

Healthwatch Kingston Upon Thames

Board Meeting, Wednesday 27th May 2020, 5.00pm - 8.00pmDRAFT MINUTES from 27th May 2020 FOR BOARD APPROVAL

Meeting held remotely on Zoom

PART A (OPEN MEETING)**Present**

Liz Meerabeau, HWK Chair/Trustee Board Member (Board Lead for Primary Care)	LM	Nigel Spalding, HWK Treasurer/Trustee Board Member/Acting Chair of the Community Care Task Group (Board Lead for Social Care)	NS
Grahame Snelling, HWK Trustee Board Member (Board Lead for Safeguarding)	GS	Nike Alesbury, HWK Trustee Board Member (Board Lead for Volunteering)	NA
James Waugh, HWK Trustee Board Member (Board Lead for Risk Management)	JW	Winnifred Groves, HWK Trustee Board Member (Board Lead for Hospital Care)	WO
William Ostrom, HWK Trustee Board Member (Board Lead for Communications)	WO	Tony Williams, HWK Active Affiliate Chair of the Mental Health Task Group	TW
Stephen Bitti, HWK Chief Officer/Acting Chair of the Learning Disability Task Group	SB	Graham Goldspring, HWK Active Affiliate Chair of the Hospital Services Task Group	GG
Jaimy Halliwell-Owen, HWK Communications and Engagement Officer - minutes	JHO	Candy Dunne, HWK Projects and Outreach Officer (Compliance and Communities)	CD
Rona Topaz, HWK Learning Disabilities Support Officer	RT	Persephone Pickering, Time To Change Kingston (TTCK) Hub Coordinator	PP
Tia Arberry, HWK Projects and Outreach Officer (Young People and Safeguarding)	TA		

Agenda No.	Item No.	Actions
1	<p>Welcome and apologies for absence (LM)</p> <p>1.1 Additional attendees: Jane McVeigh, Sarah Brown, Hugh Williams, Josephine Fay</p> <p>1.2 Apologies: Kezia Coleman, Scotty McLeod</p>	
2	<p>Declarations of interest (LM)</p> <p>2.1 TW is a sole trader, trading as FAIRFIELD COUNSELLING.</p>	
3	<p>Minutes from 31.03.20 for approval</p> <p>3.1 NS - Amendment under 3.2 - social care to home care</p> <p>3.2 Minutes agreed</p> <p>3.3 GG noted an error under 5.4</p>	3.1 SB
4	<p>Chair's Report (LM)</p> <p>This is the second Board meeting that we have held online during the coronavirus pandemic. The Healthwatch team has been working very effectively online under the leadership of our CO, and we are grateful to our Treasurer for keeping an eye on our office at the Quaker Centre. It is of course too early to tell when we may be able to return, or when the various health and social care organisations will return to face-to-face meetings. So we are getting to grips with new structures and in some cases meeting new role-holders, but at present only remotely. Whereas some RBK meetings can be watched in real time on YouTube, the first merged SWL CCG Governing Body meeting on 20th May could not be watched by the public but was available later as a recording. This is also available for Kingston Hospital Board meetings. As the initial phase of the pandemic subsides formal meetings are now resuming and Healthwatch Kingston is receiving more information about how services are being run.</p> <p>Nationally in March a level 4 incident was declared and a Command and Control governance structure for South West London was put in place under Sarah Blow, Accountable Officer of the CCG; this covered not only the NHS but also local authorities, care homes and the voluntary sector. 'Incident control cells' were set up to co-ordinate community care, primary care, acute care, the response to a surge in cases, human resources, communications, supplies, and finance. As we are all aware through the national media, new ways of working had to be adopted which included delaying elective treatment, changing the purpose of acute facilities to create more capacity for treating patients with coronavirus, and providing primary care consultations by phone. We are also aware that attendance at A&E has declined, and nationally the Royal College of Nursing reports that many patients of district nurses have decided to self-care</p>	

	<p>and rely on friends rather than risk infection. However, at present all the South West London Healthwatches are seeking more detail from the CCG on current issues, which include:</p> <ul style="list-style-type: none"> * the impact on non-Covid cases and services * the situation of care homes across SWL * PPE across SWL * test, track and trace across SWL * how the CCG is working with providers, local authorities, NHS England etc in responding to the crisis * how it is planning for recovery, and the 'new normal'. <p>Healthwatch Kingston has been seeking the views of service users during the pandemic, and will be feeding these findings into the public engagement work which is scheduled to take place in the next two months. We will also wish to know which of the new working practices, such as 'digital by default' in primary care, are set to continue, and at what point there will be public engagement and equality impact assessment. Lastly, there may also be changes in where services are delivered, to ensure that patients with coronavirus do not come in contact with other patients; we have asked to be informed of these potential changes as soon as possible, and will be fully participating in public discussions.</p>	
<p>5</p>	<p>Finance Report (NS)</p> <p>5.1 NS - For information and approval 5.2 Approve budget for YOL 20/21 - agreed. 5.3 Approve budget for Time to Change - agreed.</p>	
<p>6</p>	<p>Activity Report (SB)</p> <p>6.1 SB had requested comments prior to the meeting and would collate and action.</p> <p><u>Mental Health</u></p> <p>6.2 It was agreed that LM would write to the service commissioner to request an update and enquire whether the Kingston service is comparable to the other SWL boroughs.</p> <p><u>Young People</u></p> <p>6.3 TA gave overview of the work done by YOL! for mental health awareness week.</p> <p><u>Communications and Engagement - see Appendix A</u></p> <p>6.4 JHO gave an overview of the Communications Report and agreed we should use this information to develop a Communication plan / strategy which can be presented at the next board meeting.</p>	<p>6.1 SB</p> <p>6.2 LM / TW / SB</p> <p>6.4 JHO</p>

	<p><u>Volunteering - see Appendix B</u></p> <p>6.5 CD - started a new volunteer group who have been working on Induction session.</p> <p>6.6 HW - took us through the presentation. Discussion around core values still to be had. Why volunteer with Healthwatch? And also confirmation of the summary of roles.</p> <p>6.7 LM - Final slide - would be good to have a 'next steps'. Generally everyone pleased with this piece of work.</p> <p>6.8 CD - new group meeting a couple of times a week, looking at ways of working and into social media ideas</p> <p><u>HWK 'Have your say' survey - current data summary - Appendix C</u></p> <p>6.9 JHO - gave update on report and survey which will feed into the continued work we are doing. More promotion around the 'post-COVID survey' should hopefully see an uplift in responses.</p> <p>6.10 RT - asked how we follow up on individual cases - CD explained it is not always possible when the surveys are anonymised.</p> <p><u>HWK Contract - see Appendix D</u></p> <p>6.11 SB thought this was a useful document which can help with our reporting.</p> <p>6.12 SB asked Sarah Brown if she could give an update on contractual arrangements who replied that she had mostly been involved in public health response to COVID-19, but will pick up with SB shortly.</p>	<p>6.6 HW /CD</p> <p>6.8 HW /CD</p> <p>6.12 Sarah Brown</p>
7	<p>AOB</p> <p>7.1 SB - reminded Board of the Annual Report 2019-20 deadline of 30 June 2020 - He was finalising a core contents list that week which will then be uploaded to template - SB to send first draft report to Board on Friday 19 June for comments and review - for finalising before publication date on 30 June.</p>	7.1 All
8	<p>Re-confirmation of dates/times for quarterly meetings:</p> <ul style="list-style-type: none"> • Thursday 30 September 2020, 5-7.30pm • Wednesday 30 September 2020, 5-8pm • Tuesday 24 November 2020, 5-8pm • January 2021 date to be set • March 2021 date to be set 	
9	Close of PART A	

Signed:

Liz Meerabeau, Chair HWK

Approval Date: