

Healthwatch Southwark Advisory Group Meeting

Date: 25/02/2021, Time: 5- 6.30pm

Location: Zoom

In attendance:

HWS AG Members: Sheona St Hilaire (Chair), Chris Henry, Robert Ede, Graham Head, Rosa Clavane, Kevin Steward

HWS/ CS Staff: Chris Mikata-Pralat (CS CEO), Shamsur Choudhury (HWS Manager), Alice Godman (HWS Research & Intelligence Officer), Lizzy Macauley (HWS Engagement & Signposting Officer)

Apologies: Bridie Hindle (HWS VCS Engagement Officer- Covid 19) Zuwena Blagrove (CS/HWS Comms Officer)

Agenda Items:

Welcome & Introductions
Governance: <ul style="list-style-type: none">• Statutory Role of Healthwatch• Community Southwark Governance• Role of the Advisory Group
Current Issues: <ul style="list-style-type: none">• Strategy• Contract• Meetings Calendar Draft Proposal

Notes of meeting

Chris (CEO/Director of Community Southwark) welcomed everyone to the meeting.

He presented the following information:

- General Information on Community Southwark & Healthwatch Southwark (www.communitysouthwark.org / www.healthwatchsouthwark.org)
- Community Southwark has been hosting Healthwatch Southwark since 2013.
- All the members of the Advisory Group (present at meeting) have been newly appointed. He mentioned HWS did have an Advisory Group prior to forming this group, however in 2020 the group members decided it would be better to start afresh with new members (Chris did not go into the details of this).
- He asked members to refer to the HWS Annual Report, HWS Strategy document and HWS website (which he sent as part of meeting invitation) for more information on HWS and its current work priorities.

- He asked members to refer to the role of advisory group members and Advisory Group Terms of Reference for more information on this.
- He mentioned that Sheona St Hilaire had applied for the Chair's role and is the current Chair for the Advisory Group. All Advisory Group member agreed to Sheona St Hilaire being selected as chair. Chris said he will ratify this with the CS Board.

Healthwatch Southwark staff team introduced themselves and their role within Healthwatch Southwark

- Shamsur Choudhury is the HWS Manager, he joined HWS 15th February 2021. Shamsur has the overall responsibility of managing HWS on a day-to-day basis (i.e. strategic decision making, managing staff). One of his key roles is to support the management and development of the HWS Advisory Group i.e. main liaison person for the AG members, support the Chair/members with managing the meetings and formulating meeting agendas/work priorities.
- Alice Godman is HWS Research and Intelligence officer. Alice supports HWS with intelligence gathering, analysing data, report writing and undertaking priority projects. Alice is the longest serving member of the HWS Team and has been working at HWS since October 2019.
- Elizabeth Macauley is HWS Engagement and Signposting Officer. Lizzy's role involves supporting HWS engagement work, supporting HWS volunteering strategy and undertaking HWS signposting functions. Lizzy joined HWS in August 2020.
- Bridie Hindle joined Healthwatch Southwark in October 2020. Bridie's post is funded by Southwark Public Health and currently she does not directly undertake any HWS work. Her project involves managing a Public Health initiative to bring together a community network of Health Ambassadors to discover more about the inequalities and barriers that different communities face and empower them to better assist themselves in the prevention of COVID-19. Bridie is also running a grant programme for grassroots voluntary sector community groups to fund innovative projects that support vulnerable and high-risk groups during the pandemic.
- Zuwena Blagrove is a Communication Officer for Community Southwark. Zuwena supports HWS communication functions (i.e. website, newsletters, posters, social media management) for 1 day a week (20% of her working hours per week).

Brief overview of the role of the Advisory Group/ members (plus staff input):

- Play a key role in advising on HWS strategy and priorities
- Ensure the involvement of local people in HWS work and decision-making
- Support partnership working in the community and represent HWS in the community
- Represent HWS in wider stakeholder engagement and decision-making structures i.e. NHS Trust, Local Authority
- Work with the CS Board to ensure HWS is well run and effective, making a difference in line with its objectives, from an oversight rather than an operational perspective.
- To support and guide staff

Advisory Group Members introduced themselves

Six newly appointed members were present at the meeting:

- **Sheona St Hilaire (Chair):** lifetime Southwark resident, teacher, interest in mental health and disabilities
- **Chris Henry:** Chris is Community Southwark Board member (joined 14 months ago), and he is HWS link to the Community Southwark Board. Chris is a local resident (Camberwell), he has lots of experience in VCS organisation governance/ quality assurance and has worked for Citizens Advice Bureau.
- **Graham Head:** lived in Nunhead for 20 years plus, has experience of mental health services (via family), IT background. He is strong supporter of patient engagement.
- **Kevin Steward:** long standing resident of Southwark (lives near Nunhead/Peckham border), he has strong knowledge of primary and secondary care services, is passionate about NHS and championing the cause of the forgotten people in Southwark (i.e. disabled, elderly and people without access to technology)
- **Robert Ede:** lives in Nunhead, works for a health and social care research focussed think tank. Passionate about the patient voice, this is his first voluntary role.
- **Rosa Clavane:** Lives in Peckham, interested in getting to know the local community/ local landscape through this role.

Discussions:

- There were discussions on frequency of AG meetings, some members felt the group should meet more regularly (rather than proposed quarterly) especially at a group formation stage and not to lose momentum of involvement. It was agreed that the group would meet on the 15th April 2021 to keep up the momentum and to review important discussions (i.e. future of HWS contract – see below notes) and then it would revert back to quarterly meetings in line

with Community Southwark Board member meetings (meeting few weeks before CS board meetings).

- Members discussed having a stand in chair/ deputy chair in case the Chair is unable to attend meetings.
- Graham Head was chosen as the Deputy Chair.
- Members agreed to review Advisory Group role and Terms of Reference.

Actions Agreed:

- Shamsur to continue with recruitment of new advisory group members until next AG meeting (more targeted recruitment i.e. gender, representation from different communities).
- Advisory groups members to review AG role and AG Terms of Reference and discuss at next meeting.
- Shamsur said he will review other Healthwatch Advisory Group roles and forward information gathered to members to inform their decision (to be discussed at 1-2-1 meetings).
- Shamsur to meet all AG members 1-2-1 to build relationships and to discuss key points raised at this meeting.
- All Advisory Group members to send their profile and picture for HWS website.
- Shamsur to look into an online platform where AG members can communicate and share information.

HWS Contract Review

Chris (CS CEO) mentioned that he will be proposing to CS Board to review the Healthwatch contract (i.e. whether HWS should sit within CS) based on the following:

- He has reviewed the financial situation of Community Southwark since becoming their CEO (April 2020) and it has been highlighted to him that Healthwatch Southwark has been underfunded since 2013 and that Community Southwark has been subsidising towards the financial sustainability of HWS.
- The underfunding and the fact that CS is effectively subsidising a statutory service is not the only reason CS is reviewing whether HWS should sit within CS. It is also about the fact that CS works for the benefit of local VCS organisations whereas HWS works for the benefit of local patients. As these are different beneficiary groups, HWS work might be a mission drift for CS.
- The fact that the contract is coming up for renewal after four years is itself a good moment to pause and reflect on the future.

As part of this review several options might be proposed to the Board for the future of Healthwatch contract:

Options for Discussion:

1. Community Southwark says to the Council that they would like to retain the contract and HWS contract stays with Community Southwark subject to the contract covering full cost recovery without the need for Community Southwark to subsidise it
2. Community Southwark applies to retain contract (as per option 1) and supports HWS to become an independent charity (within the next 4-year contract)
3. Community Southwark doesn't apply for HWS contract beyond 31/03/2022 and Community Southwark suggests to the council that they opt for a competitive tendering process (other providers can bid for the contract)

Next Steps:

- Shamsur to review HWS contract options (amend and add to options)
- Shamsur to speak to AG members and HWS staff members to get their views on HWS contract options. Shamsur will discuss with AG members during their 1-2-1 meetings.
- AG members to discuss and agree preferred option at next AG meeting (15/04/2021).
- Shamsur to write a briefing paper of stakeholder feedback on the Healthwatch contract discussions for Community Southwark Board by end of April.
- Community Southwark Board will review the briefing paper and decide on the future of HWS contract at their next Board meeting (May 2021).

Future Meeting Dates:

- Thursday, 1st April 2021 at 17:00 now changed to the **15th April, 5pm**
- Thursday, 1st July 2021 at 17:00
- Thursday, 7th October 2021 at 17:00
- Thursday, 6th January 2022 at 17:00

A.O.B

None