

HAVERING HEALTHWATCH LIMITED
Company number 08416383

MINUTES

of a meeting of a Members' Meeting (formerly the Management Board)
28 September 2021 (11:00-12:15)
By video conference

Present:

Directors:

Anne-Marie Dean, Chairman
Ian Buckmaster, Company Secretary

Bev Markham, Community Support Officer
Carole Howard, Office Administrator

Members: Di Old, Vivien Saxby and Jenny Smith

Apologies were received for the absence of Mary Bell, Carol Dennis, Jenny Gregory, Dawn Ladbrook and Val Perry

All resolutions were passed unanimously

433 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 29 June 2021 were confirmed as a correct record and the Chairman signed them.

434 DECLARATIONS OF INTEREST

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

435 CHAIRMAN'S REPORT

The Chairman's report is appended to these minutes.

436 FINANCE REPORT

The Company Secretary submitted the Finance Report for August. There were no matters to which attention needed to be drawn.

The average monthly expenditure for the year to date had been £9,361, which continued to be lower than in most previous years. Actual spending in August had been in line with the previous monthly average expenditure.

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Current reserves were £5,703.07, following the transfer to reserves of £574.59 brought forward from 2020/21.

437 GOVERNANCE COMMITTEE

The minutes of the meetings of the Governance Committee held on 13 July, 17 August and 14 September were received and noted.

There were no matters arising.

438 GOVERNANCE ARRANGEMENTS

(a) Management Board and Governance Committee

In February 2019, the Management Board had established the Governance Committee, initially comprising the three Directors and three volunteer members, later increased to five, elected annually in order to streamline the governance and direction of Healthwatch Havering.

Since its creation, the Committee had evolved to be similar to the Board of Directors of a traditional type of company and this Management Board, designed to ensure that all members were able to participate in governance, had become more a meeting of company members.

Following a further review in the light not only of the evolution of the Governance Committee and the Management Board generally but also particularly during the Covid disruption, the Governance Committee had considered proposals for the following changes in governance:

Management Board

As noted earlier, the meeting currently termed "Management Board" had become a general meeting of members. It was proposed that this status be now acknowledged and formally recognised by renaming these meetings as **Members' Meetings**. Meetings would continue to be held quarterly (and would include the Annual General Meeting in June).

Governance Committee

As the Committee now operated much as a traditional company Board, the proposed renaming of the current Management Board as Members' Meetings provided an opportunity for renaming the Committee as a Board. Accordingly, it was now proposed that the Governance Committee be renamed the **Governance Board**. Its membership would be unchanged, comprising the Directors, five elected Members and the two staff Members.

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(b) Appointment of Vice-Chairman

The Governance Committee also recommended the establishment of a post of Vice-Chairman. The main role of a Vice-Chairman would be to take the chair at meetings should the Chairman be unable to attend but the post holder would also be able represent Healthwatch Havering at meetings with the local NHS and Havering Council as appropriate and necessary.

The Vice-Chairman would be elected annually by the volunteer members of the Governance Board from among them. It is also proposed that the post rotate among Committee members as the year progresses.

It is therefore **RECOMMENDED** that:

- 1 With effect from 28 September 2021:
 - (a) The Management Board be redesignated **Members' Meeting**, continuing to meet quarterly (with the Annual General Meeting in June) and
 - (b) The Governance Committee be redesignated the **Governance Board**, with membership continuing to comprise the three Directors, five elected volunteer Members and the two Staff Members.
- 2 The post of Vice-Chairman be established, to be elected from among, and by, the volunteer members of the Governance Board, and with the ability for the post to rotate among the eligible members.

439 PROPOSED AMBULANCE HUB FOR ROMFORD

It was reported that, following adverse reports in the media, the London Ambulance Service (LAS) had decided to suspend its proposal for the development of an Ambulance Hub for the Romford area, to replace the Becontree, Ilford and Romford ambulance stations. Members noted that the Chairman of Healthwatch Hackney had been vocal in his criticism of the proposal.

Members expressed concern that the Hackney Chairman's intervention had jeopardised the investment of £8m in improved healthcare for residents of Havering.

Chairman

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APPENDIX

Chairs Report – 28th September 2021

For all of us in Healthwatch, we have in some way worked alongside the NHS, Social care, Voluntary and Charitable sector for most of our lives. We have seen major change, but possibly none have been as radical as the current proposals.

As a statutory body and it is important that we ensure that the experience of our residents is heard and shared with the local decision makers and providers and as highlighted in my last report the importance of growing out relationships, and I am pleased to advise you that we will be meeting with Compact next week.

COMPACT

This organisation which many of you will be familiar is responding to the new challenges coming from the North East London Clinical Commissioning Group (NELCCG) and the Integrated Care System (ICS) by creating the Havering Strategic Health Partnership (HSHP) to ensure that all the organisations with an interest in health and care agenda have an accessible reference point from where to gain information and learn from each other.

It is vital that the voluntary sector is informed and engaged in these changes. It is important for us as the Healthwatch Havering that we support the HSHP in whatever way that we can.

To explore how we can support and be part of this important partnership we will be meeting with Paul Rose, Chair of Compact and Jerry Haley, LBH Head of Communities next week and we will update members at our weekly Thursday meeting with members.

Ian, Company Secretary/Director attended a joint meeting in 24th September, with the NELCCG and all the Healthwatches in NEL, and the CCG expanded on their proposal which is to get a better understanding of the capacity of the voluntary sector across NEL as a precursor to the voluntary sector playing a greater role in the ICS.

Havering Hub website

We will be ensuring that when people access our Healthwatch website they can also access the services which are available on the Havering Hub website.

LBH Safeguarding Week

National Safeguarding Week begins on 8th November, and we will be supporting the work of the SAB by undertaking 3 open sessions,

- 1) The work that we have recently undertaken in partnership with the other Healthwatches in NEL on Disabilities.
- 2) Our report on Covid / social care providers / and vaccination
- 3) A presentation by NELFT and a Q and A session on the impact of Long Covid

BHRUT

BHRUT are undertaking a very comprehensive engagement programme on their new Clinical Strategy Refresh. This clinical strategy will be foundational in determining the hospital services for the future of the borough. We are taking every opportunity to be involved to help to shape at this early stage of development. We mentioned the survey in HHFN newsletters on 3 and 14 September and will be taking part in both 1-2-1 interviews and undertaking a more detailed survey with residents on BHRUT's behalf. We would encourage everyone in the borough to take the opportunity to take part in the survey, which is on the BHRUT website.

Havering Borough Partnership Away Day

The purpose was to further develop the ideas and processes which will enable the partnership to pool their collective resources, to create a person centred, seamless care and support designed around the

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needs of local people throughout their life course, with a strong focus on prevention and addressing inequalities. A slide of the GP practices with the PCN follows at the end of this Appendix.

Phlebotomy Pilot

The CCG presented an update on the progress of the Phlebotomy pilot at last week's Health and Wellbeing board.

Members will remember the investigation that we undertook last summer and the report that we produced in the autumn regarding the inability of residents to be able to access phlebotomy services. The CCG responded quickly to our report and put in place a Serious Incident Level 2 investigation and we were members of that investigation team.

There has been considerable progress made in by the CCG below are the key points from their presentation

1.1 The new pilot model for community phlebotomy provision commenced on 1st July 2021. The chosen service model is being piloted to ensure that we are able to "test" ideas in an agile way and adapt the service as necessary to meet emerging demands as nationally we move out of the lockdown.

1.2 The new service model went live on 1st July 2021 and implementation is going well. All sites across Barking & Dagenham, Havering and Redbridge (BHR) are operational and patients are waiting less than five days for a routine appointment and 0-2 days for an urgent appointment.

1.3 Feedback has been received from 3,516 patients and 91% of respondents gave the service an overall experience rating of either 'very good' or 'good'.

1.4 Having fewer and larger sites has resulted in blood sample delays (upon arrival at the lab) dropping from its peak at 13% of all GP samples rejected in March 2021 to 4.4% in July 2021.

1.5 The new service model will ensure that patients/residents are able to access blood testing in a timely manner, closer to home and without the need to travel to an acute hospital site (in most cases).

1.6 Through the use of bookable appointment slots and extended hours, it should also mean that services are more convenient and accessible to all, including those how require carer/family support to attend.

Covid and Care Homes II

Now that a year has passed since the original survey and given that the majority of restrictions imposed in consequence of the pandemic have now been lifted, it is appropriate to revisit the issues raised then and to examine how much has changed since then and how the easing of restrictions has affected residents and their friends and relatives. It is also convenient to examine the impact of the pandemic on care homes management and staff.

It is therefore proposed to carry out a second survey, in association with Havering Care Association and the London Borough of Havering.

Non-Executive Director

We are beginning the process of recruiting a part-time non-executive director and we hope to have the role advertised in the next few weeks. We are particularly interested in recruiting people who have knowledge and experience in mental health, working with young people and working in the third sector. It is hoped that the new non-executive director will be appointed by Christmas.

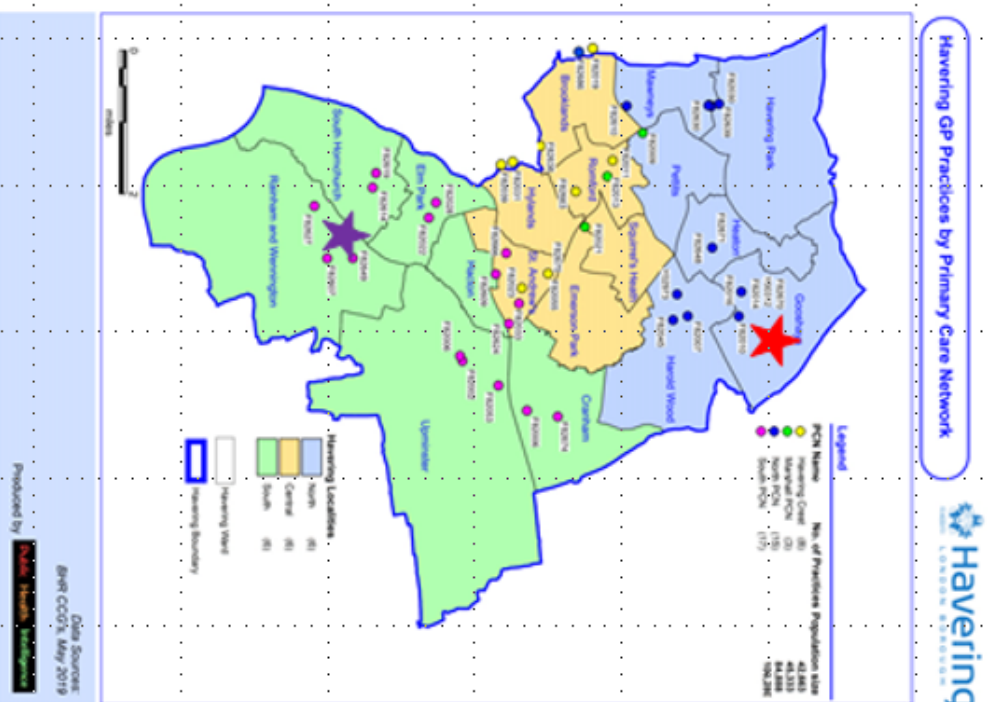
Information and Advice Event - Havering Over 50's Forum (HOFF)

The HOFF are holding an information and advice event on at Queens Theatre on 24th November from 1.00 – 4pm.

Now more than ever it is important to provide the community with information about the excellent services that are available in the Borough.

Havering GP practices

<p>North PCN</p> <p>2 x Social Prescribers by Tapestry & Mind (July 2021)</p>
<p>5 x LAC covering:</p> <ul style="list-style-type: none"> ➤ Heaton & Faringdon ➤ Petersfield ➤ Hilldene & Briar ➤ Mawneys plus 1 surgery in Marshalls ➤ Havering Park
<p>LAC post funding end date:</p> <p>July 2022 x 2</p> <p>Sept 2022 x 1</p> <p>TBC 2022 x 1</p>
<p>Marshalls PCN</p> <p>2 x Social Prescribers by Family Action</p>
<p>No LAC presence</p>



<p>Crest PCN</p> <p>1 x Social Prescribers recruited directly by the PCN</p> <p>No LAC presence</p>
<p>Community Hub – Harold Hill</p> <p>Community Hub – Rainham</p>
<p>South PCN</p> <p>2 x Social Prescribers by Tapestry & Mind (Sept 2021)</p> <p>3 x LAC covering:</p> <ul style="list-style-type: none"> ➤ Orchard Village ➤ North of SH and Rainham ➤ Rainham south & Wellington, Rainham Village
<p>LAC contract end:</p> <p>March 2022 x 2</p> <p>April 2022 x 1</p>