

Healthwatch Southwark Advisory Board Meeting

Date: 23/06/2021, Time: 5:30pm-7.00pm

Location: Zoom

In attendance:

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

HWS/ CS Staff: Shamsur Choudhury (HWS Manager), Chris Mikata-Pralat (CS CEO),

Apologies: Kevin Steward, Rosa Clavane

Agenda Items:

	Agenda Items
1.	Welcome and Introductions
2.	Review minutes of 15 th April meeting
3.	Healthwatch Contract Discussion Update: <ul style="list-style-type: none"> • Contract Update from Community Southwark Board + CS Director • Contract Review Report • Feedback from Members
4.	HWS Advisory Board Terms of Reference <ul style="list-style-type: none"> • Feedback on revised Terms of Reference
5.	AOB: <ul style="list-style-type: none"> • Q4, 20-21 HWS Contract Monitoring Report • HWS AB Representation: SEL Patient Group (Graham Head) • Agenda for 2nd September meeting

Notes of meeting

Graham Head (Vice Chair) chaired the meeting from the start of the meeting until agenda item 4, Sheona St Hilaire (Chair) chaired from agenda item 4 until end of meeting.

Review of Minutes from 15th April Meeting (Agenda Item 2)

- All members agreed minutes are accurate and no additional amendments are required.
- Follow up Actions: (Shamsur)
 - To add members to the 'Slack' account set up for HWS Advisory Board
 - To provide a full breakdown of HWS Budget for 21-22, which should include all areas of costs/overheads. Members stated the supplied

budget information was very generic and they would like to know the specifics of the budget.

HWS Contract Discussion Update (Agenda Item 3)

Chris (CS Director) provided the following update:

- Shamsur presented his HWS contract review report to the CS Board on 23rd May and was present when the CS Board discussed the contract and made their decision.
- CS Board has authorised him to negotiate the renewal of the Healthwatch contract (full 4 years) based on the condition of full recovery of costs. If negotiation is not successful based on full cost recovery, then CS might decide that they do not want to renew the contract.
- Chris will meet with the Local Authority commissioner at the end of July to discuss the contract and further updates can be provided to HWS Advisory Board at their September meeting.
- The new contract will be an integral part of CS, an independent Healthwatch is not on the agenda for the moment.
- The Board did not favour the independent Healthwatch option (which was an option for consultation and an option supported by almost all the respondents in the Contract review report) based on the following reasons:
 - CS Board members cited the changes to the healthcare management system in South East London, with the creation of the 'Integrated Care System' (ICS), they felt it is better for HWS to have stability and focus on what matters i.e., ensuring they have influence at the ICS level
 - They cited the Impact of Covid, they questioned whether in recovery if it was the right time to have discussions about becoming an independent charity – they feel it is better to have continuity and stability in the interim
 - CS Board feels that CS allows to amplify HWS cause

Chris Henry made this additional comment as a representative of the CS Board:

- In relation to future contract discussions, it should be acknowledged that the council will ultimately decide what happens, CS Board can't determine the funding and outcome of the contract.

Members Feedback:

- Graham Head agreed that as there are system changes happening (referring to ICS), it is therefore better to focus on service continuity in the interim. He also mentioned that if CS is recommissioned to provide the HWS contract, they could facilitate the independence of Healthwatch in the longer term.

- Robert asked whether the window of opportunity of Healthwatch Southwark being independent was lost.
- Chris (CS Director) response to Robert's question: Chris suggested the independence discussion could be raised again in the future if the Advisory Board wishes.

There was an outstanding action that was not addressed from the minutes of 15th April:

- To provide a summary of what activities HWS would do if a higher value contract was to be achieved/ won.

Chris (CS Director) said he would only be able to provide a breakdown of activity/costings once the new contract was agreed, but he mentioned that the higher value contract will enable CS to recover full costs for managing the contract.

Note: The 'Contract Review Report' was not presented at this meeting, as it would not influence any further discussions.

Actions:

- Chris (CS Director) to provide updates from his HWS contract negotiation meeting with local authority commissioner in September meeting.
- Advisory Board to review the independent Healthwatch option in future discussions.

HWS Advisory Board Redrafted Terms of Reference - Members Feedback
(Agenda Item 4)

Jonny and Graham took on the responsibility of redrafting the Terms of Reference on behalf of the Advisory Board.

Jonny presented the redrafted Advisory Board Terms of Reference and went over the key headlines in terms of content and layout.

Members Feedback:

- Members congratulated Jonny and Graham for their efforts in redrafting the Terms of Reference and commented that the redrafted version was much clearer in terms of information/content and lot more user-friendly as a public facing document.
- Members recognised the name change of the group from 'Advisory Group' to 'Advisory Board', Graham highlighted the name change was to align with Healthwatch England recommendation. All members agreed to the name change and stated the reason was valid.

- Chris Henry suggested the following changes to the redrafted version for the purpose of clarity and to reduce duplication of information:
 - Delete paragraph 5: “The board comprises a mixture of people drawn from different backgrounds to help reflect the great richness and diversity of the borough of Southwark. This may include:”
 - Insert: “Board membership may include:”
 - **Page 4**, penultimate line:
 - “year of this term acts as a probationary period; continuation is agreed by a vote of the”
 - After “continuation is agreed” insert: “at the end of the initial year”
- All members agreed that the above changes (made by Chris Henry) should be incorporated in the redrafted version.
- Members also revisited the discussion about the possibility of creating an ‘Operational Document’ which would outline the relationship between HWS Advisory Board and CS Board. It was agreed that this discussion can be revisited once the new 4-year Healthwatch contract is agreed and signed.

Actions: (Shamsur/ Members)

- To add any new changes/suggestions from members feedback in the redrafted version and circulate to members.
- To upload final version of ‘Terms of Reference’ on HWS website
- Revisit the discussion for creating an ‘Operational Document’ between HWS Advisory Board and CS Board (ongoing/future action)

AOB (Agenda Item 5)

1.HWS Contract Monitoring Report - Q4

Shamsur mentioned that he has changed how HWS report to the local authority commissioner (in Q4 of 20-21), he said previously HWS compiled a 25-page table-based monitoring form (which he found tedious, lacking clear information and not user friendly). He has since changed the reporting based on the 6 core Healthwatch functions (as stipulated in the contract with the Council) and is reporting on them. The new monitoring form is more user friendly, clear in terms of information and work undertaken against each core function, it is visually appealing and a lot shorter in number of pages (12-13 pages).

He said he has planned the new monitoring form with the public in mind as he would like to share the HWS quarterly reporting with various stakeholders i.e. members, Advisory Board, etc. He mentioned that the local authority commissioner was happy

with the new monitoring form and made suggestions of additional information he would like to see included.

It was agreed (by local authority commissioner) that HWS can use the new monitoring report format for quarterly reporting moving forward.

At the meeting, Shamsur presented the information on the Q4 monitoring report to the Advisory Board.

Member's Feedback:

- Members commented that the new monitoring report was very clear, well presented and had good depth of information. They were happy with the structure and agreed it should continue in same format.
- It was agreed that this report should be sent to the Advisory Board every quarter, as it will be a good source of information of what HWS are doing and keeping AB members abreast of HWS work and priorities.
- There was a suggestion that key areas of work (i.e., projects, influence, impact) from the quarterly monitoring report should be presented at the Advisory Board meetings under a new heading called 'Spotlight on HWS Work' (5-10 min presentation by staff). All agreed that this was a good idea and should be taken on board for future meetings.

2. HWS Members Representation

It was agreed that there should have a continual agenda item (under AOB) that gives Advisory Board members the opportunity to let other Board members know how they are involved with HWS and how they have represented HWS in wider stakeholder forums.

South East London Patient Group

Shamsur informed the members that Graham and Kevin are representing HWS at this forum, they were recruited into this role in April. Shamsur mentioned that HWS can send 3 representatives to this forum and he is in the process of recruiting for the 3rd representative- this invitation to represent HWS in this forum was extended to all interested Advisory Board members. Members showed interested in learning more about this opportunity.

At this meeting Graham Head spoke about his representation at the South East London Patient Group, he said the following:

I've been to two meetings of the SEL patient group:

- The first was introductory, and included a discussion of the coming White Paper and the ideas behind the SEL ICS
- The second provided an introduction to the population health strands of work, led by Robin Prospect, the project manager (I think they are from the King's Health Partners)

I also attended a workshop where members from the group reviewed communications material from the 'Home First' project. This is an initiative in Bexley

and Greenwich to provide additional community funding to support hospital discharge to the home. There were a lot of comments about the material provided

Actions:

- To send information on the SEL Patient Group to all members and for members to let Shamsur know if they are interested in representing HWS (1 space left)
- To ask members if they would like to present or speak about any relevant HWS involvement / representation at the next meeting.

Agenda Items for 2nd September meeting:

suggestions for agenda items for next meetings.

- Annual Report 20-21
- Present Mental Health/ Vaccine / or GP Access project (Spotlight on HWS work)/ community engagement plan
- ICS presentation

4. Future Meeting Location

There was a discussion around how to host meetings in the future:

- Chris Henry said he was keen to meet face to face as he felt this was required to get back to normal and establish relationships.
- Robert highlighted that if we decided to meet face to face then the time of the meetings will need to change (i.e., start from 6pm) as some working members will need to plan their journey from work.
- Robert also commented that it would be helpful for us to operate on a hybrid meeting model basis, members can attend meet face to face and join online.
- Chris (CS Director) said CS will have the capacity to host small hybrid meetings but not large meetings, he also mentioned managing hybrid meetings will be challenging!
- Lisa commented that she was not comfortable to meet face to face until she had both of her Covid-19 vaccinations.
- It was agreed that the 2nd of September meeting will be held online, and how future meetings will be held will be reviewed at the next meeting.

Future meeting Dates

- Thursday 2nd September 2021, 5-6.30pm (Zoom)
- Thursday, 7th October 2021, 5-6.30pm (Venue: TBC)

- Thursday, 6th January 2022, 5-6.30pm (Venue: TBC)