

MINUTES
of a meeting of the Governance Board
14 February 2023
(14:15-15:55)
At Queen's Court

Present:

Anne-Marie Dean, Chairman
Ian Buckmaster, Company Secretary
Paul Rose, Non-Executive Director
Ron Wright, Non-Executive Director

Bev Markham, Community Support Officer
Carole Howard, Office Administrator

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

1 Welcome and apologies

All members were welcomed to the meeting.

Apologies were received from Dawn Ladbrook.

2 Declarations of interest

There were no declarations.

3 Minutes of meeting held 17 January 2023

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

4 Finance Report

Monthly income and expenditure

The report for January was presented.

Spending in the month amounted to £13,713.93, well above average for the year to date, mainly owing to a banking error that had resulted in January's payment to HMRC being paid a month early. That early payment had, however, no financial consequences as no loss of interest was involved; there would simply be no payment to HMRC in February.

Expenses had been incurred in connection with the LAS Consultation project, but they had been met from the £5k payment by the LAS. A new portable monitor was bought for presentations etc - including insurance and a carry case, the cost was £228.

The position would continue to be monitored and reported monthly as the year progressed.

The £5,000 contribution from NHSNEL to cover the cost of supporting them had not yet been received.

Currently uncommitted funds amount to £7,710 but much expenditure remained to be met.

5 Havering Place-based Partnership (HPbP)

Primary Care Update

The general public remained concerned about access to Primary Care. Although new service models were in place, unless an individual had a regular relationship with a GP practice, then it was very possible that they would not be taking advantage of the new service models on offer at their local practice. Healthwatch was working with HOFF to find out some idea of how much of a problem this was.

Overall consultation activity had dropped at the beginning of first national lockdown in March 2020 but had increased back up to pre-pandemic levels by September 2020.

The proportion of face-to-face consultations had decreased from 90.8% in 2019 to 65.4% in 2022. However, there has been a corresponding increase in telephone consultations, the proportion increasing from 7.6% in 2019 to 32.5% in 2022.

All age groups had seen a decrease in the rate of face-to-face clinical encounters. The general pattern showed that older patients had accessed face-to-face encounters at a higher rate than younger patients in both 2019 and 2022. Only the "Over 99" cohort had seen an increase in access to face-to-face encounters. Older patients generally had also seen a greater negative percentage and raw rate change than younger patients.

Ageing Well

The strategy and funding had been discussed and approved. The impact of the Ageing Well programme would enhance life expectancy, support winter pressures and long-term conditions, promote independence, develop and

maintain care co-ordination, navigation to promote a seamless health and social care pathway for residents living in their own homes and care homes.

Long Term Conditions

These would represent an increasing challenge for the NHS and the wider public sector over the coming decades, with increases in disease prevalence forecasted across the country. This was particularly true for BHR, as a result of our demographics, and as a result of the forecast increase in population across the boroughs. It was anticipated that new arrivals into the boroughs would mirror the current population which, coupled with an increase in the average age of the population over the next twenty years meant that there would be greater pressure on LTC services, should action not be taken.

6 NHS North East London/North East London Health and Care Partnership

The Memorandum of Understanding with NHSNEL had now been signed and the complementary MoU between the eight Healthwatch in NEL was being finalised.

There remained uncertainty about precisely what NHSNEL would expect because of the MoU as they had still been unable to specify exactly what meetings they expected to be covered and how, as they had prioritised getting the MoU settled first. A further report would be made at the next meeting.

7 Safeguarding and Quality - update

Ms Old advised that technical issues had prevented from joining the meeting.

It was noted that the CQC had recently published inspection reports relating to Accident and Emergency Services at Queen's Hospital that rated the Emergency Department as Requiring Improvement; the PELC UTCs at Queen's Hospital and the Harold Wood Polyclinic had previously been rated a Inadequate and placed in Special Measures.

8 Engagement projects - update

- **Domiciliary Care**
 - The next group of surveys was still awaited.
- **Care Homes – Direct Enhanced Service (for GP cover at homes)**
 - The report had been published and was available on the website.

A second phase of the project was now underway, with further interviews of selected care home managers being carried out.

- **Supporting Equity and Equality in Maternity and Neonatal across NE London**

- As mentioned previously, the work that had been done last year was being supplemented by a second phase, which was now in hand. For this, further interview sessions with specific groups of mothers-to-be and new mothers were being arranged to ascertain why they had chosen the specific maternity facility they had used/would be using for the birth.

It was noted that some members had expressed concerns about the intrusive nature of some questions and the number of them, which they felt might hamper the success of the project.

- **Services for the deaf**

- This project was now underway. The meeting in January with Positive Signs had proved successful and that organisation was keen to work with us as the project developed.

The target date for completing the project was now the end of June 2023 but it was expected to be completed earlier than that.

- **Autism and Learning Disabilities**

- This project was also underway. Drafting of the survey was in hand.

The target date for completing the project was also the end of June 2023 but it was expected to be completed earlier than that.

- **London Ambulance Service (LAS): Strategy Development**

- The findings of this project had been presented to the LAS. Several consultation events had been held (and useful contacts had been made within the Library Service) – the events had not been as well attended as had been hoped but some very useful insights were gained as a result. The survey had also attracted a fair number of responses, again not as many as hoped for, but similar in scale to our Healthwatch colleagues across NEL.

- **HOFF – understanding access to GPs**

- In conjunction with the Havering Over Fifties Forum (HOFF) a survey was in hand to understand what people knew about the new arrangements for accessing GPs. The survey had been extended beyond HOFF members and was generating a good level of responses.

Following discussion of the way in which surveys were conducted, a suggestion was made that a small number of tablet computers be bought for use by members when carrying out face to face surveys (rather than use paper copies). It was agreed that this be considered in more detail at the next meeting.

9 Healthwatch – Tenth Anniversary

It was noted that the Healthwatch network and Healthwatch Havering would celebrate their tenth anniversary on 1 April.

A suggestion was made that some suitable celebratory event be held to mark the event. It was agreed that this would be considered in more detail at the next meeting.

10 Working with the Traveller Community

The Chairman reported that, in conjunction with some Council officers. She had arranged to meet a leader of the Traveller Community in Havering. This would represent an opportunity to work with a group that was traditionally very hard to reach.

A further report would be made to the next meeting.

12 Healthwatch England and London Network

The Board noted that Alvin Kinch, the lead officer at HWE for the London Network and principal contact for this Healthwatch was being seconded from HWE for a year. The Board wished to record their appreciation of Alvin’s work with us over her time in post at HWE.

13 Next meeting

The next meeting was due on Tuesday, 14 March 2023 at the office.

_____ Chairman