

MINUTES
of a meeting of the Governance Board
14 March 2023
(13:30 -15:35)
At Queen's Court

Present:

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

Bev Markham, Community Support Officer

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

1 Welcome and apologies

All members were welcomed to the meeting.

Apologies were received from Carole Howard and Paul Rose.

2 Declarations of interest

There were no declarations.

3 Minutes of meeting held 14 February 2023

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 February was presented.

Spending in the month amounted to £9,570, below average for the year to date, mainly because the February HMRC payment had been made early, in January.

At the time of preparing the report, the uncommitted balance had been £5,333.52, but more expenses would be paid before year end, in addition to scheduled payments; the final surplus would therefore be lower, unless the expected £5,000 NHSNEL contribution was received before 1 April. In

addition, invoices for a total of £1,510 for payments for project work had been raised – but the funds might not be received until after 31 March.

5 Havering Place-based Partnership (HPbP)

The Chairman reported that, at the recent HPbP meeting, there had been discussion of the current health service strikes and their effect on local services. It was noted that local GPs had been providing clinical support to BHRUT to help maintain the services.

At the next HPbP meeting, there would be a presentation about the recent LAS survey work.

It had been noted that the NHSNEL budget has been considerably challenged, predominantly due to the financial effects of problems with hospital services across the ICB area. However, it was noted that agreement on the budget for 2023/24 had been reached between NHS England and the Treasury

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

In consequence of the budgetary position, a review of manpower and service models would be undertaken in the coming months.

7 Safeguarding and Quality - update

Ms Old reported that the number of homes discussed at meetings had been greatly reduced, which was odd given the overall number of homes in the borough. This seemed to be a consequence of the problems that existed during the Covid disruption. It seemed likely that homes were under-reporting incidents.

It was agreed that enquiries be made across the wider Healthwatch network to ascertain whether other Healthwatch had identified similar underreporting.

It was noted that The Lodge had now finally changed hands and was now under new management.

8 Engagement projects – update

- **Domiciliary Care**
 - The next group of surveys was still awaited.

- **Care Homes – Direct Enhanced Service (for GP cover at homes)-phase 2**
 - The survey of care home managers had now been completed. A third phase was now in hand – this would be a focus group with some residents in a single home.
- **Supporting Equity and Equality in Maternity and Neonatal across NE London**
 - The further interview sessions had been completed. It became apparent that no regular ante-natal classes were taking place in the area. The Board agreed that Healthwatch should support efforts to get such classes reinstated.
- **Services for the deaf**
 - The next stage of this project was being planned. A survey would be prepared, and meetings were being arranged with local groups and schools. It had been agreed that efforts be made to bring BHRUT, NELFT and the Council together to explore how BSL could be used to improve services for the deaf and get joined up services across the borough.
- **Autism and Learning Disabilities**
 - As with the previous project, the next stage of this project was being planned. A survey was being prepared, and meetings were being arranged with local groups and schools.
- **London Ambulance Service (LAS): Strategy Development**
 - The LAS had advised that they regard the survey as having been very successful from their point of view. It had not yet been published as the LAS had asked that publication await the publication of their Strategy that it underpins, which was likely to be in April.
- **HOFF – understanding access to GPs**
 - The survey in conjunction with the Havering Over Fifties Forum (HOFF) had been very successful – as of the date of the meeting, 347 responses had been received. A presentation had also been given at the HOFF meeting earlier in the day of the meeting, which had been well-received. It was particularly clear that GP practices were not telling people about the availability of late evening and weekend appointments, and that around 70% of respondents preferred to use the telephone to make an appointment rather than use an app.
- **Working with the Traveller Community**
 - The Chairman reported that, with senior Council staff, she had recently met a local leader of the travelling community in Rainham to discuss that community's access to health and social care facilities.

Useful contacts had been made that could be built upon in future projects.

- **Use of tablet computers**

- The Board agreed to buy four tablet computers to assist members carrying out surveys.

9 Healthwatch – Tenth Anniversary

It was agreed that arrangements be made for a celebratory lunch to be held in April. Suggestions were made as to possible venues and members were asked to put forward their ideas for consideration.

10 Identifying Healthwatch Members

During a recent survey carried out with members of another Healthwatch, some difficulties had arisen in recognising each other. As a result, a suggestion had been made that branded gilets be purchased to assist with identifying members as Healthwatch representatives. It was now reported that appropriate garments would cost in the region of £33 each, which members thought was too expensive for the intended purpose. It was agreed not to pursue this possibility further.

13 Next meeting

The next meeting was due on Tuesday, 18 April 2023 at the office.

_____ Chairman