

Healthwatch Southwark Advisory Board Meeting

Date: 04/08/2022, Time: 5:30pm- 7.00pm

Location: Teams

In Attendance:

HWS Advisory Board Members: Sheona St Hilaire (Chair), Graham Head (Deputy Chair), Robert Ede

HWS/ CS Staff: Shamsur Choudhury (HWS Manager), Anood Al Samerai (Community Southwark CEO)

Guest Presenters: Folake Segun (SEL Healthwatch Director), Martin Wilkinson (Partnership Southwark CEO) Julian Walker (Partnership Southwark Communication and Engagement Lead)

Board Member Apologies: Mannah Kargbo; Chris Henry; Jonny McDaniell, Chinelo Njaka

	Agenda Items	Time	Lead
1.	Welcome and Introductions (Board Members attendance)	5.30 - 5.35	Sheona / All members
2.	Review minutes of 19 th May 2022 meeting (see attached)	5.35 - 5.45	Sheona / All members
3.	ICS and Local Care Partnership – Decision making arrangements	5.45 – 6.00	Partnership Southwark
4.	ICS and Southeast London Healthwatch	6.00 – 6.15	Folake Segun (SEL HW Director)
5.	HWS Decision Making Policy	6.15- 6.30	Sheona / Graham
6.	HWE Quality Framework Working Group Update	6.30 – 6.35	Chris Henry/ Graham
7.	HWS AGM – TBC	6.35 – 6.40	Sheona
8.	Members to ratify Sheona and Graham roles	6.40- 6.45	Members
9.	AOB:	6.45 -	All

	<ul style="list-style-type: none"> • Staff Update • HWS Annual Report (Feedback) • Members question on Council Q1 Monitoring Report (see attached) • HWS AB Representation/ HWS Meeting Updates: 	7.00	
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Notes of Meeting

Welcome and Introductions (Agenda Item 1)

- The meeting was chaired by Sheona St Hilaire.
- Chris Henry, Jonny McDaniell and Chinelo Njaka sent their apologies.
- Mannah Kargbo was not present at the meeting and did not send apologies.
- Lisa Mitchell has been officially removed from the Advisory Board.
- Anood Al Samerai, the new CEO of Community Southwark introduced herself to the Advisor Board members and gave a brief overview of her background (i.e., was a Liberal Democrat Councillor in Southwark and managed a charity connecting retired teachers to disadvantaged children). She mentioned that she has every intention to support the HWS Advisory Board and plans to have constant dialogues with Board members (i.e., she is meeting Sheona separately to discuss key Advisory Board issues in the coming months). She specifically mentioned at reviewing HWS budget moving forward and requested Advisory Board members involvement at the upcoming Community Southwark Away Day (30th August), to build better relationships and connections with Community Southwark Board members.
- Sheona mentioned that she met with all the Advisory Board members for a 'Chairs 1-2-1', this included meeting with the Vice Chair (Graham) and Community Southwark Trustee link Chris Henry. Sheona said she will email actions from those 1-2-1 discussions.
(Action for Sheona)

Review of Minutes from 19th May 2022 (Agenda Item 2)

All member's agreed minutes are accurate, and no additional amendments are required. Members were satisfied that all actions from the meeting have been completed.

Discussion around how to host meetings in the future: **(Ongoing Action)**

- It was agreed that the next meeting (10th November 2022) will be held online.
- Members agreed that the format for hosting meetings will be reviewed at every meeting and a decision will be made about how to progress with the next meeting.
- It was agreed that future meetings should start at 5.30pm to accommodate board members attending meetings coming from work.
- Possibly look at Hybrid options for future.

ICS and Local Care Partnership (Agenda Item 3) Martin Wilkinson – Partnership Southwark

Martin presented information on Partnership Southwark i.e., what it is, objectives, work programme and organisational structures – please refer to **Appendix 1** for presentation.

Martin spoke about how Partnership Southwark has worked with HWS and how they plan to work together in the coming months:

- HWS are permanent member of the decision-making Partnership Southwark Strategic Board – invited to development sessions as well as the formal meetings held in public. The board sets the direction of work within the partnerships and approves commissioning decisions taken for health and care in the borough.
- HWS Invited to be a member of the Partnership Southwark engagement group – hosted by the communications and engagement team to share and coordinate public engagement opportunities and encourage active support of engagement activities across all partners. The result of this work informs the recommendations taken to the Strategic Board and the direction of the Well
- Partnership Southwark will hear what local people are saying via HWS Insight Reports and cited GP Access project as an example.
- HWS are supporting consultation and resident engagement i.e., 21st July Health Event consulted on Enhanced GP Access.

- HWS are Involved in primary care decision making group.

Members Feedback/ Questions

Q1. How will Partnership Southwark work with different communities i.e., what is their approach to ensure inclusivity?

- Martin said that Partnership Southwark are taking a 'neighbourhood approach' (not one fits all approach) to engaging with communities and utilising different community spaces within those neighbourhoods. He also mentioned that there will need to be a culture change in how they will work with local people as the new system is different to previous ways of working- he is fully supportive of the new ways of working and will ensure that Partnership Southwark is embedded into local communities.

Q2. What are the plans to bring primary care services closer to the community?

- Martin said, mental health, long term conditions, diabetes care are services that are close to the community at this moment, he mentioned that there needs to be discussions around this moving forward. He feels the VCS sector can help them with this, but overall, he is happy to have conversations that can shape local services over time.

ICS and Southeast London Healthwatch (Agenda Item 4 – Folake Segun- SEL Healthwatch Director)

Folake was invited to speak about how the South East London Healthwatch is engaging with the ICS. Folake mentioned that her role as South East London Director was recommissioned by the ICS for another 2 years. Folake feels that SEL HW is well placed with the ICS system.

How SEL Healthwatch is working with ICS? How Folake is involved in representing Healthwatch at ICS level:

- SEL Healthwatch were the first Healthwatch Network to have discussion with ICS – now there are 3 in London.

- Insight collected via local Healthwatch is presented to ICS bodies.
- Folake has attended over 30 meetings and represents the resident voice within those meetings.
- Folake's role has increased Healthwatch recognition within the ICS.
- SEL HW approach has been used an NHS template and nationally.
- Involved in decision making and influencing i.e., involved in development of ICS constitution, Project Healthwatch Lambeth undertook on 'Maternity Services' influencing service changes. Patient Data Usage- giving patient feedback.
- Involved with ICS Engagement Forums and key engagement decision-making areas.
- Involved in ICS quality and health equalities agenda.
- GP Access work all local Healthwatch undertook should be commended as it's something ICS are looking into.
- Patient Reference Group (Board member and lay member) having sufficient patient voice within ICS system.
- Will be involved on the Local Care Partnership, 5-year strategy.
- ICS Engagement Manager attends SEL Healthwatch Chief Officer meeting every month.

Potential challenges posed by new system:

- Governance is changing and not sure how it will impact Healthwatch long term.
- Governance Boards are 2 steps away now, tighter decision making.
- Gap in 'provider' collaboration- there is not much engagement there currently...but they meet in other places.

Members Feedback/Question

How does SEL Healthwatch work collaboratively with different local Healthwatch?

Folake mentioned the following:

- Chief officers meet bi-weekly and agree on how we work together, raise issues/concerns/ discuss upcoming issues relevant for all concerned.
- Looking at reviewing Geriatric care together

- Looking at reviewing how we work together.
- Discussion around decision making – ICS and where HW sits

Graham asked about resilience and succession planning. Folake agreed that this needed to be addressed and noted that she did at least have an assistant now.

Decision Making Policy (Agenda Item 5)

As majority of the Board members were not present, it was decided that we could not approve or have meaningful discussions on the draft Decision-Making Policy.

Some Board members have already provided their feedback on the draft Decision-Making policy via email, Shamsur to edit as required and circulate **(Action)**.

There is also a requirement for Board members to have a discussion with Community Southwark about the 'Governance Framework' for decision making. Once this is agreed, this will be added to the Decision-Making Policy as an appendix.

The Chair and Vice Chair had a brief discussion on expected relationships with Community Southwark (this relates to Governance Framework).

Vice Chair mentioned that we should layout these relationship expectations in the Governance Framework within a 2–3-page document.

Actions for Governance Framework (to be led by Chair, Vice Chair and other Board members):

- Organise a meeting with Community Southwark CEO (Anood Al Samerai)
- Will have this discussion in parallel with Healthwatch Quality Framework.
- Discuss the Governance Framework at a future Board meeting

Training

Sheona is in talks with HWE to deliver 1.1 training to the board focused on decision making. Sheona is meeting with Margaret 12th August to explore further.

HWE Quality Framework Working Group Update (Agenda Item 6)

Graham agreed to provide an update on this agenda item by email due to lack of Board member attendance at this meeting. **(Action for Graham)**

Graham provided the following update via email on 5/08/2022:

- We have made good progress with five of the six domains, thanks to a lot of work from Shamsur and his team.
- The remaining domain to address is "Influence and Impact", and this will be reviewed on August 17th. After which we will review the first domain we trialled, on Engagement and Involvement and Reach, on September 21st. Details of both of those meetings have been sent to all AB members. All are welcome to come along and help.
- We will then enter a process of review and improvement, with the aim of sharing a final version with HWE, in January 2023.
- A small technical point: Originally, HWE set this up as a spreadsheet exercise, which has been slightly painful. They have now amended this and shared a new method of update. The review group haven't had a chance to review this yet, but we aim to adopt this once we have been through all six domains at least once using the old spreadsheets.

HWS AGM (Agenda Item 7)

Date Agreed: 28th September 2022

Time: TBC (Shamsur mentioned that majority feedback is leaning towards 5-7.30pm meeting time)

Draft Agenda

- Introduction and Apologies, declarations of interests
- Introduction on the role of Healthwatch

- Presentation of Healthwatch Southwark Annual Report
 - Highlighting achievements
 - Volunteer voice experience (Health Ambassadors)
 - Financial Information
 - HWS Agreed Priorities
- Questions from the public to be held at the end and AOB
- Chairs closing remarks

Shamsur to confirm venue and email everyone to confirm date and time.
(Action)

Members to ratify Sheona and Graham roles (Agenda Item 8)

This agenda item was not discussed at the meeting today as there were not enough Board members in presence to ratify the Chair and Vice Chair. Board members can decide to ratify at the next meeting or ratify via email. It was suggested it might be best to ratify via email as this has been the second consecutive meeting that there has not been sufficient members to ratify the roles **(Action- Sheona to ask Chris Henry to email members for feedback/vote and report back outcome at next meeting)**

Advisory Board Recruitment

Sheona shared that additional AB members are needed (to support the ToR) but not before a skills audit of the board is completed so that skill gaps can be effectively identified. A potential recruitment time frame was identified to support a January start for new board members with the expectation they would join the February Board meeting.

Sheona to source a Skills Assessment for trustees and Advisory Board, and share with individual members to complete. **(Action)**

AOB (Agenda Item 9)

Staff Update:

Shamsur informed the Board members that Megan (Research and Projects Officer) is leaving HWS on 24th August.

HWS have advertised the post on 31st July and deadline for completed application is 30th August.

Shortlisting will take place on the 1-3rd September and Interview is scheduled for 12th September.

Shamsur will email Board members on the week of the 8th of August and find out if anyone is interested in being part of the interview panel (**Action**)

HWS Annual Report 21-22 (Feedback)

- Members commented that it was a good report and had good representation of HWS impact, they thanked staff for all their efforts in compiling the report and for their good work.

Members Questions on Council Q1 Monitoring Report

- There were no questions around this agenda item, but members praised the report and all the handwork HWS have done in the quarter. There were discussions on making the report public facing, and Shamsur mentioned that this has been discussed within the team and this will be actioned in due course.

HWS Members Representation

Graham:

- **SE London Healthwatch** - Supported the 'Task and Finish' Group, preparing draft Terms of Reference for SEL HW.
- **SE London Data Usage Committee** - No meeting since last Advisory Board.
- Attended one of the Workshops on the Access to MH report, and SLAM response. I was impressed that SLAM seemed to be attending to the findings, it may be worthwhile running a quick review of progress in 2023.
- Attended one of the SEL ICS workshops on priorities.
- Attended the Southwark 'Complex Cases Panel' - which is intended to identify possible support for individuals with complex, multi-faceted needs. I was very impressed by the way in which many of those attending was focussed on the patient's experience.

Sheona:

- Attended a SEL ICS workshops on priorities and has shared the discussed focused areas with the AB.
- Attended a workshop around Learning Disabilities and Autism with North East London Foundation Trust - very useful guidance provided to support people with Learning Disability / Autism access the NHS. Sheona mentioned she took screenshots of the slides from the workshop, if anyone would like to view them, she requested they should message her directly.

Other Items Discussed:

HWS Projects Input

Chair and Vice Chair mentioned that they would like to review project briefs before projects are started, they would like to input and give go ahead and have better oversight of projects.

Shamsur mentioned that all projects are coproduced with stakeholders (steering group) and project briefs are aligned to steering group discussions- so there is sufficient oversight in this process. He did say that he will send all future project briefs to Advisory Board members and will send project evaluation projects as well **(Ongoing Action)**

HWS Terms of Reference

It was discussed that the 'Terms of Reference' will need to be amended in due course and it was suggested that Board members could review this by October 2022. **(Action)**

Future HWS Board meeting Dates:

- **10th November 2022**
- **9th February 2023**