

Minutes of Healthwatch West Northamptonshire

Advisory Board Meeting

Venue: Teams

28th April, 2025

Commencing at 10.00 a.m. – 12.00 p.m.

Members present:

Morcea Walker (MW), Sheila White (SW), Marcella Daye (MD), Ishver Patel (IP), Uchenna Ozuzuma (UO), Victoria Ononeze (VO) – West Northants Public Health Team, James Gillespie-Allan (JGA), Chris Johnson (CJ), Michael Hurt (MH) – West Northamptonshire Service Manager, Hayley McKagan (HM) – West Northamptonshire Adult Social Care Commissioning Manager

Staff in attendance:

Gabriella Van-Beek (GVB), Kate Holt (KH), Jemma Frater (JF), Nikhita Deshpande (ND)

Apologies Received:

Susan Hills (SH), Will Pope (WP), Wendy Patel (WPa), Dora Shergold (DS)

Abbreviations: Healthwatch North and West Northamptonshire (HWNW), Healthwatch Rutland (HWR), Healthwatch England (HWE), Young Healthwatch Northamptonshire (YHWN), Connected Together CIC (CTCIC), Health Watch Officer (HWO), Health and Wellbeing Board (HWBB), Northamptonshire Safeguarding Children's Board (NSCB), Northamptonshire Safeguarding Adults Board (NSAB), Children and Young People (CYP), Children's Trust (CT), Northamptonshire Healthcare NHS Foundation Trust (NHFT), Patient Participation Group (PPG), NHS England (NSHE), Kettering General Hospital (KGH), Northampton General Hospital (NGH), Integrated Care Across Northamptonshire (iCAN), Patient Advisory Group (PAG), Community Diagnostic Centres (CDC), Northamptonshire Health and Care Partnership (NHCP), Northamptonshire Oral Health Alliance (NOHA), Integrated Care Board (ICB), Local Area Partnerships (LAP's), Community Wellbeing Forums (CWF), Local Medical Committee (LMC), West Northants Council (WNC), Any Other Business (AOB)

Actions for the next meeting are in red font.

| <u>No</u> | <u>Item</u> | <u>Lead</u> |
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| 1. | Welcome, Introductions, Apologies and Declarations of Interest: Apologies received from SH, WP, WPa, DS. No declarations of interest were given. | MW ALL |
| 2. | Election of Chair for HWW: MW has agreed to continue as Chair. This was proposed and seconded by MD and IP. | KH |
| 3. | Election of HWW Advisory Board Members: Advisory Board members will be: <ul style="list-style-type: none"> • Will Pope • Susan Hills • Dora Shergold • Marcella Daye • Wendy Patel • Mark Vincent Sheila and Ishver may be going to the Healthwatch North Northamptonshire branch based on the contract changes. | KH |
| 4. | ICB Guest Speaker: Victoria Ononeze – West Northants Public Health Team – 2025–2026 WNC Public Health Priorities and Prevention Strategy: WNC want to take a prevention first approach to prevent crisis and escalation within local health care. This aims to reduce costly interventions. The prevention approach: <ul style="list-style-type: none"> • Level 1 – Ensuring we take prevention in everything we do • Level 2 – Taking early action – customer service centre, welcoming spaces, town councils etc • Level 3 – Actively targeting those more vulnerable, supporting them before they go into crisis with physical and mental health services • Level 4 – Employing countermeasures in the event of a crisis and ensuring we are coordinated across health and social care | VO |

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| | <p>The 4 priorities for prevention aim to:</p> <ul style="list-style-type: none"> – Embed health and wellbeing in everything WNC does including promoting positive behaviours, healthy lifestyles and prevention strategies – Early diagnosis and management of long-term conditions, and promoting early help, independence, self-care and reablement. <p>Neighbourhood Health Geography Proposal:</p> <ul style="list-style-type: none"> – Moving care from hospital to community – Enabling more people to be supported closer to home and tackling inequalities. <p>Northamptonshire Analytical Reporting Platform (NARP) contains data from multiple local service providers which include: UHN, NHFT, GPs. The platform has range of population health analytics including segmentation and risk satisfaction. Social care, Ambulance services such as EMAS, Children's Trust and 111 data will be added this year to increase scope to support neighbourhood working.</p> <p>Action – MH to send GVB and KH the updated Better Care for Narrative Plan.</p> <p>GVB has requested to be more involved in the LAP meetings and if they can share the information with us once they are started back up. VO will do this.</p> <p>KH questioned the impact of the LAPs and how they are making a difference since being formed. VO confirmed that part of the restructuring is to assess the impact of LAPs to design the future. VO stated that there was limited engagement from the community in the LAPs, so the council are looking into changing the way that they engage with communities, making it more PLACE and community-focused. The learning will be shared in time.</p> <p>Action – KH mentioned sharing the report of the independent review for Public Health we did a few years ago with VO.</p> | <p>MH</p> <p>GVB/VO</p> <p>KH/VO</p> <p>KH</p> |
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| | <p>CJ is in agreement that as a system, we should focus on health access on a community level, before having to go to the hospital.</p> <p>CJ questioned what is out there for the public to know what is happening and what is available. MW added that people are confused, especially with North and West, if the public can access something in one but not the other. Some organisations cover the whole of Northamptonshire, while others are separated into North and West.</p> <p>KH added that engaging with communities should not be difficult if you give it the right focus and resources. There is not enough information reaching the right people, and a plan needs to be set out on how to target the public.</p> <p>VO responded that it's about sustaining the partnership with communities and not just engaging, we don't let things we commission grow and sustain themselves long enough for us to analyse the impacts.</p> | <p>CJ</p> <p>MW</p> <p>KH</p> <p>VO</p> |
| 6. | <p>Draft Minutes and Matters Arising of HWW Advisory Board meeting: February 3rd, 2025 (attached):</p> <p>Draft minutes were accepted, and actions have been completed.</p> | MW |
| 7. | <p>Draft HWW Advisory Board Standing Orders for HWW Board(attached):</p> <p>All board members have reviewed the drafted Standing Orders for the Advisory Board meetings. The Advisory Board then agreed and ratified the draft. We can move forward and adopt the standing orders.</p> | KH |
| 8. | <p>Healthwatch North Northamptonshire Update</p> <p>Support Northamptonshire have been awarded Healthwatch North Northamptonshire from 1.04.25. We have now been provided a phone number and email to contact them and pass on to the public. Healthwatch England is working on splitting the enquiries database. We are recording data separately where possible – the public do not usually specify if they are in North or West. Support</p> | KH |

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| | <p>Northamptonshire have the contact details of the volunteers who want to be contacted.</p> <p>We sent Pratima, Support Northamptonshire CEO, a letter from the Advisory Board with queries we have raised on Healthwatch services in the North on behalf of the public. We have not had a formal response, but we are meeting with them and NCC tomorrow (29/04/2025) to see how we can support them to be contract-ready for the public to have a service running. This outcome will be discussed at the next meeting.</p> | |
| 9. | <p>Review and Ratify 2025–2026 HWW Plans (attached):</p> <p>GVB went through the HWW draft work plan’s priorities and focus for the year – this was sent out with the meeting papers for members to review. GVB added that we want to aim to launch our survey on Health Inequalities experienced by Ethnic Minority Women in Maternity Care at the Northamptonshire Carnival.</p> <p>HM did some work with UON recently on Dementia Training, this could be a good resource, and it may be good to see what training is developed there. HM mentioned that we could get some University volunteers to join us in the care homes. Action – HM to send GVB the details of the Quality Team Manager for working with the Care homes.</p> <p>MH said there is a difference in the Dementia diagnosis rate between the North and West (West is lower) when the same provider is used – this is a possible issue to be discovered, as we focus our work on the topic of Dementia. Action – MH to send the tool to use for end of life and Dementia care in services with HWW.</p> <p>Both the Work Plan and Communications Plan have been confirmed with no changes and can be ratified as final.</p> | <p>GVB</p> <p>HM</p> <p>MH</p> <p>MW/KH/GVB</p> |
| 10. | <p>Regional/Countywide Updates (verbal and reports attached for information):</p> <p>There is no update from EMAS. GVB has been attending the ICB board – most is confidential, but there are some</p> | GVB |

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| | <p>major changes happening within the system. JGA says there will be an update at the end of the week and a further update at the end of May.</p> <p>The ICB is in the process of finalising their Engagement Annual Report, the REN work with HWW is heavily featured and includes mentions of upcoming work with community surgery. Summary of the ICB Annual Report has been seen by staff, JGA stated that there have been positive changes with the Insights Library thanks to HWW contributions, the ICN strategy (local community engagement framework) has run its course and is due to finish in 2025 – they are now spending time analysing this to see how to build on this.</p> <p>There is an event on the 18th of June with the University of Northampton to launch the Community of Practice. GVB confirmed that we want to attend this.</p> | <p>JGA</p> <p>JGA</p> <p>JGA/GVB</p> |
| 11. | <p>Planning Group Update and Feedback:</p> <p>HWW team is working on the Annual Report, which will cover our 19 reports (5 which were Easy Read) over the 2024-2025 financial year.</p> <p>The REN project is being finished up now, and the report should be published in the next few weeks once the ICB have reviewed the report and suggested their recommendations and edits.</p> <p>The Young Healthwatch Emotional Wellbeing Report is awaiting responses to be published from the ICB, with a possible need for further data analysis.</p> <p>We will be holding a “Get to Know Us” event at the Grosvenor Centre, inviting the council and VCSE organisations as well as the public to be reintroduced to Healthwatch West Northamptonshire.</p> | GVB |
| 12. | <p>Consultation Response (attached):</p> <p>We had 2 task and finish group sessions with our volunteers to respond to the NHS 10-year plan. Our response has been received by the NHS, and we felt we</p> | GVB |

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| | were able to respond to each question with careful thought and consideration of what the community has experienced, as well as the lived experience of our volunteers. | |
| 13. | <p>HWNW Quarter 4 – January 2025 – March 2025 Feedback reports (attached):</p> <p>The reports were attached with the meeting papers as information to review.</p> <p>We saw a significant influx of feedback from the public this quarter.</p> | <p>MW</p> <p>GVB</p> |
| 14. | <p>Any other business:</p> <p>KH asked if anyone has any good speakers in mind to draw in the public.</p> <p>Both the Hindu Association’s Health Mela and the Northampton Carnival are on the 14th June.</p> | <p>KH</p> <p>MW</p> |
| 15. | HWW Advisory Board Meeting in Public Closes | ALL |
| 16. | <p>Date and Time of the Next Advisory Board Meeting:</p> <p>July 21st 2025, 12:00pm – 2:00pm. Grosvenor Shopping Centre Floor 2, Northampton, NN1 2EW</p> <p>Annual Meeting to be held on the same day.</p> | ALL |

Chair Signature:

MJ Walker

Morcea Walker

Date: 21.07.2025