

**Minutes of Healthwatch North Northamptonshire and West
Northamptonshire Advisory Board Meeting in Public
Held at St Andrew's Healthcare, Northampton**

23 October 2023 11.00 hrs : 13.00 hrs

- Members present:** Morcea Walker (MW), Sheila White (SW),
Dora Shergold (DSh), Susan Hills (SH),
Wendy Patel (WPa), Ishver Patel (IP), Will Pope (WPo)
- In attendance
(Internal):** Kate Holt (KH), Julie Curtis (JC), Esther Stimpson (ES),
Jemma Frater (JF)
- In attendance
(External):** Ali Gilbert, (AG) BPharm MRPharmS, ICS Director of Place,
North Northamptonshire Council.
- Jenny Boyce, (JB), Clinical & Strategic Lead for
IPC/Deputy DIPC Infection Prevention & Control
Team, Northamptonshire Healthcare NHS Foundation
Trust (NHFT)
- Apologies Received:** Caroline Gooch (CG), Dr Marcella Daye (MD),
Gabriella Van-Beek (GV-B)
- James Gillespie-Allan, (JG-A) Head of Public
Engagement, Integrated Care Northamptonshire (ICN)
Martin Claydon MC), East Midlands Ambulance Service
(EMAS)

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 interests:</p> <p>MW welcomed everyone to the meeting and asked all to introduce themselves. JC gave apologies received.</p> <p>No Declarations of Interest were given.</p>	
2.	<p>Minutes of the HWNW Advisory Board Meeting in Public – 24 July 2023:</p> <p>Subject to matters mentioned below which have now been actioned, the minutes of this meeting were approved and were agreed to be a true and accurate record by all present.</p>	
	<p>Matters Arising:</p> <p>North Northamptonshire Updates:</p> <p>Agenda Item 3. 11 vi) Corby Urgent Care Centre: KH reported that CUCC had sent their response to our draft report and this report has now been completed and distributed and is now published on our website.</p> <p>Agenda Item 8. lii) Northampton General Hospital: Gabby has confirmed that this project did not go ahead with NGH as their A & E Department decided to progress with this independently. We did however provide advice to them for this.</p> <p>Agenda Item 11. Quarterly Feedback Reports: KH confirmed that all HWNW Quarterly Feedback Reports are circulated to the Directors of Public Health.</p>	
3.	<p>HWNW Advisory Board Standing Orders:</p> <p>KH reported that these Standing Orders will be reviewed again in April 2024 if HWNW are awarded the new contract. It was agreed that an amendment be made to these orders stating that if there was to be a Part II meeting going forward, a separate email with the paperwork would be sent to the Advisory Board.</p>	

4.	<p>North Northamptonshire Updates:</p> <p>4.1 Kettering General Hospital SW and WPa reported that additional meetings with KGH were being created online. They had recently met with John MacDonald, who is currently Chair of the University Hospitals of Leicester (UHL) and who also became Chair of both Kettering and Northampton General Hospitals boards on 1 July 2023.</p> <p>4.II Consultation on Active Communities Framework The HWNW response had previously been circulated for information.</p> <p>4.III Consultation on the Services for Deaf, Hard of Hearing, Blind or Partially Sighted The HWMW response had also been previously circulated for information. SW informed that she had given some HWNW Leaflets to Deafconnect.</p>	
5.	<p>West Northamptonshire Updates:</p> <p>I) West Northants Council Executive Place Delivery Board Meeting – 15.08.2023 CG who was absent from the meeting, had sent in her report from this meeting which informed that public engagement was still on the list to raise awareness of LAPs and include people in decision making.</p> <p>II) Northampton General Hospital: GV-B reported that she had recently met with Christine Johnson, the Head of Patient Experience and Engagement at Northampton General Hospital and confirmed that HWNW are continuing to maintain a good relationship with them.</p> <p>III) Consultation on the Joint Health and Wellbeing Strategy for West Northamptonshire: This HWNW consultation response had been circulated previously. SH reported that Dr Marcella Daye, our Equality Diversity and Inclusion Advisory Board Champion had reviewed the Strategy and had given some additional comments to be included as part of the Healthwatch</p>	

	<p>North and West Northamptonshire Advisory Board response. Thanks were given to MD.</p> <p>IV) Working Together to Safeguard Children Consultation: This consultation response had also been previously circulated. MW informed that changes to statutory guidance would be happening going forward.</p>	
6.	<p>Regional / Countywide Updates:</p> <p>I.ICN Updates:</p> <p>JB reported that they are currently working on the Sector Pathway 2 – Patient Flow into Community Beds. This is where a patient will be transferred and receive rehabilitation and regular assessment until they are able to safely return home. Work is also being done on the wait times for patients.</p> <p>JB reported she is also involved with health protection and infection prevention and is working with NGH and KGH regarding this. She said that NHFT are also liaising with them on the northern borders and Oxfordshire.</p> <p>She reported that she is involved in bi-monthly systemwide meetings with the ICB which include St Andrew's Healthcare, the Acute hospitals and both North and West Northamptonshire Councils and is involved with a Tuberculosis Drop-In Service in NGH and KGH.</p> <p>JB confirmed that she would like to be invited to attend all HWNW Advisory Board meetings going forward.</p> <p>ii) NHFT: Dsh said that there was nothing additional to report from NHFT for this meeting.</p> <p>iii) NHS IMOS Procurement Outcome: (Intermediate Minor Oral Surgery) This information had been circulated prior to this meeting and KH said the next steps would be to continue to monitor dentistry across Northamptonshire.</p>	GV-B

7.	<p>Planning Group and current HWNW Projects:</p> <p>I. Planning Group Update:</p> <p>MW gave a brief update and suggested that HWNW should raise the awareness of events and that an Annual Calendar should be raised.</p> <p>ES said that she would contact HWE through Workplace regarding this.</p> <p>II. Young Healthwatch</p> <p>ES reported that she had met with NGH and it had been agreed for YHW to do a 15 Steps visit as a Takeover Day.</p> <p>ES had also met with the Nursing Team from the West Northants Council to discuss YHW undertaking a project with children and young people about vaping.</p> <p>ES reported posts have been put on social media in an attempt to recruit new members to YHW and information regarding this has also been circulated to all school. ES reported she would be holding a meeting with YHW within the next few weeks.</p> <p>SW reported that she has contact with 8 schools in East Northants where information could be circulated.</p> <p>ES reported she had spoken with Home Education Services who had suggested that we hold a home education event. We will consider this as a possibility for 24/25 and include in the business planning process.</p> <p>MW reported that the West Northants Youth Forum were having an evening event and that would give ES the date of the Seminar.</p> <p>III. HW Regional Mental Health:</p> <p>KH reported that she has been in discussion with Regional Healthwatch, NHSE and IMPACT as there is a small amount of funding for Enter and View visits within mental health facilities.</p> <p>Gabby is organising visits to St Andrews with IMPACT for the new year.</p>	<p>ES</p> <p>MW</p> <p>GV-B</p>
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8.	<p>IV. Change Grow Live Respiratory project: KH reported this project was going to have one more focus group, which would take place on the 24 October 2023.</p> <p>V. Patient Transport: KH reported that a survey regarding this will be launched shortly and run for a 6-week period. SW said that she would email an extra suggestion for the survey to KH. JB asked if we would know whether the responses received are from the public or service professionals. KH said we could include an additional question if JB would like to review the survey. NHFT and the HWNW Advisory Board will receive a copy of the draft survey and once agreed, will then go live.</p> <p>VI. Enter and View (NGH and KGH): KH reported that KGH has asked us to stop the 15 Steps audits at the hospital. We will now be undertaking full enter and view visits to both NGH and KGH in the new year.</p> <p>EMAS:</p> <p>I. Final Stakeholder Briefing: Martin Claydon from EMAS, was unable to attend this meeting. This briefing had been circulated prior to the meeting. SW queried whether EMAS were looking for volunteer drivers who can step in to help. Dsh reported that NHFT have commissioned some mental health ambulances as a pilot currently, which is helping to take the pressure off EMAS to give a quicker response. JB reported that a health professional/van would then be sent to undertake an assessment who would then contact the Crisis Team if required.</p> <p>II. EMAS, July, August and September 2023 Performance Reports: These reports had also been circulated prior to this meeting for information and if there were any questions, MC requested they be forwarded to him.</p>	<p>SW</p> <p>KH/GVB</p>
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9.	<p>HWNW Quarter 1 April – June 2023 Feedback Reports:</p> <ul style="list-style-type: none"> i) Kettering General Hospital ii) Northampton General Hospital iii) GP Surgeries iv) Social Care v) Dentistry <p>All these reports had been circulated for information prior to this meeting.</p>	
10.	<p>Presentation by: Ali Gilbert, ICS Director of Place, North Northants Council: “A New Sense of Place” Phases 3 and 4</p> <p>AG ran through her presentation on the phase 3 and 4 of the New Sense of Place Local Area Partnership priorities and reported that the priorities for the North and West Northamptonshire were very similar, but not identical. She said that each LAP in the North and West reflect the local communities.</p> <p>The LAP priority in the North will be engagement with Young People and to improve engagement with young people regarding their mental health and wellbeing.</p>	

	<p>The LAP priority for the Wellingborough East and Wellingborough West would be to build on youth groups and partnerships to enable young people's voices to be heard.</p> <p>The priority for Kettering Urban would be to look at services for young people and to improve engagement with them for their mental health and wellbeing and for Kettering Rural, the priorities would be breaking down barriers to services.</p> <p>Finally the priorities for the East Northants and North and East Corby areas would be to address the service gap for medical and other community transport and how to connect people in social isolation.</p> <p>KH asked AG if she would like to see the survey for the Patient Transport project and acknowledged that she would.</p> <p>AG reported that social prescribing is also being looked at. The models for the north and west are similar, but not joined up and are being funded separately.</p> <p>AG asked all if there was any feedback from this presentation, it would be very welcome.</p>	GV-B
11.	<p>Any Other Business:</p> <p>Any questions from the Public received? - None</p> <p>The meeting then closed.</p>	
12.	<p>Date of next HWNW Advisory Board Meeting: 16th January 2024 – 10.00 – 12.00 hrs:</p> <p>Venue: Meeting Room 1 Moulton Park Business Centre, Moulton Park, Northampton NN3 6AQ</p>	

M Walker

Signed: Morcea Walker
Vice Chair

Date: 16 January 2024