

Healthwatch Southwark Advisory Board Meeting Minutes

Date: 10/11/2022, Time: 5:30pm- 7.00pm

Location: Teams

In Attendance:

HWS Advisory Board Members: Graham Head (Deputy Chair), Robert Ede; Mannah Kargbo; Chinelo Njaka

HWS/ CS Staff: Shamsur Choudhury (HWS Manager), Anood Al Samerai (Community Southwark CEO), Shola Oshiga (Research & Projects Officer)

Guest Presenters: Margaret Curtis (Healthwatch England)

Board Member Apologies: Sheona St Hilaire (Chair), Chris Henry, Jonny McDaniell

	Agenda Items	Time	Lead
1.	Welcome and Introductions (Board Members attendance)	5.30 - 5.35	Graham / All members
2.	Review minutes of 4 th August 2022 meeting (see attached)	5.35 - 5.45	Graham / All members
3.	Decision Making in a Hosted Health-watch	5.45 – 6.30	Margaret Curtis (Health-watch England)
4.	Members to ratify Sheona and Graham roles	6.30- 6.35	Chris Henry
5.	HWS Terms of Reference Update	6.35 – 6.40	Jonny McDaniell
6.	HWS AGM – 16 th November 2022, Theatre Peckham (see attached poster and agenda)	6.40– 6.45	Shamsur

7.	AOB: <ul style="list-style-type: none"> • Staff Update • Members question on Council Q2 Monitoring Report (see attached) • HWS AB Representation/ HWS Meeting Updates 	6.45 - 7.00	Shamsur/ All
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Notes of Meeting

Agenda Item 1: Welcome and Introductions

- The meeting was chaired by Graham Head (Vice Chair), Sheona (Chair) and Jonny McDaniell sent apologies.
- Chris Henry has resigned from CS Board and Healthwatch Advisory Board. He is resigning on personal grounds and sent his resignation on the 8th November. HWS Advisory Board will look to recruit a new CS Board Trustee representative to be part of HWS Advisory Board. **(Action: Shamsur to follow up)**
- Shola Oshiga (new HWS Research and Projects Officer- started on 30th October) attended the meeting to introduce herself, all members welcomed her.

Agenda Item 2: Review of Minutes from 4th August 2022

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 (9th February 2023) 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.

Agenda Item 3: Decision Making in a Hosted Healthwatch (Margaret Curtis - Healthwatch England)

Margaret Curtis from Healthwatch England was invited (by the Chair) to present on 'decision making within a hosted Healthwatch' – this was in light of HWS adopting a new decision-making policy (HWS has compiled a draft decision-making document) and for all to understand the importance of decision making (especially processes and protocols) and to input into the decision-making policy document.

To view Margaret's presentation, please click here:

<https://communitysouthwark.sharepoint.com/:p:/g/Healthwatch/EaQaB40btZ1HrTk4I7MczScBZ6qRzxcIMKuKhTbr60iE8w>

Margaret mentioned that she has reviewed the draft 'HWS Decision Making Policy' and said that our document encompassed most of the good decision-making practices required as per her presentation information – she said we are on the right track.

As part of the presentation, there was a question on how we communicate our decision making – for example, often just publishing Board minutes would not be sufficient.

Shamsur mentioned the following:

- Reports has information on decision making process
- We share information on our newsletter and website i.e., Priorities Report
- We email our stakeholders
- Contract monitoring report (Decision making)

Member comments:

- Decision making is transparent
- Informal lines of communication could be improved, and Board members should feel consulted.
- Plans are not formally systemised (decision making) - we need a system for decision making. There is a need to ensure decisions are made at the right level, and clearly communicated.

Graham noted that the draft Policy would require adjustment to better reflect the material Margaret had shared. For example there needed to be

something about communicating decisions, and on assessing the risks associated with decisions.

(Action: Board to update and review decision making policy)

It was also commented that there needed to be better risk management in general, so HWS should consider developing a formal risk register.

(Action)

Shamsur suggested that we should invite Margaret back at a future meeting (once new members are recruited, possibly April) to speak about board members responsibilities, he feels that board members should understand how they should be involved and in what capacity (clear clarification on role and responsibility). Margaret said that this is an important topic for discussion as other Healthwatches have raised the same topic for discussion, she said he will happily be back to present and discuss on this topic. (Action: Shamsur to engage with Margaret for future meeting on this topic)

Agenda Item 4: Members to ratify Chair and Vice Chair roles

This item had been on the agenda for the previous two meetings (19th May & 4th August), however, due to lack a quorum, the Chair suggested that we progress with this by tasking Chris Henry (as CS Board member representative) to seek votes from each Board member individually to ratify or otherwise the current Chair and Vice Chair. Chris Henry completed this task but was not present at this meeting to present the results. He emailed all Board members with the result outcome.

The result of votes: All the Board members unanimously ratified Sheona St Hilaire as Chair and Graham Head as Vice Chair.

Agenda Item 5: HWS Terms of Reference Update

Jonny McDaniell was tasked to provide updates to the Board on the changes to the Terms of Reference and receive feedback, however he was not able to attend, so Graham took on the item. He summarised the scope of the amendments and asked for feedback:

Only one comment was received:

- Robert highlighted that the reference to South London CCG needed to change to reflect new ICS structure.

This was agreed. (Action Shamsur, completed)

Board members that have not provided feedback on the Terms of Reference document were requested to provide their feedback (via email) by 18th November 2022. (Action: Shamsur to send email to all members on 11/11/2022). In the absence of any further substantive comments, the new Terms of Reference could then be signed off.

Agenda Item 6: HWS AGM

Shamsur shared the AGM poster and Agenda and mentioned the following:

- The AGM will take place on 16th November at Theatre Peckham. The event has been promoted widely and staff will be leafletting the local area/estates on the 14th November.
- 12 stall holders have signed up to promote their services and the Health Ambassadors will be helping as well.
- The Council/ Partnership Southwark are also organising Covid and Flu Jabs to be available.
- The event will be divided into two parts, 1st part (12-1.30pm) will be a health event with guest speakers talking about different health topics and 2nd part (1.30- 2.30) will be the AGM.
- The event will be Hybrid – the AGM element will be accessible online via Zoom Meeting. This link will be shared with anyone registering to attend and shared with all key stakeholders.

AOB (Agenda Item 9)

Members Questions on Council Q2 Monitoring Report

- Robert observed that we attend a lot of meetings and queried if these could be dispersed widely amongst everyone to support HWS. *Shamsur said that different staff members are allocated to attend different meetings (this is rotated fairly) and also according to their work (i.e. Gosia organises a lot of meeting for community engagement partnerships and project work). There are some meetings we are required to attend every quarter as part of our partnership agreements eg NHS Trusts, Healthwatch meetings. He mentioned that Board members are also actively attending meetings on our behalf i.e. Sheona agreed to represent us at the Health*

and Wellbeing Board meeting and we are potentially looking for another member to represent us at Partnership Southwark Strategic Board meetings. Graham also represents HWS at South London wide meetings facilitated by the SEL Healthwatch network (see below).

HWS Members Representation

Graham Head provided the following updates via email:

SE London Healthwatch Reference Group - 3/10/2022

This was the first formal meeting of the new reconstituted group.

1. Terms of Reference were discussed and finalised.
2. An ICS Leaflet on 'Faster Treatment' was reviewed. This is about the option of offering patients appointments and treatments in a different hospital - if there are shorter waits there in specific specialties. The group had a number of comments on clarity and readability
3. Similarly, a GSTT Leaflet on 'Vital 5' screening checks was reviewed. Again, the group had a number of comments on the material.
4. There was a broad discussion about activities in the six local Healthwatches.

SE London Data Usage Committee (DUC)- 20/9/2022

1. Prof James Teo gave a presentation on the Kings Health Partnership (KHP) analytics teams' use of the NEL Population Data / AI platform. This explained how the use of advanced analyses could help to identify groups at greater risk, or who might need additional support. This was well received and there were a number of questions.
2. There were two applications for access to the information held in the Data Discovery Service (DDS). (The DDS holds linked information about patients across SE London, from GP practices and local hospital trusts).
 - a. A request from the KHP team for data which would aid in understanding the prognosis and impact of Long-Term Conditions.

- b.
- c. An application for Guy's and St Thomas' NHS Foundation Trust to use Discovery Data to clinically risk assess and prioritise patients on the Diabetes follow up waiting list.

As of this meeting of the DUC, applications for data access are required to include a plain language description. Graham is able to provide more detailed descriptions available if anyone is interested.

After discussion and questions, both applications were approved

AOB:

- Chinelo spoke about a UN visit she is supporting looking at racial disparities in UK.

Future HWS Board meeting Dates (22-23)

- 9th February 2023

HWS Meeting for 23-24:

- Thursday 20th April 2023
- Thursday 20th July 2023
- Thursday 19th October 2023
- Thursday 25th January 2024

CS Board Meetings 23-24

- 30th May 2023
- 29th August 2023
- 28th November 2023
- 27th February 2024