

Healthwatch Southwark Advisory Board Meeting

Date: 17/03/2022, Time: 5:30pm- 7.20pm

Location: Zoom

In Attendance:

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

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

Apologies: Lisa Mitchell, Mannah Kargbo, Chris Mikata Pralat

	Agenda Items	Time	Lead
1.	Welcome and Introductions (Welcome Gosia)	5.30 - 5.35	Sheona / All members
2.	Review minutes of 6 th January 2022 meeting (see attached)	5.35 - 5.45	Sheona / All members
3.	Community Southwark Updates (new office and new CEO) / Healthwatch Contract Update	5.45- 5.55	Chris Mikata Pralat
4.	Community Engagement Update	5.55 – 6.10	Gosia
5.	Young People’s Health Project	6.10 - 6.25	Megan
6.	HWE Quality Framework Working Group Update	6.25 – 6.35	Chris/ Graham/ Sheona
7.	AOB: <ul style="list-style-type: none"> • Members question on Council Q3 monitoring Report • HWS AB Representation/ HWS Meeting Updates: SEL Patient Group • HWBB Update • Meeting Dates for 22-23 • Health Ambassadors Event / HA Project Officer recruitment (13th April interviews, shortlisting 6th April) • Agenda ideas for next meeting 	6.35 - 7.00	All

Notes of Meeting

Welcome and Introductions (Agenda Item 1)

- The meeting was chaired by Sheona St Hilaire

- The Board members formally welcomed Gosia Kaczmarczyk (HWS Community Engagement Officer) to HWS and introduced themselves- Gosia joined HWS on 17th January 2022.
- Mannah and Lisa sent their apologies for not being able to attend meeting. It was suggested that we should engage with Lisa to see if she is okay and happy to be involved, she has missed few meetings. **(Action)**

Review of Minutes from 6th January 2022 (Agenda Item 2)

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

The chair noted one action that will be deferred: The Healthwatch Southwark '**independence discussion**' actions (which was an agenda item on 6th January meeting) will be deferred until the Board completes the HWE Quality Outcome Framework (this is expected to be completed by September 2022).

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

- 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.
- It was agreed that future meetings should start at 5.30pm to accommodate board members attending meetings coming from work.

Community Southwark Updates (new office and new CEO) / Healthwatch Contract Updates (Shamsur and Sheona updates) (Agenda Item 3)

- Community Southwark has officially been awarded the Healthwatch Contract for the next 4 years (1st April 2022- 31st March 2026). The new contract is set at £155,000k per annum, which is £15k more than last year.
- Community Southwark/ Healthwatch Southwark will be moving to new offices from 21st March 2022- the new office is based in Bermondsey (11 Blue Market Place).
 - There was discussion around branding for HWS within the new premises i.e., it was mentioned that HWS logo will not be on signage for new office sign- shamsur mentioned that this will only have Community Southwark logo. Members highlighted that they strongly feel that HWS logo and organisation should be acknowledged with the main shopfront signage, it was highlighted that HWS is an organisation of its right own and it should be promoted to increase its presence. **(To follow up)**

- The new CEO of Community Southwark (Anood Al-Samerai) will start on 6th June 2022, and the current CEO (Chris) will leave his post on the 17th of June.
- The budget for HWS was shared with the Chair by Chris (CS CEO)- the Chair mentioned that she will share the email/budget with all board members after the meeting. (Action). The chair requested that if CS could provide 'Healthwatch specific budget reports' in the future (spending, income, etc) (Action).

Community Engagement Update (Gosia) (Agenda Item 4)

Gosia presented HWS current engagement activities:

Current Community Engagement

- In-person engagement, focus areas: Peckham and Walworth- Signposting and feedback sessions at local libraries; next month's focus on Bermondsey and Rotherhithe
- Online: 5-7 workshops run monthly; selection of themes: Representing and raising HWS profile, showcasing local organisations and services, providing opportunities for partnership and collaboration, mental health support sessions

Social Media

- 4 social media channels are used actively to engage with the community: Instagram, Facebook, Twitter, and YouTube

Upcoming plans

- Organise Community Health Event in June-August
- Promotion- marketing materials to be distributed locally to key stakeholders (i.e., libraries, health centres) to increase community presence
- Prioritising in-person engagement in Bermondsey and Rotherhithe in Q1 (22-23)

Health Inequalities Project (Engaging Latin American/Black/ African Communities)

- Research-looking into previous reports and local projects, reaching out to current project leaders at King's College and SLaM, HWE projects
- Stakeholders' engagement- attending meetings with local stakeholders i.e. REACH, Latin American Network
- building relationships and setting meetings to reach to Latin American community members and Black/ African Communities.
- On-going process of identifying groups, events, and forums to attend

The full presentation can be viewed via this link:

https://communitysouthwark.sharepoint.com/:p:/g/Health-watch/EeXXf5gNugVMk7fzLGMVzN4BeVuwQqWnc1UsxL_wM4QOYQ

Enter and View Update:

- We have created a project brief, outlining our aims and objectives and the timetable of activities for restarting the Enter and View programme.
- We organised a meeting with officers from across SEL HW to share updates on our Enter and View programmes, learning and training materials.
- We are recruiting for Enter and View Authorised Representatives, advertising the role via our website, social media, newsletter, Community Southwark networks and during our outreach.
- We have organised an Enter and View Information Session on 17th May for volunteers.
- We plan to organise a pilot visit in June to familiarise our new staff and volunteers with the Enter and View process (care home visit).
- We plan to set a theme/ service focus per quarter and organise quarterly review meetings with the CQC and commissioners to discuss our visits, findings and recommendations.

Young People's Health Project (Megan) (Agenda Item 5)

Megan presented the Young People's Health Project.

The presentation covered the following:

- Aims and objectives of project- to boost engagement with young people, listen to their views and get them involved in decision making, to establish a youth panel.
- Methodology- background research, stakeholder engagement, community engagement and outreach, recruitment, set up the panel, train panel members, panel members to attend meetings with stakeholders and commissioners and represent voice of young people, link up with other VCS orgs, develop priority projects.
- Where we're at- currently conducting background research looking a demography, vulnerable groups and key issues facing young people. Researching other HW Youth Projects (Tower Hamlets, Lewisham and Richmond). Engaging with stakeholders (council, public health, education NHS trusts, VCS) and the community (local events, youth groups, social media).

The full presentation can be viewed via this link:

<https://communitysouthwark.sharepoint.com/:p:/g/Healthwatch/EXW-ySmyyrxEiKdVVM6buNIBM9UW0trdHuhlcOZy3yDjpA>

HWE Quality Framework Working Group Update (Chris Henry) (Agenda Item 6)

The working group (Chris H, Sheona, Graham, Robert, Jonny, Shamsur) met twice in February and agreed the following:

- HWS staff should be active participants in this process, Shamsur will be lead in supporting the work and his staff will contribute according to domain/theme under review (as per role expertise/experience)
- To set up the QOF document/spreadsheet on Google doc (Graham has actioned this already and he has shared with all working group members)- this document will used to upload all information and will be accessible to all working group members.
- HWS Staff team members will contribute evidence to the QOF spreadsheet on Google Doc, in the first 2 weeks of each month. Shamsur suggested that he will set up team meetings to discuss each theme/domain with his staff and he will upload evidence information prior to the monthly working group meetings.
- The working group will meet every 3rd week of the month to review the theme/domain under review and complete the spreadsheet in according to evidence provided by HWS staff evidence.

The working group agreed that the first theme/domain they will review will be '**Community Engagement**' and a meeting has been set for 23rd March (4-6pm) to review domain/theme.

The Board agreed to the working groups suggestion that 'Quality Framework progress update' will be added as a standard agenda item at future Board meetings (until the Framework is completed).

AOB (Agenda Item 7)

Members question on Council Q3 monitoring Report

- There were no questions around this agenda item.

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 and Data Usage Committee:

- At the most recent meeting, on March 7th, the group discussed the recent presentations from the ICS/ICB and the draft ICB constitution; a number of points were raised which the members of the group would feed back.
- The group members also considered the role of the group going forward. In particular, it should not duplicate the role of the local Healthwatches but should consider issues relevant to the ICS as a whole.
- A second attendee from Southwark is still required.

Data Usage Committee: The most recent meeting was on January 18th.

There was just one application for data access to be considered: As part of the London Regional Pathfinder Project, a request for access to data on adult and children with asthma.

(Background: There are currently four 'Pathfinder' projects aimed at using existing health and care data to improve London citizen's lives, focused on:

- Hypertension
- Childhood Immunisation
- Asthma
- Cancer

Each of this has a different lead (e.g., SEL or NWL), but is aimed at London-wide benefits).

The Asthma project discussed in January sought records of adults and children with Asthma going back 2 years, with an aim of analysing the data in pseudonymised form, and then using the outcomes with local clinical teams to improve the care delivered.

There was discussion of the mechanism for selection of the records, and some of the technical access mechanisms. As the data being handled was pseudonymised, it was assessed as low risk and the application approved.

Graham suggested that he will provide written updates of his involvement in this group prior to future meetings date. (Action)

Shamsur added further comments and mentioned the following:

- This group is under review due to the new ICS changes and will most likely be renamed 'SEL Healthwatch Advisory Group'.
- Folake Segun (Director of SEL HW Network) will have her contract renewed for 2 years by the ICS. She will have discussions with current members of the group about how to progress and review objectives of the group under the new ICS structure.

The Board members suggested that HWS staff provide them a list of all meetings they attend and HWS is expected to attend, they suggested they could represent HWS at some of these meetings to ease pressure on staff and increase Board members representation and involvement. (Action)

HWBB Update

Shamsur mentioned that he presented to the HWBB on the 13 January and at this meeting he proposed that HWS has lay representation on the HWBB. The HWBB members were very supportive of this suggestion and agreed to the proposal. The next action is to identify a suitable member/resident to represent HWS at this forum (Action)

AB Board Meeting Dates - 22-23

Board members agreed at the last meeting 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 presented the following dates:

HWS Board meeting Dates:

- **4th May 2022**
- **4th August 2022**
- **10th November 2022**
- **9th February 2023**

Health Ambassadors Event / HA Project Officer recruitment

Shamsur informed the board members two key information in relation to the Health Ambassadors Programme:

1. HWS have been awarded a further year of funding to manage the Health Ambassadors Programme (Southwark Public Health funded). Bridie the current officer supporting this work has moved to Bristol and will leave the role in Mid-May (working part times in April). HWS will be recruiting for a new officer to start from May. The advert for the role was posted this week and interviews are expected to take place on 13th April (in person interviews).
2. HWS have organised a Health Ambassadors celebration event (to celebrate volunteer's achievements over the last 18 months), the event will take on 25th March, 12.30- 3pm at Peckham Levels (All board members are invited to attend).

Shamsur asked if any Board members would like to be part of the shortlisting/interview panel for the Community Health Ambassadors Officers role- Sheona offered to support this **(action, invite Sheona)**

Agenda item for next meeting

- HWS Priorities for 22-23 (based on Priorities Survey / Feedback)
- ICS Update – Local decision-making landscape (invite guest from Partnership Southwark)
- HWE Quality Outcome Framework Update
- Discussion around AGM Process for HWS AB

Agreement on next meeting date

- **4th May 2022, 5.30- 7.15 (Venue: TBC)**