

## Healthwatch Southwark Advisory Board Meeting

Date: 06/01/2022, Time: 5:30pm- 6.50pm

Location: Zoom

### In Attendance:

**HWS Advisory Board Members:** Sheona St Hilaire (Chair), Graham Head (Deputy Chair), Chris Henry, Jonny McDaniell, Mannah Kargbo, Robert Ede

**HWS/ CS Staff:** Shamsur Choudhury (HWS Manager), Megan Isherwood

**Apologies:** Chinelo Njaka, Lisa Mitchell

### Agenda Items:

	<b>Agenda Items</b>	<b>Time</b>	<b>Lead</b>
1.	Welcome and Introductions (Welcome Megan)	5.00 - 5.05	Sheona / All members
2.	Review minutes of 7 <sup>th</sup> October meeting (see attached)	5.05 - 5.15	Sheona / All members
3.	Mental Health Project- Unmet Needs in Southwark	5.15- 5.25	Megan Isherwood
4.	Healthwatch Project Updates and Priorities for new year.	5.25 - 5.45	All / Shamsur
5.	Healthwatch Southwark Independence Discussion (Agreement on how to take this forward)	5.45 - 5.50	Sheona/Graham
6.	HWE Quality Framework (Agreement on how to take this forward)	5.50 – 6.00	Sheona/Graham
7.	AOB: <ul style="list-style-type: none"> <li>• HWS Staff Recruitment Update</li> <li>• HWS AB Representation/ HWS Meeting Updates: SEL Patient Group/Data Usage Committee (Graham – 5mins)</li> <li>• HWBB Update</li> <li>• Meeting preferences for 22-23</li> <li>• Agreement on next meeting date</li> </ul>	6.00 - 6.30	Shamsur All/ Shamsur  Sheona/All

### Notes of Meeting

#### Welcome and Introductions (Agenda Item 1)

- The Board members formally welcomed Megan Isherwood (Research and Projects Officer) to HWS and introduced themselves- Megan joined HWS on 29<sup>th</sup> November 2021.
- Chinelo and Lisa sent their apologies for not being able to attend today's meeting.

### **Review of Minutes from 7<sup>th</sup> October Meeting (Agenda Item 2)**

All member's agreed minutes are accurate, and no additional amendments are required.

#### HWS Contract Discussion

- Board members showed concern about the time it is taking (by the council) to sign the new funding agreement and that CS cannot issue staff with employment contracts beyond 31<sup>st</sup> March 2022 because of this.
- Board members requested if Chris (CS CEO) can ask the council to consider issuing Community Southwark with a letter of intent stipulating that it intends to award the contract. Chris said he can follow this up. **(Action)**

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

- Majority of Board members mentioned that they still preferred to meet online for the foreseeable future (due to health issues/ covid/ work commitment).
- 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. In relation to the 17<sup>th</sup> of March, the decision about meeting format will be decided in February
- It was agreed that future meetings should start at 5.30pm to accommodate board members attending meetings coming from work.

**Other discussions:** Chris (CS CEO), mentioned that he was leaving his post in late March/ early April 2022. He mentioned that CS are in the process of recruiting a new CEO, the post was advertised in December.

The HWS Board members wished Chris well and thanked him for his valuable contribution in supporting HWS and being an active member of the Advisory Board.

### **Mental Health Project- Unmet Needs in Southwark (Megan Isherwood)- Agenda Item 3**

Megan presented the mental health project information and next steps- the presentation can be viewed:

<https://communitysouthwark.sharepoint.com/:p:/g/Healthwatch/EXJJkyw9qsZPj5bezt2ZwkMBH1ZhND8DFvNgQxzzBsW8jA>

The next steps for the project are:

- Finishing off the report by 14<sup>th</sup> January.
- Organising a public event for 25<sup>th</sup> January in partnership with SLaM to inform the community about the project/findings and how SLaM plan to respond to the recommendations.
- Finalise report with provider's formal response to the recommendations and circulate it.
- Engaging with stakeholders and partners to see how we can support them to fulfil the recommendations.
- Developing targeted work informed by the key findings of this report to ensure that it has ongoing impact.
- Present findings to local stakeholders, partners, and the steering group to get them involved in the next steps and facilitate coproduction.
- Engaging with seldom heard groups including children and young people, disabled people, people of different ethnicities, refugees, and asylum seekers.

#### **Healthwatch Project Updates and Priorities – Agenda Item 4**

Shamsur presented 'upcoming project priorities' for HWS from January 2022 until August/ September 2022. The priorities have been attached as '**Appendix 1**' (see below).

Shamsur informed the Board that HWS are planning on undertaking consultation on HWS priorities for 22-23, this will be undertaken by a survey and will followed up focus groups with the community and stakeholders. The survey is likely to be circulated by mid-February and the focus groups are likely to take place in April.

The Board Members had a brief discussion on what they feel should be priorities:

- Young People
- Health Inequalities
- Mental Health
- Obesity (Children and Young People)
- Elective Surgery
- Long Covid
- Access to Dentistry
- Patient and service user involvement in health and social care decision making.

**NB:** The above suggestions will be incorporated into the HWS priorities survey for public consultation.

**NB:** For fuller discussion on this agenda item please refer to **Appendix 2** (see below)

#### **Healthwatch Southwark Independence Discussion (Agreement on how to take this forward) – Agenda Item 5**

Shamsur asked Board members if there is appetite to revive the HWS independence discussion, he mentioned that it might be timely to revive this discussion as there will be a change of leadership soon.

Chris Henry mentioned that CS Boards main priority at this moment is recruitment of new director and their integration into the organisation. He also mentioned he will not be the best person to be involved in this discussion due to his Board position at CS (potential conflict of interest). He did mention that in principle it will be good to set up a separate working group to look at pros and cons for the independence discussion and present to CS Board in the future.

The Board members agreed that they would set up a separate working group to revive the discussion of an independent HWS.

Shamsur suggested that he will organise a separate meeting to review this discussion in more depth. **(Action)**

### **HWE Quality Framework / Discussions - Agenda Item 6**

The Board agreed that they would like to set up a '**working group**' to undertake the HWE Quality Framework work.

Chris, Graham and Sheona agreed to lead on this work and lead on establishing a working group.

Jonny mentioned he is interested in supporting this work and would like to join the working group.

The working group is expected to hold its first meeting in late January- early February. **(Action)**

### **AOB (Agenda Item 7)**

#### ***Recruitment Update***

Shamsur informed the Board that they have finally managed to recruit a Community Engagement Officer (interviews took place on 2<sup>nd</sup> December), Gosia will start on the 17<sup>th</sup> January 2022.

Shamsur mentioned that there were lots of challenges associated with recruiting new staff and this was predominately due to Community Southwark not being able to guarantee employment contracts to prospective employees beyond 31<sup>st</sup> March 2022 (this was beyond Community Southwark's remit, as the HWS contract had not been signed with the council). The challenges experienced by the contract issue can be demonstrated by the fact that on two occasions (for both roles) after offering the role to successful applicants and them accepting, they both decided (once receiving contract terms) to decline the employment offer and cited contract length as the main reason for this. These challenges had an adverse impact on the organisation i.e., on both occasions we had to reinterview, and this predicament had lasting impact on Q3 as we lost us significant time, resources and more importantly not being able to fulfil our core functions effectively due to lack of staffing.

#### ***HWS Members Representation***

Southeast London Patient Group – Graham Head (HWS AB Vice Chair) represents HWS at this group and gave the following feedback on his involvement/engagement with the Southeast London Patient Group group:

1) SEL Patient Group. Last meeting was 9th Nov 2021. Meets every two months.

The PG is an opportunity to work with people from Healthwatch boards across SEL, and to engage with people from the new SEL ICS.

Recent topics:

SEL ICS Working with People and Communities Strategy (Rosemary Watts, AD of Engagement, SEL CCG) – can share if of interest.

Overview of ICS Digital Programme and Data Usage Committee (Dean Holliday, Head of Digital Programmes, Population Health and Care, Digital and Information Sharing, Our Healthier Southeast London ICS).

2) SEL Data Usage Committee (DUC). This is a governance group, which considers applications for access to the linked care data stored in support of SEL CCG (assumed to transfer over to the ICS). Graham has been co-opted from the SEL PG as a patient /citizen rep. Meets quarterly/monthly, depending upon requirements.

Applications so far have included a data transfer for improving child health vaccination across SEL; a feed to help provide multiple Long-Term Condition (LTC) support in a Lambeth PCN; and a feed to GSTT to support better care of people with LD

Graham also mentioned that we needed to recruit another representative for this group (at least 2 people are required from each SEL Healthwatch) and encouraged Board members to get involved.

Mannah said that he was interested in being part of the Southeast London Patient Group, all AB members agreed to this request. Shamsur will send Mannah an application form to complete. **(Action)**

### ***HWBB Update***

Shamsur mentioned that he will be presenting to the HWBB on the 13 January and at this meeting he will propose that HWS has lay representation on the HWBB. He will update outcome (HWBB decision) at the next meeting or via email. **(Action)**

### ***Board meeting preferences for 22-23***

Board members agreed that the HWS AB Board should meet quarterly for 22-23 and the meeting should be synced with CS Board meetings (a month before CS Boards meeting). Shamsur to set Board meetings for 22-23 and send calendar invites.

**(Action)**

### ***Agreement on next meeting date***

Board members decided that they would like to meet again (within this financial year) and suggested that they would like to meet on **17<sup>th</sup> March, 5.30-7.15pm.**