

**Minutes of Healthwatch North Northamptonshire and West
Northamptonshire Advisory Board Meeting in Public**

Held online via teams

2pm to 4pm 28th October 2024

Members present: Morcea Walker (MW), Sheila White (SW), Ishver Patel (IP), Will Pope (WPo), Christine Drage (CD), Susan Hill (SH), Dora Shergold (DS)

In attendance

(Internal): Kate Holt (KH), Penelope McDermott (PMD).

In attendance

(External): Diana Belfon (DB), Paul Birch (PB), Sarah Ward (SW)
member of public

Apologies Received: Dr Marcella Daye (MD), Caroline Gooch (CG), Gabriella Van Beek (GVB)

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).

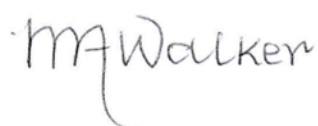
No	Item	Action
1.	<p>Welcome, Introductions, Apologies and Declarations of interest:</p> <p>MW welcomed everyone to the meeting and asked all to introduce themselves. PMD gave apologies received. No declarations of interest were given.</p>	MW
2.	<p>Draft Minutes and Matters Arising of HWNW Advisory Board meeting: Monday 8th July 2024</p> <p>Page 4 item 8 –SW – University of Northampton should say University of Stafford. These changes were made.</p> <p>The minutes of this meeting were approved and were agreed to be a true and accurate record by all present.</p>	All
3.	<p>Presentation from PB, Associate Director of Population Health and Health intelligence on the Northamptonshire Race Health Inequalities Plan.</p>	PB
4.	<p>Presentation from DB, Senior Equality, Diversity and Inclusion Manager on the NHS Delivery System – Review of Services.</p> <p>Questions –</p> <p>SH – What if community ideas do not fit with the NHS plan, can you act on them? DB – Community ideas often fit ideally with the plan and they have not had a from service users that they could not implement. Review is very specific e.g. sickle cell service and how it could be improved.</p> <p>SW – Is the rethink of LAPS included in this review? PB – LAPS not linking with LAPS is something they are aware of. They are looking at PLACE and how PCN work together.</p> <p>WP – Population numbers, the registered population shown in the presentation is 50k more than the OND population number for Northamptonshire. Why is this and what is the impact of that? PB – ONS has said the population estimate for Northamptonshire are not accurate. The numbers shown are based on the registered resident population. The gap is not the full 50k. One implication is for funding as</p>	DB

	<p>allocated on ONS populations. WP – Does ICB think the registered number is more accurate than ONS numbers? PB – No, it comes from the NHS spine records and individuals can only appear on this once.</p> <p>MW – Variations between Black/African AND Asian numbers is interesting. Members of these communities can be registered more than once due to different names used by individuals within their culture. The statistics reiterate why Healthwatch should be one organisation and not two, so we understand what is happening in the county.</p> <p>MW thanked both speakers</p>	
5.	<p>North Northamptonshire Updates: (verbal updates and reports)</p> <p>I. Kettering General Hospital</p> <p>SW – Not as involved as she would like to be and meetings are being cancelled at the last minute, including the Patient Experience meeting. The quality research is taking a long time to get going. There are still long waits in A & E, which may be relieved when community surgery comes on board.</p> <p>KH – Met with Robin Binks interim head of nursing, who apologised for how volunteer have been treated previously and would like to work with Healthwatch moving forward.</p> <p>SW – The safeguarding mental health meeting has stopped which is concerning. The two hospitals are now working together so may be trying to implement joint meetings.</p> <p>II. HWB/ PLACE/ LAPs</p> <p>SH – East and West WB LAPS are changing and feel like they are winding down and feels PH are not working with ICB. WB will now be partnered with East NH.</p> <p>GVB – Not much LAP information to report from the West.</p> <p>SW – Place Base Partnership, no update as no meetings have occurred.</p>	

6.	<p>West Northamptonshire Updates:</p> <p>I. Northampton General Hospital No update available.</p> <p>II. Other</p> <p>GVB presented Annual report to the North HWB. A positive discussion occurred re HWNW funding but unfortunately this was not recorded in the minutes. GVB will be presenting in the West HWB soon.</p>	GVB
7.	<p>Regional/Countywide Updates: (verbal and reports attached for information)</p> <p>KH – In relation to contract changes is not much to report as HWNW has not received anymore information. Contract will be split into North and West. The contracts should be out by the end of this month.</p> <p>CD – Summary from HWNW Dentistry document from last quarter were attached with agenda. Access is still the most problematic issues. At NOHA meeting dental contract come up every time but no contract adjustment to NHS dental contracts have been made. Dentists need to give three months’ notice if they wish to give back an NHS contract. GVB to get a representative for Dentistry on the ICB Board.</p> <p>DS – is a concern that data is based on those attending NHS dentists not those who cannot. We need to look for the lost patients who cannot afford to go privately.</p> <p>EMAS – No verbal update available EMAS not in attendance, report was attached with agenda. WP – the data for Cat 2 in performance reduced in September 2024, if the data is correct why was this? Question to be sent to EMAS for confirmation.</p> <p>DS – Information sent is often noted as do not share which puts people sitting on the Board in an awkward position.</p>	<p>GVB</p> <p>PMD</p> <p>MW</p>

	<p>MW – need to arrange a speaker or an independent meeting re these issues</p> <p>SW – GVB and SW attended ICAN Partnership meeting re SEN and how we can work together as a county.</p> <p>KH – asked all of the MPs in the county for a meeting. Only Jen Kitchen (WB and Rushden) and Lee Baron (Corby and East Northants) replied and KH and GVB had positive meetings with both. Jen Kitchen said if we have any questions HWNW would like her to raise send to KH or MW.</p>	
8.	<p>Planning Group and current HWNW Projects: (<i>verbal</i>)</p> <p>I. NGH/KGH Maternity visits Both visits have occurred, and the reports have been sent to KGH and NGH for their response.</p> <p>II. Make Your Voice Count PMD – Project closes on the 31st of October and so far, we have just under 500 responses to the online survey.</p> <p>III. Eastern European REN Funding Project 60k funding agreed with NHS England. Project is 1 month behind as ICB need to resubmit the project for agreement. Community Connector will start work on the 6th of November. £4,500 will be spent on an app but not until the funding is approved.</p> <p>IV. Young Healthwatch Projects KH – 17k for YHW was billed for in April but has still not been received. Has to be delivered by the 31st of March and delivered by April 2025, but the hold up is with the ICB not HWNW.</p>	

	<p>PMD – YHW will hold a takeover day at KGH and will undertake a dental project and a mental health project.</p> <p>V. Other</p> <p>KH – HWNW recredited with Cyber Essentials</p>	
9.	<p>HWNW Quarter 2 July 2024 – September 2024 Feedback Reports:</p> <p>These have been sent to the board for review before the meeting.</p> <p>SW – In QTR 2 GO surgeries in East NH adopted the Anima booking system and has been problematic. DS – Particularly difficult if not computer savvy. It is still possible for individuals in this position to call reception who will add the information to Anima, but not sure how they get back to patients.</p>	
10.	<p>Any Other Business:</p> <p>HWNW Complaints Policy</p> <p>Proposed by MW, seconded by DS. Policy was ratified by the board.</p>	
11.	<p>Questions from the Public:</p> <p>No questions from the public</p>	
12.	HWNW Advisory Board Meeting in Public Closes	MW
13.	Date of next HWNW Advisory Board Meeting – TBC	



Signed: Morcea Walker
Vice Chair

