that we need to be mindful that our selected E&V visits are led by the strategy and community-led feedback/insight.
- Cedric asked about DBS collection/monitoring. Anood mentioned that we do not collect DBS currently as we are not 121 with adults/child. Current policy states that only when doing E&V visits and this will be kept under review.
- Explored adherence for lone working with the HWS team when doing work in the community. Volunteers do not need a DBS, managed by Ruth (CS staff).
- Graham shared that it will be preferable for the work to be planned and delivered well, rather than focus on timescales or urgency to get up and running.

Action: Rhyana to take advice with Folake on type of DBS needed

Action: Sheona to liaise with Cllr Okoto about volunteers

Action: Rhyana to reach out to Cllr Okoto to meet

Action: Rhyana to review Greenwich E&V report for insight

Agenda Item 8: HWS review of external meetings and representatives – role, purpose and power at these meetings

- Rhyana asked for all board members to review the list of meetings and who represent HWS attendance.

Action: All members to review meetings list and allocate their names/purpose/need and remove/keep

Agenda Item 9: Updates on Advisory Board recruitment and chair stepping down

- Sheona announced she is stepping down from post as Chair and thanked everyone for their support.
- Graham has contacted a few applicants, these are under review, but references are awaiting. Graham wants to move forward with interviews – Charlene and Rhyana to join panel. Jonny put himself forward to be a panellist.
- Revised advert is to be circulated among our networks, including CS contacts.
- In need of a young person's representative and what may that process look like to onboard. Can approach some of the ambassadors and approach youth-led groups in the borough to gain insight on how we go about this.
- Discussed offer of chair role should also be open to new applicants for the Board. We also encouraged existing Board members to apply. Graham has made it clear that he has ruled himself out of standing for the role of Chair
- Discussed terms of reference and majority of the current HWS board members term is ending, will need to re-apply.

Action: Rhyana to share AB advert with Syeda for the e-bulletin roll out

Action: Rhyana to ask Izzy to share to ambassadors.

Action: Anood to make connection with Sculpt.

Action: Revisit youth representation Feb 2025

Action: Existing board members whose term ends will need to re-apply

Agenda Item 10: AOB

- Meeting times needing to work for all – future meetings times are fine.