

## **AGENDA**

### **HEALTHWATCH HAVERING GOVERNANCE BOARD**

**1.30 PM  
TUESDAY, 15 JULY 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 17 June 2025, and any matters arising**

Attached.

**4 Finance Report**

(a) Finance Report for June

The report is attached.

Expenditure for the month was £10,152, which is a little above the expected average monthly spend for the year.

Bank balances at the end of the month were:

Current - ■■■■

Reserves - ■■■■ (including second quarter's contract payment, received early).

Interest of £40 was received into Reserves at the beginning of June.

(b) Annual Accounts

The Annual Accounts were approved by members at the AGM on 26 June and will be submitted to Companies House and HMRC shortly.

## 5 Healthwatch office - relocation

The partition walls for the new office are now in place; it is understood that the electrical wiring and IT cabling are in hand. The office space is slightly larger than our current space. Staff are currently reviewing furniture needs and what records can be disposed of in order to ensure that only the actual requirements are moved to the new office.

A kitchen area will be available for our use (along with other users of the building) and a meeting room will be available for hire.

There will be an increase in rent [REDACTED] per month.

## 6 Future of Healthwatch Havering

The Government has announced its intention to abolish Healthwatch England and dismantle the local Healthwatch network. The 10 Year Plan for the NHS says:

**“We will bring patient voice ‘in house’ - to give it a greater profile within a reformed Department of Health and Social Care. Specifically, we will create a new National Director of Patient Experience, responsible for overseeing the collection of more informed feedback from both patients and carers - and making it publicly available. This will incorporate the functions of Healthwatch England, as well as the work on patient experience adopted by the Patient Safety Commissioner (PSC).**

**“The work of local Healthwatch bodies relating to healthcare will be brought together with ICB and provider engagement functions (chapter 5). Individual provider boards will be asked to ensure they have robust mechanisms in place to collect and use patient feedback, ensuring it is actively fed back to individual clinicians and clinical teams. This will be the norm across the NHS by 2026. Local authorities will take up local Healthwatch social care functions.”**

These changes – as much of the proposals in the 10 Year Plan – will require legislation in order to come into effect. It is not yet clear what the timeline for the changes is – any legislation will take time to go through the Parliamentary processes and nothing can be assumed about the outcome of that. Although the Plan says the new arrangements will be “the norm across the NHS by 2026”, that is a vague target date and it is unlikely to be before the later part of that year (if then).

As the Board is aware, the Council had indicated their intention to re-tender the Healthwatch contract for 5 to 7 years from 1 April 2026. Clearly, that is no longer a practicable proposition but it is not yet clear what the Council will do when the current contract expires on 31 March 2026: but much will depend on how the Government’s thinking about Healthwatch’s functions develops over the coming months.

It is fair to say that the Government's announcement came as a great shock to both Healthwatch England and the local Healthwatch organisations across the country, and subsequent responses from government ministers have not been well received or particularly reassuring. The scant detail so far available of the government's intentions has not been helpful.

**7      Havering Place-based Partnership (HPbP)**

An oral report will be made at the meeting.

**8      NHS North East London/North East London Health and Care Partnership**

An oral report will be made at the meeting.

**9      Safeguarding and Quality - update**

To receive an oral update from Ms Old.

**10     Engagement projects - update**

- **Long COVID**
  - Only one prospective facilitator a Peer Support Group has come forward, which is not enough for the effective running of for the project. The views of the others involved in the project as to the way forward are awaited.
- **Enter & View visits**
  - The reports on visits to the St George's Hub and the associated GP practice have been published.
  - Visits to Maylands GP practice and Spa Medica Eye Clinic have taken place and the reports are being drafted. The unannounced visit to Glebe House is in hand.
  - Follow up visits to the Greenwood GP practice, A&E at Queen's, Harold Wood Polyclinic are also in hand.
- **Defibrillators in Havering**
  - The report is being drafted.
- **Survey of Same Day Access Hubs (GP Hubs) users**
  - The survey closes on the day of the meeting and an oral update will be given at the meeting.
- **Superloop bus route SL12 – proposed alternative route**
  - There is no indication yet of TfL's decision on the proposal.

- **End of Life Care in Havering**

- This project, possibly in conjunction with St Francis Hospice, has not yet been scoped.

- **Safer Surgeries**

- Safe Surgeries is a national initiative, supported by NHSNEL, aiming to improve the safety of surgeries for patients who are homeless or from minority backgrounds. Many practices across North East London (including in Havering) are known to be failing to comply with NHS contract requirements relating to the registration of patients, including continuing to demand proof of address before taking a patient on, which was contrary to NHS expectations. Only 11 Havering practices appear to be compliant.
- It is proposed to carry out a “mystery shopping” exercise in late 2025 or early 2026 across North East London to identify which surgeries are compliant.

## **11 Any other business**

Other matters (if any)

## **12 Next meeting**

The next meeting is on 16 September 2025, at the office.