

MINUTES
of a meeting of the Governance Committee
9 November 2021
(11:00-13:30)
At Queen's Court

Present:

Anne-Marie Dean, Chairman
Ian Buckmaster, Company Secretary
Carole Howard, Office Administrator

Carol Dennis, Jenny Gregory, Dawn Ladbrook, Di Old and Val Perry, Members

1 Welcome and apologies

The Chairman welcomed all members.

All members were present.

2 Declarations of interest

There were no declarations.

3 Minutes of meeting held 12 October 2021

The minutes of the last meeting were agreed as a correct record and the Chairman was authorised to sign them.

4 Finance report

The report for October was presented.

Spending in that month had totalled £10,623, higher than in recent months. This was largely owing to the Awayday on 21 October, which cost £535; there was also the renewal of the Freepost facility (£288) and 2022 diaries (£186). Nonetheless, the average monthly expenditure remains below past years' averages.

There was no issue to which attention needed to be drawn.

5 Engagement projects - updates

The following updates were noted:

- (a) Homecare survey – the survey has been completed (despite problems uploading some of the data for analysis), and the Community Support Officer asked that thanks be recorded to all members who had assisted with the survey.
- (b) Safeguarding Week – the Chairman and the Executive Director would be participating in the Week. A presentation on the Covid and Disabled People report would be given following this Board meeting; on Wednesday, there would be a joint presentation by NELFT and Healthwatch on Long Covid; and on Friday, there would be a presentation on Covid and Havering – the story so far.

It also noted that Healthwatch Redbridge had proposed a joint project by the three BHR Healthwatch to examine the effects locally of Long Covid. Participation in that project was approved in principle.

- (c) Healthwatch Awards – the project from earlier in the year (in conjunction with the other North East London Healthwatch), which had led to the report on the effects of Covid on disabled people, had been nominated for a Healthwatch England National Award in the “Working with ICS” category. The result will be announced on Thursday.

[Note: it was subsequently announced that the project had won the Award]

- (d) Raizer Chair fund raising – St John Ambulance had finally put in place the fundraising arrangements that enable any funds raised through this initiative to be dedicated to buying a Raizer Chair. Discussions would now begin with Mary Bell as to the next steps, with a view to the fundraising event taking place in the East period, 2022.
- (e) Special Allocation Scheme (SAS) Appeals – the NEL CCG had established an SAS Appeal Panel to adjudicate appeals by patients removed from a GP practice for inappropriate and unacceptable behaviour. Such patients would be placed in the SAS to ensure that they could continue to receive GP care elsewhere.

Following a request for volunteers as Lay Persons to sit on Appeal Panels, the Chairman had offered her services and had been accepted.

The Terms of Reference for the SAS Panels were noted.

- (f) Access to GPs: collaboration with Havering Health – an initial discussion had taken place with Dr Weaver of Havering Health (HH). A draft questionnaire had been prepared by HH and suggestions had been offered as to ways in which it could be made more effective. It had become apparent during the conversation that there might be a gulf of understanding between patients and GPs as to how general practice would be operating in future.

- (g) St George's Hub project – the Outline Business case was still in preparation but planning permission had now been obtained and discussions held with the DHSC. Healthwatch remained keen to see a pharmacy provided at the Hub and had advised NELFT and the CCG accordingly.
- (h) Pharmaceutical Needs Assessment (PNA) – Havering Council, together with Barking & Dagenham and Redbridge, had commissioned a new PNA, which was now underway. The Executive Director had joined the Steering Group for the project, which was likely to take up to 10 months.
- (i) Community Insights – the software that would enable participation in the Community Insights project was now on order.

6 NELFT Independent Patient Experience Groups (IPEG) – relaunch

NELFT would shortly be relaunching its IPEG arrangements and had invited the Healthwatch organisations across the areas in which it provided services to participate.

7 Queens Hospital – changing facilities for disabled adults

The Community Support Officer reported that a recent meeting of the Learning Disability and Autism Working Group had discussed the provision of the changing facility in Queen's Hospital for disabled adults, but no progress had been made. It was thought that there had been a previous facility that could be suitable for this purpose, however it was later reported that the room had been adapted for other usage.

A member agreed to investigate the current status of a previous facility within the hospital [but subsequently reported that the room in question was no longer available].

8 Digital Exclusion

It was noted that the Council was investigating digital exclusion in Havering to understand better how widespread it was and what was needed to reduce it.

9 Next meeting

The next meeting was due on Tuesday, 18 January 2022 at Queens Court.

_____ Chairman