

MINUTES
of a meeting of the Governance Board
14 November 2023
(13.30-16:00)
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

Dawn Ladbrook, Di Old and Val Perry, Members

1 Welcome and apologies

All members were welcomed to the meeting.

Apologies were received from Carol Dennis, and Jenny Gregory.

2 Declarations of interest

There were no declarations.

3 Minutes of meeting held 10 October 2023

The minutes of the meeting held on 10 October 2023 were agreed as a correct record and the Chairman was authorised to sign them.

4 Finance Report

The report for October was submitted.

The month's spending had been £10,749, bringing the average spend this year to £9,966/month.

At the end of October, the current forecast deficit was £3,334.88; that was the difference between the amount paid or to be paid by the Council and the

amounts which were currently forecast to be spent up to 31 March next year, disregarding unspent funding for projects carried forward, expected income not yet received and expenditure not yet quantified.

The Company Secretary advised that the project funds would be transferred to the current account at the end of November as all three projects had now been completed.

Expenditure for the month had included £466 for the October Awayday and £384 for the annual Freepost fee paid to Royal Mail. An invoice has recently been raised for £5,000 from NHSNEL for supporting them at ICB level.

The Board noted the bank balances at end of October.

5 Havering Place-based Partnership (HPbP) Board

The applications for funding from the Community Chest had been re-assessed. The available funding for this year was £87k.

BHRUT was introducing a new system for learning from errors which was more patient-focussed and aimed at creating a “no blame” culture where it was accepted that mistakes would always be made; the important thing was to accept that they had been made and to learn from them, with honest and candid responses.

There was concern that young children were not being inoculated, especially against chicken pox. It was noted that the need for vaccinations was being promoted through the HH Friends’ Network.

There had been a suggestion that Healthwatch could help identify people to give first-hand, lived experience accounts of health and social care to meetings of the HPbP Board.

Mr Rose report that there had now been a suggestion that a mental health drop in/crisis café would be set up in the borough.

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

The recruitment of permanent appointees to roles leading the HPbP Board was in hand.

7 Safeguarding and Quality - update

Ms Old reported on several care homes where particular actions were being, or had been, taken.

8 Engagement projects – update

- **Services for the Deaf**

- The report had been finalised. A presentation about its findings would now be made to the Havering PbP in December.

Formal publication awaited discussion with HPbP as commissioners of the project.

- **Autism and Learning Disabilities**

- The report been finalised and, flowing an indication by Havering Adult Social Care as commissioners of the project that they were content with it, its publication was in hand.

- **BHRUT Patients' Survey**

- This project was finished but its findings still awaited consideration by BHRUT, who commissioned the project, following which it would be published.

- **Long Covid**

- The report had been finalised and agreed with Public Health Havering and North Havering PCN as commissioners of the project.

An interim presentation of the results had been given at the PbP Board in October and would be published shortly. The report was being treated as a key component of a revised Health Needs Assessment by Public Health Havering.

- **NHS Dentistry in NEL**

This project was on hold pending a response from NHSNEL.

- **Enter & View visits**

- Visits had been arranged for:
 - Queen's Hospital A&E services (BHRUT: Emergency Department; PELC: Streaming and UTC; LAS Ambulance reception)
 - Harold Wood Polyclinic/UTC
 - Glebe House

All were due to take place around the beginning of December. The respective managements had all been advised of the visits.

A further visit to Queen's Hospital to observe meal time arrangements was being arranged for early in 2024; BHRUT had been given advance warning of this visit (though a date had yet to be fixed for it).

- **Allied Healthcare Professions in GP practices**

- An approach had recently been received from NHSNEL about a project being undertaken to raise awareness of the availability of Allied Healthcare Professions (AHPs) – podiatrists, pharmacists, dieticians, physiotherapists and paramedics – in GP practices, as a means of making a broader range of treatment options available to patients.

It was agreed that the project should be supported.

9 Creative Health Havering

Creative Health Havering was an initiative led by Queen's Theatre, Hornchurch bringing together various local arts and health-related organisations in a community-based network aimed at promoting arts-based social prescribing opportunities for health and wellbeing.

The network was currently developing a three-year programme of activity in response to research, which would build on the early success of its pilot year.

At a recent meeting, the group had shown interest in the video commissioned from the Adult Education College's BSL Choir as an indicator of the sort of arts project that could be built on to encourage the involvement of Deaf people in activities that might otherwise pass them by. The recent surveys in connection with the Deaf, Learning Disabled and autistic people, and people affected by Long COVID had all pointed to a need for improving health and wellbeing activities for people otherwise living in isolated circumstances.

Another possibility was to arrange for visits by arts organisations to care homes – it was stressed that such visits needed some continuity, not simply to be undertaken once or twice a year.

Although Healthwatch was not in a position to offer direct involvement, it was clear that there would be ample opportunity to help others to do so by identifying where needs existed.

10 HWE Stakeholder Perception Study

HWE had recently published the report of a national survey of MPs, local councillors and other stakeholders to find out what they knew and thought of Healthwatch. It was not known whether any Havering people had been included in the survey or responded to it.

The Board noted the report.

11 Website

The upgraded website had gone live on 31 October. So far as could be seen, the migration had been successful and everything that should be on the website was there.

Minor corrections were being made as they were found but, overall, the exercise seems to have been a success.

Last year, HWE provided funds for the exercise, which would shortly be paid to the contractors. Only minimal work had been required locally in connection with upgrade.

12 Right Care, Right Person – Metropolitan Police

The Board received and noted a paper outlining the new approach adopted by the Metropolitan Police (“the Met”) to responding to calls that were not the direct responsibility of the police.

The Met were adopting a range of parameters to help ensure that their resources would be used to greatest effect, which meant that they would no longer attend those emergency calls where police officers were not the most appropriate first responders.

NHS and local authority staff were being advised about the steps they should take to deal with requests for assistance where the Met would no longer respond.

13 Local healthcare changes

(a) BHRUT and Barts Health - merger

The Board noted that proposals had emerged for the merger of Barts Health and BHRUT at operational level. The two organisations, already having a joint Board Chair and senior leadership, would be working

together as a single organisation although the Trusts behind them would continue to be separate statutory bodies. One consequence was that the Patient Transport Service for BHRUT was being transferred to Barts Health in-house team.

(b) NELFT Mental Health Services

It was noted that NELFT were providing 10 new beds for in-patient mental health care.

(c) King George Hospital

Reconfiguration was in hand at KGH to relieve the pressure on its Emergency Department by aiming to deal with certain patients on a same-day basis, avoiding admission in non-essential cases.

(d) BHRUT Patients' Council

The Council was seeking greater involvement by patients in decision-making at BHRUT and was seeking volunteers to become Patient Partners.

(e) Ms Perry told the Board of her recent experience in obtaining out of hours care. The GP hub formerly at North Street Surgery had been relocated to Raphael House in the Victoria Hospital complex but patients had not been given advance notice of the change.

(f) St George's Health and Wellbeing Centre

Construction of the St George's Centre was nearing completion and the project board that the Chairman had attended was being wound up and replaced by a management board, in which Healthwatch did not need to be involved.

The Office Administrator reported that a presentation by the Project Manager earlier on the day of the meeting to the HOFF had gone well.

14 Next meeting

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

_____ Chairman