

AGENDA

HEALTHWATCH HAVERING GOVERNANCE BOARD

**1.30 PM
TUESDAY, 11 NOVEMBER 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 14 October 2025, and any matters arising

Attached.

4 Finance Report

The report is attached.

Expenditure for the month was £10,861, which was higher than the current monthly average, and brought the average monthly spend this year to £8,876.

The higher expenditure was the result of the inadvertent pre-payment of rent for the office and pension contributions, and for support commissioned for the submission of the bid for the new Healthwatch contract (see agenda item 6(b) following).

Bank balances at the end of the month were:

Current - [REDACTED]

Reserves - [REDACTED]

Owing to the additional spending in October, there has been no transfer to reserves this month.

5 Healthwatch office - relocation

As mentioned at the last meeting, it was decided to call the new office “The Carole Howard Room”. Carole’s family were subsequently told of that, and her son has responded:

Thank you for a very thoughtful memorial idea for Mum. I've shared the gesture with Zoe and family and we all approve!

It's such a shame she couldn't be there for the move, and to transition into your new office. She would have loved the tasks and activity and to help set up a nice working environment for everyone.

6 Future of Healthwatch

(a) National position

The current indications are that the Parliamentary Bill for the new legislation required to implement the government’s proposed changes in Healthwatch services is unlikely to be available before the beginning of 2026 at the earliest. It will be a (small) part of a Bill for the reorganisation of the NHS.

In the meantime, the majority of the Healthwatch network is continuing to press for changes to ensure that an independent voice for patients and service users is retained.

(b) Havering contract

As the Board will recall, Havering Council has formally invited tenders for the contract for Healthwatch services from 1 April 2026. Our bid for that contract was submitted before the closing date for tenders, 29 October, and the outcome is due to be announced on 12 December.

In the meantime, the programme of Enter and View visits and Community Engagement projects will continue as usual.

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 CQC – proposed changes to inspection regime

The CQC have announced proposals for change in the way in which they inspect, report on and rate health and social care facilities with the intention of developing an approach that improves their regulatory work in all areas, delivering effective regulation and driving up quality and improvements for people who use health and care services.

They are focussing on the four areas that cause most issues:

1. Making sure they can publish reports of assessments that they have completed, which providers have been waiting too long for.
2. Increasing the number of assessments they complete each month, so they can provide up-to-date ratings and ensure people understand the quality of care in services in their area.
3. Clearing the registration backlog to enable new services to start delivering care and increasing capacity in the system.
4. Making sure they've acted promptly on information of concern and statutory notifications that providers tell us about.

The consultation has two areas of focus:

- how they are proposing to develop frameworks and guidance for assessing providers
- how they propose to change methods for inspecting, assessing and awarding ratings to health and care services.

The full CQC document is included in the agenda papers for this meeting. The Board is invited to consider whether to respond to the consultation and, if so, what response(s) to give.

11 Engagement projects - update

- **Long COVID**

- Following a presentation to the Long COVID Café meeting on 26 September, details of a revised proposal for peer support was given to the Havering Adult Delivery Board on 27 October.

The revised proposal is that, rather than set up separate peer support groups (PSG), the Long COVID Café sessions should be developed in to a less formal form of PSG, with the session being held in a separate room (rather than, as currently, in the public café area),

with support for arranging the sessions and speakers attending to give relevant information to participants.

Havering Council's Live Well team are becoming involved in the project.

- **Enter & View visits**

- The visit to the Frailty Ward and SDEC at Queen's Hospital and follow up visits to A&E at Queen's and Harold Wood Polyclinic, and the visit to the Billet Lane Medical Practice have all taken place and the respective reports are in hand.
- Visits to A&E at Queen's Hospital, Harold Wood Polyclinic UTC and Barleycroft Care Home are in hand.

- **Defibrillators in Havering**

- The report is being finalised.

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

- The report of the survey has been published.

- **Public transport services to St George's Health and Wellbeing Hub**

An approach to Transport for London about improving public transport links to the St George's Hub is in hand. Following the rejection of the proposal for an alternative route for Superloop Bus service SL12.

- **Safer Surgeries**

- 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 with the Safer Surgeries protocol.

- **Wards providing care of the elderly**

- Arrangements are in hand for the visit for this project to take place on 25 November. A briefing for the members participating in the visit will be held on 13 November.

- **Maternity Services review**

- There has so far been no news of the Government's review of Maternity Services.

11 Any other business

Other matters (if any)

12 Next meeting

The next meeting is on 20 January 2026, at the office. There is no meeting in December.