

## Healthwatch Kingston Upon Thames

Board Meeting, Wednesday, 30 September 2020, 5.00pm - 8.00pm

DRAFT PART A MINUTES from 30<sup>th</sup> September 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)	WG
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 Acting Chair of the Hospital Services Task Group	GG
Jaimy Halliwell-Owen, HWK Communications and Engagement Officer - minutes	JHO	Candy Dunne, HWK Deputy Chief Officer	CD
Kezia Coleman, HWK Projects and Outreach Officer (Disabilities and Mental Health)	KC	Persephone Pickering, Time To Change Kingston (TTCK) Hub Coordinator	PP
Rona Topaz, HWK Learning Disabilities Support Officer	RT	Scotty McLeod, HWK Trustee Board Member	SM
Helena 'Hen' Wright, HWK Projects and Outreach Officer (Young People and Safeguarding)	HW		

Agenda No.	Item No.	Actions
1	<p><b>Welcome and apologies for absence (LM)</b></p> <p>1.1 LM welcomed HW (as this was her first meeting).                      1.2 Jane McVeigh, Pippa Collins, Graham Goldspring sent apologies.</p>	
2	<p><b>Declarations of interest (LM)</b></p> <p>2.1 None.</p>	
3	<p><b>Minutes from 30.07.20 for approval</b></p> <p>3.1 LM - On p.4, point 6.2 should state the actual month (July 2020).                      3.2 LM - On point 6.3, 1 e - change to 'contact'.                      3.3 LM - On point 7.4 when you're going to be busy, change to 'when the team is going to be busy'                      3.4 NS raised point 7.3 (timing of Companies House return) will revert back to the original timeframe, so it will go to November's Board.</p>	
4	<p><b>Chair's Report (LM)</b></p> <p>4.1 The chair discussed changes to local health services in response to the pandemic, as outlined in a paper due to be presented at the Health and Wellbeing Board the following evening by Martin Ellis, Director of Transformation (Kingston and Richmond) - <b>Appendix attached</b> <b>ADD LINK</b>.</p> <p>These changes included:</p> <p>The redesign of primary care services to be mainly delivered by phone</p> <p>Same day emergency care booked via 111, restricting hospital stays to what is required medically</p> <p>'Shifting work down the pathway' to increase self-care, and reducing outpatient follow-up by introducing 'patient initiated follow-up models'</p> <p>Maximising the use of 'discharge to assess', by which patients needing continuing care at home are assessed for this once they have returned home.</p> <p>The presentation concluded with changes made during the pandemic which had worked well. It was, however, notable that these reflections by clinicians need to be supplemented by gathering the views of service users and carers. In particular, it was noted that August guidance from the DHSC on hospital discharge when a patient was 'medically optimised' rather than 'medically fit', as alluded to in the presentation, had caused concern both to The Patients' Association and Carers UK.</p> <p>Lastly, although it was not evident in the presentation, all the A&amp;E departments in SW London were due to embark on a service change whereby patients are encouraged to ring 111 rather than making a trip to A&amp;E. It is anticipated that many of these issues can be dealt with in primary care, or</p>	<p>SB</p>

	<p>that a booked appointment may be made in A&amp;E, thus avoiding waiting in a potentially infectious environment.</p> <p>Overall, this report exemplified the work that HWK is doing to remain up-to-date on changes to service delivery, and to continue to request patient and Healthwatch involvement in planning and evaluating these changes.</p> <p>4.2 Discussion included the following points:  a). Whether concerns about COVID-19 might have changed patterns of consulting behaviour in A&amp;E.  b). How HWK can support and facilitate patient perspectives in the re-design of services.</p> <p>4.3 NS enquired what the rapid changes being experienced by the NHS mean in terms of Healthwatch Kingston’s priorities.  SB responded that it would be most effective to continue to work with our current priorities adjusting them to respond to emergent challenges, and that this will be kept under review.</p>	
5	<p><b>Finance Report (NS)</b></p> <p>5.1 Level of expenditure overall is significantly lower than expected.</p> <p>5.2 Mary Ryan, HWK’s independent examiner has completed her review and signed off the accounts. The deadline for submission to Companies House has been pushed back to 31 March 2021.</p> <p>5.3 The Board agreed to spend some of HWK’s reserves earlier in the year on staff salaries. The Board will need to decide whether to replenish the reserves from the underspend or keep a reduced level of reserves.</p> <p>5.4 Based on the 2020/21 budget, there is an underspend on the YOL! ‘Digital Youth Project’ funding (due to to the impact of COVID-19). Also the monies to be reimbursed to HWK from the TTCK budget has not yet been drawn down. This will be rectified before the end of March 2021.</p>	SB/NS 5.2
6	<p><b>Activity Report (SB)</b></p> <p>6.1 SB asked the Board for members to sign off reports in the pipeline. LM agreed to sign-off the Experiences of services during COVID-19 (no. 2), and WO agreed to sign-off the YOL! emotional wellbeing report, deadline 9 Octobe.</p> <p>6.2 The Board endorsed GS as signatory for the KSAB Data Sharing Agreement on behalf of HWK.</p> <p>6.3 SB ran though the Activity Report highlighting the change in priorities which now include work covering local responses to the pandemic.</p> <p>6.4 SB updated the Board on the MHSPIG/Recovery Strategy meetings which have now become a Communities Taskforce sub-group for mental health and wellbeing in the borough.</p>	6.1 LM/ WO

	<p>6.5 EUPD is being picked up in Part B. LM thanked TW for the draft letter.</p> <p>6.6 SB updated on the learning disability work to grow our reach of service users in the area. LM asked how people with LD respond to Zoom and whether digital exclusion is an issue for this group. KC gave an update on the training with Involve LD Peer Advocates explaining how they have organised it in manageable bite-size pieces and that the LD community have warmed to digital delivery. KC said she would write a short report to send to the Board and HWE about lessons learned after the training.</p> <p>6.7 SB updated the Board on the request by the CQC for HWK to facilitate a workshop with people living with a learning disability and that we are currently looking at exploring how to do this online.</p> <p>6.8 SB said the End of Year AALDP report has been rescheduled to be published in December.</p> <p>6.9 SB explained that HWK would be reaching out to Patient Participation Groups with HWK's Test and Trace survey which is being launched soon.</p> <p>6.10 SB thanked Tia for her work with HWK and gave an update on YOL!</p> <p>6.11 SB updated the Board on the Making Safeguarding Personal pilot which is still ongoing with RBK. SB is also chairing the VOICE sub-group of the London Adult Safeguarding Board.</p> <p>6.12 NS asked for a further update on the care home project. SB explained that there have been conversations at a SWL level and it was agreed that each SWL Healthwatch organisation would run their own survey and then compare findings. CD has been engaging with the Dementia Society and building relationships with stakeholders.</p> <p>6.13 A number of reports have been delayed due to competing priorities that are now being factored into revised delivery plans.</p> <p>6.16 SB reminded all of the HWK Open Meeting which is on Tue 20 Oct.</p>	6.6 KC
7	<p>AOB</p> <p>7.1 None.</p>	
8	<p>8.1 Re-confirmation of dates/times for quarterly meetings: (5 min)</p> <ul style="list-style-type: none"> <li>• Tuesday, 24 November 2020, 5-8pm</li> <li>• January 2021 – date to be set</li> <li>• March 2021 – date to be set</li> </ul>	
11	<p>Close of PART A</p>	

Signed:

Liz Meerabeau, Chair HWK

Approval Date:

DRAFT