

Healthwatch Southwark Advisory Board Meeting

Date: 02/09/2021, Time: 5:00pm- 6.50pm

Location: Zoom

In Attendance:

HWS AG Members: Sheona St Hilaire (Chair), Graham Head (Deputy Chair), Chris Henry, Robert Ede, Jonny McDaniell, Mannah Kargbo, Chinelo Njaka

HWS/ CS Staff: Shamsur Choudhury (HWS Manager), Chris Mikata-Pralat (CS Director), Lizzy Macauley (HWS Engagement and Signposting Officer)

Apologies: Lisa Mitchell (sent apologies), Rosa Clavane

Agenda Items:

	Agenda Items	Time	Lead
1.	Welcome and Introductions	5.00 - 5.05	Sheona / All members
2.	Review minutes of 23 rd June meeting (see attached)	5.05 - 5.15	Sheona / All members
3.	Priority Project: Community Draft Engagement Plan Members Feedback	5.15- 5.35	Lizzy (HWS Engagement Officer)
4.	Healthwatch Contract Update	5.35 - 5.45	Chis/ Members
5	HWS Annual Report (see attached)	5.45- 5.55	Sheona / All members
6.	AOB: <ul style="list-style-type: none"> • Q1, 21-22 HWS Contract Monitoring Report (see attached) • HWS AB Representation: Mannah-Health Ambassador, Graham-SEL Patient Group • Health and Wellbeing • Staff Update • Board Member Social – 27th September, 5.30-6.30pm? • Agenda for 7th October (HWE – Quality Framework, HWS Mental Health Project, HWS GP Access Project) 	5.55 - 6.30	Sheona Mannah/ Graham Shamsur

Notes of Meeting

Welcome and Introductions (Agenda Item 1)

- Kevin Steward (HWS Advisory Board member) informed Shamsur via email that he can no longer be part of the HWS Advisory Board (resigned) due to personal reasons. Kevin mentioned that he will engage with us in the future when his situation is better.
- Lisa Mitchell sent apologies for not being able to attend this meeting.
- Rosa Clavane has missed 3 meetings in a row and has not communicated with HWS in relation to not being able to attend.

Review of Minutes from 23rd June Meeting (Agenda Item 2)

All members agreed minutes are accurate and no additional amendments are required.

- There were follow up question/comment from Graham (re: HWS budget) - he observed that there would be a surplus in the HWS budget at the end of the year and asked if this money will be reinvested back into HWS in the following year? He also mentioned that the training budget for staff seemed quite low.
- Chris (CS Director) responded to above questions: he said that the expected surplus money on the current budget (and there might be a bigger surplus) will not be reinvested back into HWS and that any surplus would go into CS overall budget. He mentioned that other CS departments subsidised HWS deficits for several years and it would be only fair that HWS helps those departments now and to help repair CS reserves which it used in the past.
- In relation to staff training budget, Chris mentioned the Budget was agreed at this level by the Finance and General-Purpose Subcommittee of CS in January 2021; that this was lowered than what he asked for and that the Committee agreed to review it again in October 2021.
- Chris (CS Director) mentioned that from the start of the new contract (April 2022), CS Communications Officer will not be supporting HWS (currently they are allocated to HWS for 6hrs per week), this will enable HWS to operate within the new funding envelope and they will need to undertake their own communications. Shamsur said that this is feasible (based on further discussion) as he feels current support from CS communication officer does not justify them being allocated 6 hrs per week from the HWS budget.
- Chris (CS Director) said that HWS independence discussion could potentially be revisited next year, pursuing the independence avenue discussion was at the discretion of the HWS Advisory Board members. Final decision rests with the CS Board.

There was a discussion around how to host meetings in the future:

- Majority of Board members mentioned that they still preferred to meet online for the foreseeable future (due to health issues/ covid/ work commitment).
- Some members did prefer to meet face to face and there was a discussion around hosting future meetings in a hybrid format, however it was agreed that hybrid meetings were not ideal due to the challenges it poses (i.e. noise, interaction, managing meetings, IT issues)
- Members agreed that the format for hosting meetings should be reviewed at every meeting and a decision will be made about how to progress with the next meeting. It was agreed that the 7th October meeting will take place online.

HWS Priority Project: HWS Draft Community Engagement Plan (Agenda Item 3)

Lizzy presented HWS Community Engagement plan which underlined why an engagement strategy is important for HWS work and how HWS plans to implement its strategy for the next 2 years i.e., face-face engagement/ online, neighbourhood/targeted engagement (see attached presentation). She also mentioned that HWS has developed a separate 'social media strategy' to support its engagement strategy.

Board Member's Feedback on the Draft Engagement Plan:

- Members agreed that the neighbourhood approach to community engagement/involvement was the right approach.
- There was recognition that there is good involvement of local providers and organisation currently.
- The 'Get to know Healthwatch' workshop was commended.
- The engagement plan seemed well thought out

HWS Contract Discussion Update (Agenda Item 4)

Chris (CS Director) informed the Board that the Healthwatch contract discussion with the Council had been progressing well. The council has decided to opt for the single provider contract route with CS (they had considered other options as well) and has agreed to increase HWS annual budget for the next 4-year contract term to £155,000 per year (currently at £140,000). HWS will need to provide specification of how it will deliver the contract in due course (this will be based on existing conditions and national Healthwatch agenda).

Chris (CS Director) mentioned that from the start of the new contract (April 2022), CS Communications Officer will not be supporting HWS (currently they are allocated to HWS for 6hrs per week), this will enable HWS to have additional financial resources and they will need to undertake their own communications or outsource if required. Shamsur said that this is feasible (based on further discussion) as he feels

current support from CS communication officer does not justify them being allocated 6 hrs per week from the HWS budget.

Chris (CS Director) said that HWS independence discussion could potentially be revisited next year, pursuing the independence avenue was at the discretion of the HWS Advisory Board members.

HWS Annual Report - Members Feedback

Shamsur asked the members to provide comments/feedback on the Annual Report for 20-21, here are some of the feedback:

- The annual report is very positive
- It's clear and concise
- It showcased impact well and showed how we made a difference (Then and Now)
- The length of the report is good (public friendly)
- Clear on priorities for the upcoming year
- Good design and layout

AOB (Agenda Item 5)

1.HWS Contract Monitoring Report – Q1 (21-22)

- Shamsur suggested to the Board members that they should read the report prior to attending meetings (as there is time restrictions to go through the report during the meeting) and prepare any questions to ask to him in relation to work areas raised in the monitoring report.
- He also followed up agreed action from previous meeting and reminded them that they should review key areas of work (i.e., projects, influence, impact) from the quarterly monitoring report and request if anything should be presented at the Advisory Board meetings under a new heading called 'Spotlight on HWS Work' (5-10 min presentation by staff).
- The next monitoring report (Q2) is due to the Council by end of October and will be sent to Advisory Board as well.

2. Members Representation

South East London Patient Group – Graham Head Represents HWS at this forum and gave the following feedback from the meeting he attended on 13 July 2021

- Alvin Kinch presented the Healthwatch England Strategy 2021-2026. One of the key priorities of this strategy is tackling inequalities in health and social care services and ensuring that all people across England receive health care service support whenever they need it.

- Joy Beishon provided an Inequalities Update from Healthwatch England. She shared that there are gaps with engaging with communities such as the Gypsy and Roma communities, so although there is a lot of good work taking place, there are areas that need more attention and consistency. She also shared that across the local Healthwatch, many of the staff members and volunteers do not represent the communities that they serve. The Healthwatch England team are seeking to bring more equality to Healthwatch and give the opportunity for local Healthwatch to learn from each other and see what things are working well to achieve more diversity and inclusion.
- The next SEL Patient Group meeting will take place 16th November.

Action:

- There are still 2 HWS representative places left for SEL Patient Group, anyone interested in being part of this group should inform Shamsur.

Health Ambassador Network- Mannah informed the group that he has become a Community Health Ambassador (a champion's programme managed by HWS), he mentioned he did the following as part of this role:

- Help family members, colleagues and the larger society to make sense of the most up-to-date and precise Covid-19 health information to help ensure we all stay safe thereby preventing the spread of the virus.
- Promote the uptake of Covid-19 vaccination among ethnic minorities who are most distrustful of the vaccine
- Increase community awareness of services available in Southwark and help connect individuals to appropriate care and support.
- Reduce the stigma around mental health and substance use issues so individuals are more willing to get help.
- Assist communities in practicing prevention and early intervention, leading to healthier and stronger families.

Health and Wellbeing Board

Shamsur mentioned that he is currently representing HWS at the Health and Wellbeing Board (HWBB), but he feels that this role could be taken up a HWS Advisory Board Member (as HWS has a duty to get local people involved in decision making bodies), he asked members how they felt about this suggestion.

Majority of members agreed that this was a good suggestion and Jonny offered to represent HWS on the HWBB.

Action: Shamsur to propose this to the HWBB members for approval.

Staff Update

Shamsur informed that Board that Alice (Research and Intelligence Officer) and Lizzy (Engagement and Signposting Officer) are both leaving HWS, Alice's last day is 8th September and Lizzy's last day will be 30th September. He mentioned that the next few months will be challenging for HWS in relation to undertaking any new work as we won't have any core staff (he has informed the Local Authority commissioner of this). He mentioned that we will advertise both posts in mid/late September (together) and will get Advisory Board members involved with the recruitment process.

Shamsur also mentioned that HWS has recruited a new part time project officer (funded by Public Health, 3 days per week, 7-month contract) to support two Covid-19 grants programme.

HWS Board Member Social

Shamsur suggested that he would like to organise a social for HWS members to meet face to face. Attendance would obviously be optional, and anyone interested in attending can meet.

The Board members supported this suggestion and suggested that an outside venue/café would work best under the circumstance. It was suggested we could meet at the Tennis Café at Burgess Park. Possible dates suggested was 27th September (5.30pm onwards).

Action: Shamsur to send out invitations

Agenda items for 7th October meeting was provisionally agreed:

- HWE – Quality Framework (Alvin, from HWE will present)
- HWS Mental Health Project (Alice was supposed to present, she will leave the organisation on 8th September)
- HWS GP Access Project (Alice was supposed to present, she will leave the organisation on 8th September)

Future Meeting Dates

- Thursday, 7th October 2021, 5-6.30pm (Venue: Zoom)
- Thursday, 6th January 2022, 5-6.30pm (Venue: TBC)