

## Healthwatch Kingston Upon Thames

Board Meeting, Tuesday 21 December 2021, 5.00pm - 8.00pm

**DRAFT PART A MINUTES from 28<sup>th</sup> September 2021 FOR BOARD APPROVAL**

Meeting held remotely on Zoom

### PART A (OPEN 'PUBLIC' MEETING)

**Present:**

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| Liz Meerabeau, HWK Chair/Trustee Board Member (Board Lead for Primary Care)            | LM | Nigel Spalding, HWK Treasurer/Trustee Board Member (Board Lead for Social Care)          | NS |
| Grahame Snelling, HWK Trustee Board Member (Board Lead for Safeguarding)               | GS |  |    |
| William Ostrom, HWK Trustee Board Member (Board Lead for Communications)               | WO | Richard Allen, HWK Trustee Board Member  | RA |
| Kezia Coleman, HWK Projects and Outreach Officer (Disabilities and Mental Health)      | KC | Stephen Bitti, HWK Chief Executive Officer ( <b>minutes</b> )                            | SB |
| Helena 'Hen' Wright, HWK Projects and Outreach Officer (Young People and Safeguarding) | HW | Candy Dunne, HWK Deputy Chief Officer  | CD |
| Tony Williams, HWK Active Affiliate Chair of the Mental Health Task Group              | TW | Graham Goldspring, HWK Active Affiliate Acting Chair of the Hospital Services Task Group | GG |

| Agenda No. | Item No.  | Actions |
|------------|---|---------|
| 1          | <p><b>Welcome and apologies for absence/Declarations of interest (LM)</b></p> <p>1.1 LM welcomed all. LM noted apologies from Scotty McLeod, HWK Trustee Board Member (Board Lead for Business Continuity).</p> <p>1.2 LM asked if there were any declarations of interest. None were raised.</p> |         |
| 2          | <p><b>PART A MINUTES 28.07.21 for approval (LM/SB)</b></p> <p>2.1 The Board <b>agreed</b> to review minutes from 28 July 2021 Board and all matters arising since the Board in March 2021, at the 21 December 2021 Board meeting.</p>   | 2.1 All |

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| <p>3</p> | <p><b>Chair's Report (LM)</b></p> <p>3.1 LM reported that Healthwatch Kingston continues to be involved in shaping the Integrated Care System which should succeed the CCG on 1st April 2022. The draft legislation is complex and accompanied by detailed guidance from NHS England, but at its heart is the removal of the requirement for competition between health care organisations, thus enabling collaborations between the acute care providers and also the mental health trusts. The movement of funding as services are reshaped will also be enabled. The ICS chair designate has led listening exercises with a range of bodies, including the Health and Wellbeing Boards (unfortunately the listening exercise for Kingston and Sutton coincides with this HWK Board). The Chief Executive of RBK also leads on a workstream, Strengthening Communities, which considers how local authorities, and particularly social care, can best participate in the working of the ICS.</p> <p>3.2 Public and patient involvement are important aspects of both the ICS and of current plans to redesign services, and it is intended that there should be a non-executive director on the ICS Board with responsibility for engagement. Healthwatch representation on the ICS Partnership (a large reference group) and the additional resource that will require have not yet been resolved.</p> <p>3.3 Locally, a key focus is the range of actions to reduce pressure on acute services, particularly the emergency department at Kingston Hospital, where attendances have increased and there are challenges in providing consultant cover. The '111 First' initiative promoted in autumn 2020 is currently not being emphasised, as the 111 service is itself under pressure and is being retendered. It is anticipated that more young children this year will develop non-Covid respiratory illness as their immunity waned during lockdown; joint paediatric/primary care clinics have been successful in accommodating some of the extra demand.</p> <p>3.4 Lastly, after a pause due to the pressures created by the pandemic, work on developing the Primary Care Networks has recommenced, particularly their role in addressing health inequalities. Healthwatch organisations and the voluntary sector will continue to have an important role in engaging with people who are less well served by current services, so that their needs may be met.</p> |  |
| <p>4</p> | <p><b>Appointment of Treasurer and Trustee Recruitment (LM)</b></p> <p>4.1 The Board <b>thanked</b> NS for his work as Treasurer and <b>noted</b> this September 2021 Board meeting would be his last in this role.</p> <p>4.2 The Board <b>thanked</b> RA for kindly agreeing to act as Treasurer from 1<sup>st</sup> October 2021, while Trustee recruitment takes place to identify a new Treasurer and other Board members.</p> <p>4.3 WO <b>confirmed</b> his intention to step down as a Healthwatch Kingston Trustee at the December 2021 Board meeting.</p> <p>4.4 WO <b>noted</b> that he intends to take a 3-month sabbatical and then will speak with SB about a volunteering role.</p>  |  |

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| 5 | <p><b>Finance Report (NS)</b></p> <p>5.1 The Board thanked NS for the report and:</p> <ul style="list-style-type: none"> <li>• <b>Noted</b> the statements of income and expenditure for April 2021 - August 2021.</li> </ul>  |   |
| 6 | <p><b>Activity Report (SB)</b></p> <p>6.1 The Board thanked contributors and:</p> <ul style="list-style-type: none"> <li>• <b>Noted</b> the Activity Report Aug-Sep 2021/22.</li> </ul> <p>6.2 RA asked if an assessment of the costs associated with running the Healthwatch England Quality Framework (QF) review had taken place. SB noted that as this was an initial one-off exercise, a budget line had not been allocated. SB <b>agreed</b> to run a high level-cost exercise at completion of the QF work.</p> <p>6.3 NS asked if we are tracking how much time we are utilising providing advice and signposting to health and social care services. SB said we keep a data log of the number and nature of advice and report this annually but as this was part of our core contract deliverables, a record of time spent has to date not been recorded. SB <b>agreed</b> that he would work with CD and the staff team to ensure ‘time spent’ per engagement was captured for our final quarter of 2021/22 (Jan to Mar 2022).</p> <p>6.4 WO said also keeping a data log of our communication activity/time spent signposting would help us better understand our impact, provide evidence of the time spent supporting effective communications, and demonstrate our reach. SB <b>agreed</b> that he would work with CD and the staff team to ensure ‘time spent’ per communication was captured for our final quarter of 2021/22 (Jan to Mar 2022).</p> <p>6.5 NS thanked SB for arranging Healthwatch Kingston promotion of the Healthwatch England NHS Waiting Times Campaign via social media.</p> | <p>6.2 SB</p> <p>6.3 SB/All staff</p> <p>6.4 SB/All staff</p> |
| 7 | <p><b>AOB</b></p> <p>7.1 None.</p>   |   |
| 8 | <p><b>Next Meetings:</b></p> <p>8.1 JW asked if the December 2021 Board meeting would be held face to face. SB <b>agreed</b> this seemed feasible at this point and would explore options/book a room to facilitate this.</p> <p>8.2 Tuesday 21 December 2021, 5pm to 8pm - <b>confirmed</b> as Face to Face.</p> <p>8.3 Wednesday 30 March 2022, 5pm to 8pm - Virtual/Face to Face (tbc).</p>   | <p>8.1 SB</p>   |
| 9 | <p><b>Close of PART A</b></p>  |   |

Signed:

Approval Date:

Liz Meerabeau, Chair HWK