

## **AGENDA**

### **HEALTHWATCH HAVERING GOVERNANCE BOARD**

**1.30 PM  
TUESDAY, 20 MAY 2025  
TO BE HELD AT THE OFFICE**

**1 Apologies**

**2 Declarations of interest**

To receive any declarations of interest in the business before the Board (that have not already been declared).

**3 Minutes of meeting held 15 April 2025, and any matters arising**

Attached.

**4 Finance Report**

Finance Report for April

The report is attached.

Expenditure for the month was £8,321, which is below the expected average monthly spend for the year. No payment of Employer NICs is due to be made this year and payment of the month's tax to HMRC will be made in May.

There is no indication so far of whether HMRC have accepted the claim for the refund of Employers' NICs.

All outstanding payments due for 2024/25 were made by 17 April, allowing £1,855.63 to be returned to the Savings account.

Bank balances at the end of the month were:

Current - £21,139

Savings - £8,400

## **5 Healthwatch office - relocation**

There is no update on this – it looks as though there will be no movement until the autumn at the earliest.

## **6 Havering Place-based Partnership (HPbP)**

An oral report will be made at the meeting.

The Board will wish to be aware that the Chairman recently gave a presentation to the Health and Wellbeing Board about the Annual Report for 2023/24, in response to which that Board recorded fulsome thanks for the work Healthwatch undertakes. The report was praised for the range of work that had been covered and the ability of Healthwatch to work across the borough with all teams, and particular thanks were given for working with Emily Plane for the deaf communities.

The Board's Chairman Dr Kullar also thanked Healthwatch for the support given to supporting the recruiting of the new GP leads in Havering.

## **7 NHS North East London/North East London Health and Care Partnership**

All ICBs have been directed by the government to reduce staffing by around 50% by the end of 2025 and to refocus their work to concentrate on “strategic commissioning”.

A summary of the government's **Model Integrated Care Board Blueprint** is attached to the agenda for the Board's information.

## **8 Safeguarding and Quality - update**

To receive an oral update from Ms Old.

## **9 Engagement projects - update**

- **Long COVID**

Arrangements are in hand to set up the Peer Support Groups.

- **Creative Health Havering**

There has been no response from the Liberty Shopping Centre Management to the approach as to whether they would host an exhibition but Queen's Hospital are interested in doing so and discussions with them are in hand.

- **Enter & View visits**

- The report on the visits to the two Boots Pharmacies in Romford Town Centre has been published.
- The reports on visits to the St George's Hub and the associated GP practice is being drafted.
- Arrangements for the visit to Maylands GP practice and to Spa Medica Eye Clinic are in hand. The follow ups to Greenwood GP practice and A&E at Queen's will be arranged, probably for late June or early July.

- **A&E services at Queen's Hospital**

- As noted above, a follow up visit will be arranged shortly.

- **Defibrillators in Havering**

- The initial survey of defibrillator locations is complete and the report is in hand.

- **Veteran Friendly Framework programme**

- A meeting with the Council's lead officer for Supported Housing, who is keen to improve the offer for veterans, has taken place and further progress will be reported in due course.

- **Survey of Same Day Access Hubs (GP Hubs) users**

- NHSNEL have confirmed they wish to proceed with the survey of users of the Same Day Access Hubs (previously known as GP Hubs) service.

An oral update will be given at the meeting.

- **Superloop bus route SL12 – proposed alternative route**

- The proposal for an alternative route has been supported by a range of stakeholders including Julia Lopez MP, Cllr Gillian Ford, BHRUT, the Outer North East London Overview & Scrutiny Committee, Havering Integrated Care Network.

The proposal has been submitted to Transport for London (TfL). The consultation period will close on 23 May; it is not yet known when the outcome will be announced.

## **10 Policies and Procedures – Enter & View update**

The Board last reviewed the Policies and Procedures around Enter & View in March 2022, when changes were made to reflect the requirements then in place to deal with the consequences of the COVID pandemic. The new policy and procedures covered social distancing during visits, the use of PPE and hand cleansing to avoid the inadvertent spread of the virus; they also provided for video conference discussions with managers etc.

As the threat posed by COVID has receded and the need for protective actions has passed, the Policy and Procedures have been reviewed to remove restrictions and actions that are no longer necessary. Specifically, the anti-COVID hygiene precautions and the pre-visit videos are no longer necessary. The opportunity has also been taken to amend the text of the Policy and Procedures texts to improve them.

The following revised documents are now submitted for approval by the Board:

- Enter and View – Code of Conduct
- Enter and View - Policy
- Enter and View – information for providers

The key changes of text in these documents compared to the current versions are highlighted for ease of reference.

## **11 Election of Members of the Governance Board**

The Annual Election of Members of the Board is due in June, with the closing date for nominations being 6 June. All members will be invited to nominate individuals for election (including self-nomination) and, if more than five eligible candidates are nominated an election will be held with the results being announced at the AGM on 27 June.

## **12 Any other business**

Other matters (if any)

## **13 Next meeting**

The next meeting is on 17 June 2025, at the office.