

**Minutes of Healthwatch North Northamptonshire and West
Northamptonshire Advisory Board Meeting in Public
Held online via Teams**

10 am to 12 pm 8th April 2024

Members present: Morcea Walker (MW), Sheila White (SW),
Dora Shergold (DS), Dr Marcell Daye (MD) Wendy Patel
(WPa), Ishver Patel (IP), Will Pope (WPo), Caroline
Gooch (CG), Christine Drage (CD)

**In attendance
(Internal):** Gabriella Van Beek (GVB), Penelope McDermott (PMD).

**In attendance
(External):** Martin Claydon (MC), Naomi Eisenstadt (NE)

Apologies Received: Susan Hill (SH)

Abbreviations: Healthwatch North and West Northamptonshire (HWNW),
Young Healthwatch Northamptonshire (YHWN), Connected Together
Community Interest Company (CTCIC), East Midlands Ambulance Service
(EMAS), Northamptonshire Health and Care Partnership (NHCP), Health and
Wellbeing Forum (HWBF), Northamptonshire Clinical Commissioning Group
(NCCG), Integrated Care Northamptonshire (ICN), Integrated Care Board (ICB),
Integrated Care Partnership (ICP), General Practitioner (GP), Children and
Young People (CYP), Kettering General Hospital (KGH) Northampton General
Hospital (NGH), Northamptonshire Healthcare NHS Foundation Trust (NHFT)
Patient Advisory Group (PAG), Patient Participation Group (PPG), Local Area
Partnership (LAP), Community Wellbeing Forums (CWF), Local Medical
Committee (LMC), Healthwatch England (HWE) Community Diagnostic Centre
(CDC). Patient Transport Service (PTS), General Medical Council (GMC).

No	Item	Action
1.	<p>Welcome, Introductions, Apologies and Declarations of interest:</p> <p>MW welcomed everyone to the meeting and asked all to introduce themselves. GVB gave apologies received. No declarations of interest were given.</p>	
2.	<p>Speaker Chris Kenny: Presentation on the Health and Wellbeing Strategy for North Northamptonshire</p> <p>CK gave a presentation on the Health and Wellbeing Strategy for North Northamptonshire. NE raised concern regarding the breadth of the topics covered, some easy to measure some not. CK commented that the broad CYP topic may have a focus on wellbeing and mental health, this is to be decided in the next few months.</p> <p>MW questioned how the strategy related to the wider ICB agenda regarding health inequalities. CK stated ICB strategy is considered when planning but works to try to ensure there is no duplication of services.</p> <p>MW raised the issue of listening and supporting VCSE organisations as part of this process.</p> <p>DS thanked CK for the presentation.</p>	
3.	<p>Draft Minutes and Matters Arising of HWNW Advisory Board meeting: Monday 8th January 2024</p> <p>The minutes of this meeting were approved and were agreed to be a true and accurate record by all present.</p>	
4.	<p>HWNW Work Plan 2024-2025</p> <p>GVB reviewed the priorities within the draft work plan. GVB expressed that HWNW was working within a limited budget and could not do everything, but the eleven areas will be the focus points.</p> <ul style="list-style-type: none"> Dementia education – staff will be trained on dementia awareness and a learning session to be held for staff and volunteers linked to the dementia friends. 	GVB

	<ul style="list-style-type: none"> • Dentistry – GVB attending NOAH (along with CD). GVB and CD will be attending quarterly meetings with the CQC inspector for dentistry. If a piece of work becomes available HWNW will pursue this. • Addressing health inequalities by addressing some cultural barriers surrounding access to care through a piece of work. Aiming to get involved with a variety of community groups. • Focus on men’s mental health – this project will run in the autumn. • Adult social care focus via an Enter and View to an adult social care service. This is directed by enquiries and issues raised in attendance at the social care safeguarding information sharing meeting. • Black women and maternity care – this focus will include an event as part of Black History Month. • CDC centre development – keeping a watch on developments and supporting public engagement concerning this. • CYP – HWNW will be looking to pursue investing in Children Accreditation with ES leading on this. <p>Routine activities – AGM will be held on 8th July 2024, venue TBC.</p> <p>HWNW’s work plan was reviewed and ratified by the board.</p> <p>GVB thanked everyone for their hard work concerning the work plan.</p>	
5.	<p>Regional/Countywide Updates: (verbal and reports attached for information)</p> <p><u>NE ICB systems</u></p> <p>Two hospitals. NHFT and ICB have a 34.8-million-pound deficit. The planning guidance for this only arrived on the last day of March 2023. The budget was expected in April but is delayed and work continues to create the budget. ICB is faced with big decisions in the next few months but no answers yet.</p> <p>IT and data sharing will help with finances due to the creation of a new integrated care system, but the main overspending still occurs in hospitals. There are short-term lumps of money for emergencies, but this still makes</p>	

	<p>planning difficult. The election may allow for more stability and increased time for planning.</p> <p>MW suggested that only receiving 1 to 2 years of funding affects VCSE organisations that may be expected to take up elements of health and social care. MW thanked NE for her presentation.</p> <p>SW – has received feedback on waiting lists for Adult Social Care which has been passed to GVB.</p> <p>SW and CD have had feedback after they attended the Dementia Strategy workshop. SW has been asked to share personal experiences as part of this engagement.</p> <p>SW – Minor Surgery in the Community project. Meetings are to be held every month until Dec 2024.</p> <p>SW – NHFT Community services, SW has been attending the pressure ulcer group meeting. They are undertaking work with Leicester and the Community Nurse team in the rural Kettering area to prevent ulcers in those being cared for at home.</p> <p>SW – Introduction of Anima triage tool but has had reports that logging onto the system can be problematic.</p> <p>GVB – population health and prevention pillar – mental health. Those with severe mental health issues are being offered wide-ranging health checks as their life expectancy is 15 years shorter than the general population.</p>	
6.	<p>North Northamptonshire Updates: (verbal updates and reports attached for information)</p> <ul style="list-style-type: none"> I. Kettering General Hospital II. CDC visit III. HWB/ PLACE/ LAPs IV. Other <p>We reviewed the points and the documents were attached.</p>	
7.	<p>West Northamptonshire Updates:</p> <ul style="list-style-type: none"> I. Northampton General Hospital Ophthalmology Enter and View Visit II. II. HWB/PLACE/LAPs III. III. Other 	

	We reviewed the points and the documents were attached.	
8.	<p>Planning Group and Other HWW Projects: (verbal):</p> <p>Patient Transport Report</p> <p>GVB - patient transport. Only received eighteen responses despite wide share through partners. The report has been finalised but had a soft launch as some results were limited, which was acknowledged in the document. GVB reached out for comments or amendments, but none were received.</p> <p>St. Andrews Enter and Views</p> <p>St Andrews enter and view visit undertaken. St Andrews requested a visit summary before the final report. IP was created and St Andrews was informed it was just an overview, not the report. This summary document was shared internally by St Andrews whose staff gave feedback. The final report will be completed by 19th April 2024 and St Andrews will receive this completed document. GVB to share feedback doc to IP and MW.</p> <p>Ophthalmology Enter and Views</p> <p>GVB- The first ophthalmology report from NGH has been drafted, and feedback from the service is expected next week. Once received the report will be published. The same Enter and View is to be repeated at KGH Ophthalmology dept.</p> <p>Make Your Voice Count</p> <p>GVB – The Campaign will run over 6 months and will include a wide-ranging survey, based on needs and topics identified as part of the work.</p> <p>Expecting to complete at least four Enter and Views in line with the new work plan.</p> <p>A task and finish group will be held next month, with an expected project launch date of May 2024.</p> <p>Quarter four feedback data shows forty-three enquiries relating to GP practices, HW to follow up with ICB on previous report suggestions from last year.</p> <p>Enter and View – a refresh on training with an emphasis on patient experience has taken place for the volunteers.</p> <p>Young Healthwatch</p>	

	<p>GVB – Daventry Teen Clinic. PMD attended the Daventry Easter Market with two young people to publicise the survey.</p> <p>ASD and ADHD survey, including waiting times for diagnosis etc, is being drafted and should be out soon. GVB and PMD attended the NGH Autism event and there is the possibility of linking with to improve survey and engagement experience for autism and learning disability.</p>	
9.	<p>HWNW Quarter (3) October–December 2023 Feedback Reports: (All attached for information)</p> <ul style="list-style-type: none"> I. Kettering General Hospital II. Northampton General Hospital III. GP Surgeries 43 enquiries issues with GP. HWNW IV. Social Care V. Dentistry <p>GVB attending NOAH meetings [add to acronym]</p> <p>Dentistry. CD attended a dentistry meeting in January. Some HW reps reported there had been fewer enquiries regarding dentistry. Attendees were concerned that people were not attending dentists due to a lack of availability and monetary issues. CD stated it is important to keep dentistry as a priority.</p> <p>NOAH meeting is currently postponed but will be restarting in May after a refresh or terms of reference.</p> <p>From the commissioner's meeting– CD was tasked to ask HWNW and ask their opinion on fluoridisation. Commissioners want to begin looking at this issue again. HWNW replied that there could be a benefit to this.</p> <p>GVB replied to the query about a reduction in dental enquiries, explaining that a substantial amount is still received, but less than in previous quarters.</p> <p>Pharmacies enquiries have increased.</p> <p>A new policy paper from NHS England to recover and reform NHS dentistry. GVB to find the report and send it out to members.</p>	

	Other (verbal) If any further info is needed please contact GVB or PMD	
10.	Questions from the Public: No questions from the public	
11.	Any Other Business: CD has received an anecdotal complaint from an individual who felt abandoned after seeing a specialist at NGH. There was a subsequent long wait after the appointment and the patient received no support in this time. GVB asked CD to feed this back via email for addition to database. DS added that NGH are aware of the waiting times issues around autism diagnosis and have volunteers phoning patients who are waiting to support and reassure them.	
12.	HWNW Advisory Board Meeting in Public Closes	MW

M Walker

Signed: Morcea Walker
Vice Chair