

## Healthwatch Southwark Advisory Board Meeting

Date: 07/10/2021, Time: 5:00pm- 6.50pm

Location: Zoom

### In Attendance:

**HWS AG Members:** Sheona St Hilaire (Chair), Graham Head (Deputy Chair), Chris Henry, Jonny McDaniell, Mannah Kargbo, Lisa Mitchell

**HWS/ CS Staff:** Shamsur Choudhury (HWS Manager)

**Apologies:** Chris Mikata Pralat, Chinelo Njaka, Robert Ede

### Agenda Items:

	Agenda Items	Time	Lead
1.	Welcome and Introductions	5.00 - 5.05	Sheona / All members
2.	Review minutes 2 <sup>nd</sup> September meeting (see attached)	5.05 - 5.15	Sheona / All members
3.	HWE Quality Framework / Discussions	5.15- 5.40	Alvin Kinch (HWE)
4.	SEL Healthwatch / Questions	5.40 - 5.50	Folake Segun (SEL Health-watch Director)
5.	HWS Project /Work Updates: <ul style="list-style-type: none"> <li>GP Access Project</li> </ul>	5.50 - 6.05	Shamsur
7.	AOB: <ul style="list-style-type: none"> <li>HWS Staff Recruitment Update</li> <li>HWS AB Representation/ HWS Meeting Updates</li> <li>Meeting Agenda for 6<sup>th</sup> January 2022</li> </ul>	6.05 - 6.30	Shamsur All/ Shamsur  Sheona/All

### Notes of Meeting

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

- Rosa Clavane has missed 4 meetings in a row and has not communicated with HWS in relation to not being able to attend. The Board members took the decision to let Rosa know that we are considering her position on the Board (as per Terms and Reference of Board participation) and requested Shamsur to let her know. She has a right to provide an explanation for absence and be reinstated with the assumption that she will be taking part in future meetings. **(Action)**
- Chinelo gave her apologies for not being able to attend today's meeting.

- Robert gave his apologies for not being able to attend today's meeting, he is abroad.

### **Review of Minutes from 2<sup>nd</sup> September Meeting (Agenda Item 2)**

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

- Below is the most recent update re: **contract negotiations for HWS contract** from 1st Apr 2022 from the relevant council officer (Emailed by Chris, CS Director on 6/10/21) :

*"I am meeting our Strategic Director re my single supplier negotiation procurement report. I don't foresee any problems so should send you the initial docs next week for completion and return eg service spec for you to state how you would meet the requirements, pricing schedule. Does CS have an organisational Environmental Policy yet? As part of the council's declaration of a Climate Emergency, we now request them for new contracts"*

(Note from Chris: We will make sure that we have the relevant policy in place)

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).
- 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 6<sup>th</sup> of January meeting, the decision about meeting format will be decided in December **(Action)**.

### **HWE Quality Framework / Discussions (Agenda Item 3)**

Alvin Kinch, (Healthwatch England) presented the HWE Quality Framework.

In 2019 HWE launched the Quality Framework which sets out the key ingredients to running a Healthwatch.

The framework tool was developed:

- To take stock of which aspects of your service are working well and where you can make improvements.
- To help local councils develop a more consistent approach to commissioning and monitoring local Healthwatch services.
- To help Healthwatch England identify where we need to provide more support and training, as well as the individual services which might need more help.

## How can it help Local Healthwatch?

Developed and tested in partnership with local Healthwatch, the framework is a self-assessment tool which Healthwatch boards and leaders can use to explore key questions such as:

- Which aspects of our work are more effective?
- Where can we improve things?
- What barriers do we need to address?
- What factors drive our success?
- What impact are we making?

By using the framework, local HW can also help the wider Healthwatch network by adding to their understanding of what makes an effective Healthwatch and the impact we are collectively achieving.

Note: Undertaking the Quality Framework assessment is not an obligation on local Healthwatch or a commissioning requirement! HWE are actively encouraging local HW to take part for the purpose of ensuring all local Healthwatch are performing to their optimum and meeting expected standards.

### Members Feedback:

- Graham asked if HWE follow up on action plan created by local Healthwatch as a result of undertaking the Quality Framework Assessment? Alvin said 'Yes', she mentioned that the lead officer and HW Chair is invited to a HWE review meeting- this is not to challenge the outcome, but to support local Healthwatch to improve and meet requirements.
- Majority of board members agreed that undertaking the Quality Framework Assessment will be beneficial for HWS, it was widely agreed that any review to improve impact and practice is always a good thing. Chris Henry mentioned that the suggested timeframe and resource maybe an issue as currently HWS have staffing issues.
- Shamsur mentioned that he supports HWS undertaking this review and he had put in place practices (expectations of QFA) over the last six months to meet the requirements of the Quality Framework Assessment and felt that HWS would have been ready to undertake the assessment in February 2022, had staff not left. He stated that in HWS current position, HWS can realistically undertake the assessment possibly in Quarter 2 of 22-23.

### Action:

- Discuss how to take forward QFA at the next meeting i.e. set up a steering group to take this forward, agree timeframe, etc.
- Chris H, Sheona and Graham mentioned that they will be happy to lead on this.

## **SEL Healthwatch / Questions (Agenda Item 4)**

Folake Segun, the Director of the South East London Healthwatch was invited to the meeting to speak about her work and current priorities.

- The post of Director, south east London Healthwatch, was jointly created by the CCG and the six local Healthwatch to be operational from 1 April 2020 when the new merged SEL CCG was established.
- The SEL CCG fund the role, and it is hosted independently by Healthwatch Greenwich. Moving forward the new ICS structure has agreed to fund the continuation of this post from April 2022.
- Folake liaises with the 6 local Healthwatch organisations in South London and represents local Healthwatch patient, and public views to the south east London Clinical Commissioning Groups and various stakeholder meetings (she acts as the link/representation between local Healthwatch and SEL CCG).
- Folake meets with the six local Healthwatch chief officers/managers fortnightly to discuss joint working, issues that need to be raised, and how to influence decision making collaboratively.
- Folake manages a South East London Patient Group, members come from each of the south east London boroughs – currently Graham Head represents HWS at this forum.
- Current Priorities include GP Access project (local HW collaboration/joint project), ICS Engagement and Influence (ensuring local HW are part of the process and involved in decision making at ICS level).

## **HWS Project /Work Updates (Agenda Item 5)**

- Shamsur presented the GP Access project findings (view presentation here: [https://communitysouthwark.sharepoint.com/:b:g/Healthwatch/ESsA-BwHyQDJHq\\_t7bttty8x8BC2\\_uLlw9g1jFhT73PKnP1g](https://communitysouthwark.sharepoint.com/:b:g/Healthwatch/ESsA-BwHyQDJHq_t7bttty8x8BC2_uLlw9g1jFhT73PKnP1g)) and next steps. Next steps included:
  - Finishing off the draft GP Access report (Southwark specific)
  - Publication of the SEL GP Access Report (Folake Segun)
  - Undertaking targeted outreach with hard-to-reach communities
  - Engaging with GP stakeholders to review findings and potential actions

- There was no sufficient time to present the 'mental health project' findings and to provide updates of work – this will be deferred for next meeting as an agenda item **(Action)**.

## **AOB (Agenda Item 5)**

### 1. Recruitment Update:

- Shamsur informed the Board that Alice Godman (Research and Intelligence Officer) and Lizzy Macauley (Engagement and Signposting Officer) both left HWS (reason for leaving-: wellbeing issues), Alice's last day was 8<sup>th</sup> September and Lizzy's last day was 30<sup>th</sup> September.
- Shamsur mentioned that both of the posts had been advertised (i.e.charityjob.co.uk) on the 27<sup>th</sup> September and had a deadline until 15<sup>th</sup> October. He mentioned that the interview for the Research and Intelligence post was scheduled for the 2<sup>nd</sup> November and the interview for the Engagement and Signposting Officer was scheduled for the 9<sup>th</sup> November.
- Shamsur mentioned that he expected Advisory Board members to be part of the recruitment process i.e., shortlisting and interviews.

### **Action:**

- Shamsur to email Board members to gather interest of who is available to support the recruitment process.

### 2. HWS Members Representation

South East London Patient Group – Graham Head Represents HWS at this forum and gave the following feedback:

The meeting was on 15th September 2021.

- There was a presentation of the ICS Implementation Guidance on Working with People and Communities, from Rosemary Watts (Assistant Director of Engagement, SEL CCG). This was followed by a lively Q&A from the group.
- Folake led a presentation of the National GP Survey results for SE London. This was a large-scale piece of work, with interesting results for SEL and for the local boroughs (shared with Shamsur for distribution to HWS AB).
- Folake gave a brief update of SEL ICS progress.

**The meetings take place every two months.**

### **Action:**

- There is still 1 HWS representative places left for SEL Patient Group, anyone interested in being part of this group should inform Shamsur. Graham to promote involvement at this forum at the next meeting.

Discussions around agenda items for 6<sup>th</sup> January meeting:

- HWS Mental Health Project Update/ Work Updates
- Quality Framework- How to progress with this.

### **Future Meeting Dates**

- TBC (March/ April)

### **Actions Outstanding:**

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.