

Meeting of Healthwatch City of London Board Meeting

Date and Time: Friday 24th April 2020, 12pm – 2:30pm

Chair: Gail Beer

Present: Trustees: Gail Beer (GB) (Chair), Steve Stevenson (SS), Lynn Strother (LS), Malcolm Waters (MW), Board Associate: Janet Porter (JP), Stuart McKenzie (SM), Dr Cynthia White (CW), Staff in attendance: Teri Anderson (TA), Paul Coles (PC), Rachel Cleave (RC), Consultant: Mark Drinkwater (MD).

Apologies: None

	Issue	Action	Owner	Date for Resolution
1	Welcome		GB	
	Introductions and Apologies	No apologies		
	Declaration of Interest	No new declarations of interest		
2	Minutes of the previous meeting	Minutes were checked for accuracy. The first part of item 7 (data protection) has come out as the opposite of what it was intended to and needs to be amended for accuracy. (MW) Email to be sent to PC. (MW)	MW	May 2020
3	Matters Arising	No matters arising		
4	Verbal update, General Manager	PC reported the following. First, he has been sending around a weekly update. Secondly, he completed his first signposting case, of which SS has been informed. Thirdly, he has completed a piece of support work for a Hackney MP on advice about where exercise classes are available. RC will put the advice on the website for people who have disabilities so they can do exercises from home. SM reported that BBC Sounds have exercise classes on their website. PC The major item reported by PC was that he had joined the Shoreditch Community	PC RC	

5	<p>Sign off of outstanding policies; Attachment B</p>	<p>Network on behalf of HWCoL. Over 40 people came to the first meeting of the network including eight Hackney councillors.</p> <p>PC Both PC and RC have worked on the website. RC has resolved the Facebook account.</p> <p>PC has adopted a common format for policies by using the same template for each one. The Harassment and Bullying policies have been combined, as they needed to be considered as one policy rather than two. PC presented a revised Alcohol policy. The Finance policy has been revised by PC and MW and now needs to be signed off. HWCoL's accountants have confirmed that audited accounts are not required. GB will check the contract.</p> <p>Trustees will approve these policies in principle and get back to PC by next Wednesday.</p>	<p>PC</p> <p>GB</p> <p>Trustees</p>	<p>May 2020</p> <p>May 2020</p> <p>April 2020</p>
6	<p>COVID 19: Communication Strategy: Attachment C COVID 19: Our Action Plan for Adult Social Care</p>	<p>PC, RC and GB have been trying to get information on the response to COVID 19 from the CCG. The information has been difficult to obtain and the information provided has been inadequate.</p> <p>It was confirmed that the website would be the key route for providing information on COVID-19. Two newsletters have been produced. It was agreed that we will only provide information which is verifiable. RC is finding the relevant information.</p> <p>HWCoL will provide City residents with as much assistance by way of signposting as possible, for example in relation to mental health. GB will raise our concerns with David Maher.</p> <p>Two GP lead hubs are being set up in Hackney to make it possible for face-to-face appointments to be held. GB is concerned that two hubs in Hackney will not be sufficient and will raise concerns</p>	<p>GB</p> <p>GB</p>	<p>May 2020</p> <p>May2020</p> <p>May 2020</p>

		<p>JP and SM will investigate if the Neaman Practice is carrying out GP consultation via video link and the link to GP hubs.</p> <p>Concern was raised about which pharmacies are open. JP and SM will investigate this as well</p> <p>LS expressed concern about those who are not on a computer and also about what services are available to residents who use GP's in Tower Hamlets. This will be picked up with Tower Hamlets CCG.</p> <p>SS suggested using the Golden Lane website for information on support for residents. The Barbican's newsletter is also a helpful source of information.</p> <p>JP noted that some opticians are open but only on a restrictive business. GB has not seen one open, but PC will raise this with the CCG.</p> <p>GB noted that the Royal London and Guys have an emergency service operating but there is no information about this on the website. We need to push the CCG for information. Access to UCLH and Bart's for emergencies and out-patients also needs to be raised. There are a number of virtual clinics available and this should be on our website as well as on the CCG's and the hospitals' websites.</p> <p>These issues should be followed up with David Maher. We should also be raising the development of recovery plans with David Maher as we do not want new models to be imposed on City residents without consultation</p> <p>CW reported that there are serious difficulties with getting access to dentistry. CW has forwarded information where emergency treatment is available. Guys is providing emergency dental treatment on a walk-in basis.</p> <p>It was noted that some elderly people who have researched the position on-</p>	<p>JP and SM</p> <p>JP and SM</p> <p>RC</p> <p>PC</p>	
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7	<p>Influencing – verbal update</p>	<p>line and have telephoned their GP's are not getting access to treatment because they are shielding. It was also noted that some shielding patients have not received a letter from their GP and therefore are not being supported. CW noted that people with dementia are not on the shielding list which is a serious deficiency. PC will raise shielding with David Maher when he writes. There will be a meeting with David Maher and Eva Huoviala and our concerns will be put in the letter.</p> <p>A key element of our communication strategy is signposting. RC is sending out newsletters every two weeks. Posters should be printed to assist those without on-line access and displayed in the common areas of residential blocks.</p> <p>RC, PC and GB are conducting a survey to obtain feedback on where residents get their information on health.</p> <p>PC reported that PC and RC were preparing a COVID-19 communication paper. HWCOL will carry out surveys on residents' experience of Covid-19 and returning to work. Feedback will be requested on the newsletter and the content it should include. HWCOL will direct people to the 111 number and ask for peoples' experience of that.</p> <p>It was suggested that further surveys might cover CCG's, food delivery and practical problems about being in isolation.</p> <p>In response to a query from CW, PC replied that there have not been a huge number of responses to surveys but that it is possible to monitor those responses that are received.</p>	<p>PC</p> <p>PC/RC</p>	<p>May 2020</p>
8	<p>COVID-19 Hospital discharge requirements – comments.</p>	<p>CW raised a concern regarding Adult Social Care and how it is being handled and whether there are any gaps. Consideration will be given to carrying out a short survey on this issue, making sure that the survey is not complicated.</p>		

<p>9</p>	<p>Risk Log; Attachment D</p>	<p>SS reported that a survey on Golden Lane is being run to see who has access to the internet</p> <p>As regards on-going care, it was reported that 95% of people’s on-going care is being received in their own home. This is called Hospital at Home. The on-going care is provided in the home, based on the patient’s home environment. It was noted that there is little choice of care homes available and residents can be sent anywhere on discharge from hospital.</p> <p>LS raised a concern about a lack of clarity regarding payment for home care. It is not clear when the cost is funded by Social Care or NHS.</p> <p>CW noted that no information has been provided about district nurse services. Patients reliant on these services are abandoning medication and are becoming disorientated.</p> <p>GB commented that District nursing is random. The patient and nurses do not know each other. The notes don’t reflect what care is needed. The nurses don’t know when to use PPE. It is not so bad in London. Noted and to be investigated at a later date.</p> <p>PC and GB have revised the Risk Log. They have tried to rationalise it and make it clearer. Board members should come back by the end of next week with any comments.</p>	<p>RC, PC, JP, SM</p> <p>Board</p>	<p>May 2020</p> <p>May 2020</p>
<p>10</p>	<p>Update on performance framework; verbal update</p>	<p>Two meetings have been held with MD A draft Performance Framework has been sent to Sarah Greenwood. The idea of combining the HWE Quality Framework and the Performance Framework has been abandoned. MD reported on what it is realistic for an organisation of our size and on how we can meet our goals. SG confirmed that the qualitative measures contained in the draft are acceptable. SG will send through her recommendations for</p>		

		quantitative targets. PC to produce a spreadsheet template by the 13 th May		
11	Business Plan; Attachment E	The meeting noted that a gap analysis to be produced for HWCoL regarding the sections of the HWE Quality Framework.	PC	June 2020
		Following discussion with GB, PC suggested using the NCVO model for the production of our Business Plan. The intention is that the Business Plan will be produced by June.	PC	June 2020
12	Report back from meetings	PC will complete feedback forms on recent meetings which he has attended. The meetings attended include one with Shoreditch Community Network. PC fed back to the meeting that an arrangement with Hackney Healthwatch on resident consultation regarding their views about Neighbourhoods needs to be agreed. Neighbourhoods are a long-standing strategy. Residents views on how this should work are required. There were 41 attendees at the meeting and only three were from City.	PC	May 2020
13	AOB	PC reported he would be meeting the person who is leading on Primary Care Networks within the City.	PC	April 2020
		Clare Hughes is a replacement in safeguarding at Bart's Hospital and there could be a continuity problem.		
		JP noted that HWCoL needed to follow up on student volunteer applications. JP also raised that HWCoL should investigate opticians' availability.	PC/RC JP	April/May 2020 May 2020
		Virtual enter and view to be looked at by JP, SM and PC. Guidance from Healthwatch England required.	JP, SM, PC	June 2020
		PC will arrange to meet with RC about volunteers by next week.		

