

HAVERING HEALTHWATCH LIMITED

Company number 08416383

MINUTES

of a meeting of the Management Board

29 June 2021 (11:00-12:10)

At Havering Indoor Bowls Club, Hornchurch

Present:

Directors:

Anne-Marie Dean, Chairman

Ian Buckmaster, Company Secretary

Bev Markham, Community Support Officer (by video link)

Carole Howard, Office Administrator

Members: Mary Bell, Carol Dennis, Jenny Gregory, Dildar Khan, Dawn Ladbrook, Robyna Levitt, Emma Lexton, Di Old, Val Perry, Vivien Saxby and Jenny Smith

Apologies were received for the absence of Helena Cowin and Ashley Doctors

All resolutions were passed unanimously

425 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 15 April 2021 were confirmed as a correct record and the Chairman signed them.

426 DECLARATIONS OF INTEREST

There were no declarations of interest in business before the meeting.

427 CHAIRMAN'S REPORT

The Chairman's report is appended to these minutes.

During discussion about the report, the following points were noted:

- (i) Di Old had continued to attend and participate in the local QAT meetings (when other organisations had often failed to be represented) and the Chairman thanked her for her perseverance in doing so
- (ii) Ms Old reported that she and Bev Markham had attended the UCL webinar referred to in the report and had been impressed by a scheme operated by Essex County Council that helped recognise urinary tract

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infections in care home residents and to reduce them, allowing staff means to avoid deterioration. It was agreed that more should be found out about this scheme and whether it could be operated in Havering

- (iii) Thanks were recorded to Mr Buckmaster, Bev Markham, Alice Markham and Ms Howard for their work in bringing about the transfer to the new website
- (iv) It was noted that Mr Buckmaster had now joined the LAS Programme Board for the development of the new ambulance hub in Dagenham
- (v) As a result of the review undertaken in November of GP practices' websites (which found that many were sub-standard), the North East London CCG had now commissioned a formal audit of the websites of GP practices across North East London.

428 FINANCE REPORT

The Company Secretary submitted the Finance Report for May. There were no matters to which attention needed to be drawn. It was noted that most of the expenditure for the financial year 2020/21 had been incurred but the final figures would not be available until the final accounts were produced following audit.

The average monthly expenditure for the year had been £9,662, which was lower than in almost every previous year. Actual spending in May had been in line with the previous monthly average expenditure. A total of £940 was spent in the year in dealing with the consequences of Covid-19.

Current reserves were £ 5,128.48.

429 GOVERNANCE COMMITTEE

The minutes of the meetings of the Governance Committee held on 13 April, 11 May and 15 June were received and noted.

There were no matters arising.

430 RAIZER CHAIR – FUNDRAISING FOR ST JOHN AMBULANCE FIRST RESPONDERS SCHEME

The Board noted that a proposed fundraising effort to buy a Raizer Chair for St John Ambulance First Responders in Havering was gathering momentum. St John had welcomed the initiative and the process of registering it through their fundraising website was in hand.

431 EMERGENCY DEPARTMENT AT QUEEN'S HOSPITAL

Concerns raised by members about the service available at the Emergency Department at Queen's Hospital had been raised with CCG officers, who were equally concerned and had agreed to investigate.

432 PATIENT TRANSPORT TO HOSPITAL APPOINTMENTS

The Chairman referred to a recent case where a mother had been unable to secure transport for her seriously ill child to attend an appointment at Great Ormond Street Hospital, despite the child's ill health. Many boroughs had volunteer care services that provided transport in such circumstances, and she had been surprised to discover that there was no such scheme in Havering.

Following discussion, it was agreed that exploratory talks be held with local organisations that might be interested in setting up such a scheme to ascertain whether there was support for it.

[Note: it was subsequently learned that GOSH had been able to help in the case in question but that did mean that there was no need for such a scheme]

Chairman

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APPENDIX
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Chairman's Report

This is the first quarter's report for the year April 2021 to March 2022

Chair's report – Adapting, Growing and Influencing

Firstly, thank you to our - Volunteer Members, the Governance Committee, the Keeping in Touch Meeting and Ian, Bev and Carole, for your commitment to ensuring that residents and patients voices are heard and that we have, as an organisation, been able to adapt and grow in such unusual times.

Covid 19 has impacted on all our lives and still is challenging.

I hope this report reflects some of the many ways in which we have adapted and grown, enabling us to take Healthwatch Havering forward with a positive roadmap, ensuring that we are resident/patient focused, robust and respected contributing partners, influencing and helping to design health and social care in Havering.

Adapting

Care Homes

It has been concerning to watch how the Care Homes became the focus of the pandemic and to not be able to use, our usual tool, of Enter and View, to offer help and support to the staff and residents and lever change with the commissioners and CQC.

How did we adapt

- Unable to undertake Enter and View, we are becoming agents of influence – we are members of the Care Provider Forum which is led by the LBH and the Care Homes across 3 boroughs,
- we are members of Quality & Assurance at LBH,
- significantly, last week, we joined a webinar with University College London NHS Improvement for Care Homes which introduced proposals for collaboratives in improving the specified areas in care homes across Central and North-East London.

We are ensuring that we are keeping informed and able to influence and support residents and staff in Care homes.

Researching and Reports

By using the internet and telephone surveys, we have become very adept at being able to identify residents' concerns, investigate and produce reports which are uncomplicated, factual for residents, OSC and HWE etc

Dental Survey

Our dental report was published at the end of 2020, based on a survey of local dentists. It was an enabler for NHS England to identify and respond to the concerns. HWE, where our research contributed to their report which was nationally well-received early in 2021.

GP Surveys

As members you have led the work on undertaking 2 GP surveys. These have produced results, which have confirmed that residents are experiencing an inequality of access to care, often given misinformation, residents frequently chose BHRUT as a safe and available service, sadly residents are often left anxious and distressed.

Website

To support our new styles of working we also have a new professional website. It is simple to navigate, provides a range of information, and enables anyone to be able to contact us.

Growing our relationships

Highlighting unequal access to care for people with disabilities

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Partnership working with our Healthwatch colleagues across NE London to research the experiences of people with disabilities during Covid 19. This work is commissioned by NEL CCG, who will use this report to influence their commissioning. By being part of this wider group, we have benefited from their Community Insight Analysis system which offers a wide range of tools and enables us to generate complex reports.

Phlebotomy

We were instrumental in bringing this service into focus in summer 2020 as patients struggled to be able to get any appointments.

Healthwatch Havering was member of the Inquiry panel. A key recommendation was that patients can influence the design of the new phlebotomy service model. To achieve this, currently the model is being piloted for one year, before being commissioned.

Safeguarding Adults Board (SAB)

This year we have undertaken the SAB's first resident survey and presented the results to the SAB. We all know that Safeguarding is becoming more important as the impact of Covid 19 becomes more obvious. We will be working with both the SAB and HWE on the initiatives they are undertaking during 2021,

Influence

It is important that we can influence health and social care services at the policy and commissioning level locally in Havering. We have been included as members of the Havering Partnership Board and invited to become members of some of the Transformation Boards.

Following the results of our GP surveys, a priority this year is to develop a closer relationship with Patient Participation Groups (PPG's) enabling patients to influence the care they receive in their local GP practice.

Close to our hearts, - If we can continue to widen our knowledge and networks that support Care Homes, it may be possible for us to be part of the programme of work that it is anticipated will influence how Care Homes are organised in the future.