

## **Agenda Item 2**

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

**24 July 2023 10.00 a.m. - 12.15 p.m.**

**Members present:** Morcea Walker (MW), Sheila White (SW), Dora Shergold (DSh), Susan Hills (SH), Wendy Patel (WPa), Ishver Patel (IP), Christine Drage (CD), Will Pope (WPo)

**In attendance (Internal):** Kate Holt (KH), Julie Curtis (JC), Gabriella Van-Beeck (GV-B), Carol Holman-Bowers (C-HB)

**In attendance (External):** Jayne Skippen (JS), Director of Nursing, Midwifery and AHP, Kettering General Hospital

Sally Burns (SB), Director Public Health,  
West Northamptonshire Council

Martin Claydon, (MC) Head of Operations, EMAS

Joy Weldon, Divisional Director for Patient  
Transport Service, EMAS

Amy Wells, Performance Delivery Manager for  
Patient Transport Service, EMAS

James Gillespie-Allan, (JG-A) Head of Public  
Engagement Integrated Care Northamptonshire

**Apologies Received:** Caroline Gooch (CG), Dr Marcella Daye (MD)

**Abbreviations:** Healthwatch North and West Northamptonshire (HWNW), Young Healthwatch Northamptonshire (YHWN), Connected Together Community Interest Company (CTCIC), East Midlands Ambulance Service (EMAS), Investing in Volunteers (IiV), Northamptonshire Health and Care Partnership (NHCP), Health and Wellbeing Forum (HWBF), Northamptonshire Clinical Commissioning Group (NCCG), Integrated Care Board (ICB), Integrated Care System (ICS), 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><b>Welcome, Introductions, Apologies and Declarations of interests:</b></p> <p>MW welcomed everyone to the meeting and gave introductions of all. JC gave apologies received.</p> <p>No Declarations of Interest were given.</p>	
2.	<p><b>Minutes of the HWNW Advisory Board Meeting in Public – 24.04.2023:</b></p> <p>Subject to matters mentioned below, the minutes of this meeting were approved and were agreed to be a true and accurate record by all present.</p>	
3.	<p><b>Matters Arising:</b></p> <p><b>North Northamptonshire Updates:</b></p> <p><b>Agenda Item 8i):</b></p> <p>SW reported that she had suggested at this meeting that the North Northamptonshire Health and Wellbeing Board have funding for a mini-bus service.</p> <p><b>Agenda Item 11 vi) – Corby Urgent Care Centre:</b></p> <p>KH reported that we are still waiting for the Centre to send their response to the report. KH to chase this.</p>	KH - actioned
4.	<p><b>Jayne Skippen (JS), Director of Nursing, Midwifery and AHP, Kettering General Hospital:</b></p> <p>JS had been invited to give an update on the Children's Services. She reported that in December 2022 the CQC made two unannounced visits to KGH and following these visits, the hospital was given a 29A Warning Notice as</p>	

	<p>concerns were identified across this area. Actions were implemented immediately.</p> <p>JS reported that another unannounced visit by the CQC was made on 26 April 2023 to the Skylark Ward, Neonatal and the Paediatric Emergency Care Departments and again confirmed that actions and achievements have been made since this visit. KGH had not been re-rated on the April 2023 visit, so currently remains the same, but the CQC had stated that it was like attending a different hospital. JS said they are expecting a further visit from the CQC in about 6 months' time. JS reported that the CQC report from the April visit had been published on the 20 July 2023 and that they were proud that this report showed the involvement of families and service users and their voice being far more evident in the care decisions being made.</p> <p>JS stated that Leadership in all these areas has been enhanced and improved and they have also held a workshop with the General Medical Council (GMC) and the (MMC) the Regulators of the Doctor and Nursing world. Two further workshops will be scheduled. They are starting to address the culture around their services and these workshops are about good communication and reducing patient risk. JS said that they are starting to think about key responsibilities and how they work together.</p> <p>JS reported that they were still finding it a challenge to recruit more Paediatric Nurses though this is a national problem, but they have seen an increase in the staffing of Children's Nurses. She said that the Children's Services are in a better place now and the challenge is now to embed this and to be consistent.</p> <p>DSh asked had they needed to move staff to obtain the improvements or was it simply due to retraining? JS replied that they did not move staff as they had increased the numbers in staffing and recruited additional bank staff and staff have also been given opportunities to access training. They have been able to introduce a simulation area with dedicated training space on the unit, where Dr's, Nurses and Therapists can all train together. The beds currently on Skylark Ward has also been reduced now by 4 beds to 22 beds.</p>	
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	<p>CD asked JS whether the staff have been spoken to and what responses have they had? JS reported that they had spoken to staff and some listening and team events have been held, where approximately 90+ staff had attended since January. The outcome from these events, showed that staff felt that when they escalate a patients care they may not get a timely response in support. They also felt that nursing staffing levels were not adequate, together with the Doctor levels in the out of hours period. These events also showed that staff did not feel listened to previously.</p> <p>JS also reported that a shared Decision Making Council where staff are able to have a voice to be able to change things, has now been created and that the staff also Junior Doctors feel more supported and empowered and that what they are hearing is now changing. She stated that Andrea Hargreaves from December 2022, has also been appointed as Head of Nursing for the Children and Young People.</p> <p>JS was thanked for her presentation.</p> <p><b>Sally Burns (SB), Director of Public Health, West Northamptonshire Council:</b></p> <p>SB introduced herself and reported that she was also a Healthwatch East Riding of Yorkshire, Board Member. She said that she was currently working on the West Northamptonshire Health and Wellbeing Strategy and acknowledged that WPa attended their Board meetings on behalf of HWNW.</p> <p>SB said they have been working on the Strategy for 6 months and informed that it is a 5 year Strategy which sits underneath the Integrated Care Northamptonshire Strategy which was signed off in December 2022. It brings to life how they are going to work to improve the health at a PLACE level in West Northamptonshire but still picks up the 10 “live your best life ambitions” i.e. bringing to life the wider determinate of health, e.g. housing employment etc.. The Consultation for this commenced</p>	
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	<p>in February 2023 and they have looked at what they have done so far.</p> <p>SB reported that conversations had been looked at in different resident and community groups and forums, also the work that HWNW has been doing. This has all now been brought together and they now have a draft document which is to be signed off at the Health and Wellbeing Board on the 27 July 2023 which will be signed off as a draft Strategy. She said that she would be happy to share this document with HWNW and would need comments from us by the end of September 2023.</p> <p>The document states what they are aiming to do and also talks about the health inequalities that our residents suffer from. It also indicates where they see the inequalities and mentions about how they are going to focus their resources to get better outcomes for those who face these inequalities.</p> <p>SW said that it would be helpful if inequality areas could be highlighted to make sure that the engagement is being picked up. SB said she could liaise with WPa about this at the Health and Wellbeing Board meetings.</p> <p>SB confirmed that the draft of the Health and Wellbeing Strategy together with the slides would be sent to HWNW for information.</p> <p>SH asked how the Public Health Strategy intermeshes with the PLACE strategy? SB stated that the Health and Wellbeing Strategy which is the PLACE document, is very much the same, as the two are the same thing. For the public health team, their priorities are embedded in that document. She said as a team they have a business plan, but the Health and Wellbeing Strategy brings to life those priorities at a PLACE Level. Their job is to get public health through different services and that is brought to life in the Health and Wellbeing Strategy. The things that they commission like the 0-19 services and the sexual health services, or how they invest their money in things like MH are reflected in this document.</p> <p>SW asked how closely do West Northamptonshire Council work with the North Northamptonshire Council, as rural areas are a big concern and that in the north, public and</p>	SB
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	<p>voluntary transport is a big problem. SB said that they can see what people are telling them about being able to access services, and they know that work is needed on this particularly in the north. SB said that the draft Health and Wellbeing Strategy was currently being worked on by North Northamptonshire, but confirmed that both Councils' do work closely together and that both Council's share the same 10 ambitions. Ambition No. 7 in the Strategy is actually about being connected to friends and family, social networks and rural transport. Both Councils' are looking at the Local Area Placement levels as there are different challenges in the north to the west and that they are looking at data at local levels with jointly commissioned services i.e. 0 – 19 Children and Young People Services.</p> <p>CD reported that children, families and housing need to be looked at and was SB aware that the PAUSE programme was not being commissioned anymore? SB confirmed that the PAUSE programme has been temporarily extended to look into how the vulnerable people can still be supported. In the Strategy they will work with housing providers and colleagues and are also making sure that they work with the private renting sector also, though did acknowledge that this is a big challenge.</p> <p>SB was also thanked for this presentation.</p> <p><b>Martin Claydon (MC), Head of Operations, Northamptonshire -EMAS:</b></p> <p>MC reported on the Accident &amp; Emergency side of the EMAS monthly reports. He said that the activity had not changed and was still very busy, though it had improved within KGH and NGH slightly. He reported that in June 2023 the CAT 1 responses were 7.54 minutes against the national target of 7 minutes. The CAT 2 responses were 35.10 minutes, against the national target of 18 minutes. They had been asked to reduce these targets to 30 minutes.</p>	
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	<p>In July 2023 the CAT 1 responses were 7.48 minutes but the CAT2 responses were 28.45 seconds, so were lower than the 30 minutes target requested.</p> <p>MC reported that funding was going into recruitment and private ambulance providers.</p> <p>KH queried what was the average handover times at the hospitals? MC reported it was currently around 25 minutes against a 15 minute target.</p> <p>MC was thanked for this information.</p> <p><b>Joy Weldon (JW), Divisional Director for Patient Transport Service. EMAS:</b></p> <p>JW reported that in December 2019, EMAS stepped into the Patient Transport Service which offers non-emergency patient transport to people who need travel assistance to safely attend their hospital appointments. She reported that during the pandemic which followed this, they had access to additional funding and that additional funding is also being awarded for their 2023/2024 contract.</p> <p>In March 2021 they saw the return of the pandemic and again in March 2022, so there was a rise in activity, but reported it was now starting to plateau.</p> <p>SW asked JW what is the eligibility to use this transport as some patients are given little time to attend an appointment and would have to use taxis?</p> <p>JW reported that in May 2022, EMAS saw the implementation of National Eligibility Criteria.</p> <p>The link providing the eligibility for this transport is below. <a href="#">B1244-nepts-eligibility-criteria.pdf (england.nhs.uk)</a></p> <p>SW also said that some patient's appointments do run late and asked whether this was causing problems for the PTS service?</p> <p>JW replied that they have scheduled time slots and if this was to happen, they then would need to re-adjust the schedule. She said that they are currently undertaking work with looking to increase the amount of volunteer</p>	
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	<p>drivers, because due to finances, the public are using them. These people are then directed to volunteer services. SW queried where there was a “bank” of volunteer drivers and JW confirmed that they have a directory of people in their database, but this can be a challenge calling people at such short notice.</p> <p>JW was also thanked for this information.</p>	
5.	<p><b>HWNW Annual Report 2022 – 2023:</b></p> <p>This report was published on the 30 June 2023 and will be presented at the HWNW Annual Meeting which will be on the 23 October 2023 in the Great Hall at St Andrew’s Healthcare, Northampton.</p>	
6.	<p><b>HWNW Responses to Quality Accounts:</b></p> <p>These responses had previously been circulated for information purposes. KH reported that yearly, around June time, we are asked to respond to these accounts and this year we have concentrated on our main Providers. Kh gave thanks to our volunteers for their input with the accounts.</p>	
7.	<p><b>North Northamptonshire Updates:</b></p> <p>i) <b>Kettering General Hospital:</b></p> <p>SW reported that the Discharge Lounge at KGH is being looked at for an audit. A new Discharge Lead is now in post at the hospital and the patients now have discharge passports which look at them throughout their time in hospital.</p> <p>ii) <b>CWF Operating Framework:</b></p> <p>SW informed that the CWF meetings have been cancelled until September 2023.</p> <p>It was agreed to put this on the agenda for the Planning Group Meetings.</p>	GV-B



8.	<p><b>West Northamptonshire Updates:</b></p> <p><b>i) West Northants Council Executive Place Delivery Board Meeting – 03.05.2023</b></p> <p><b>ii) Director of Public Health Annual Report 2022</b></p> <p>The above agenda items had been circulated for information prior to this meeting.</p> <p><b>iii) Northampton General Hospital:</b></p> <p>KH reported that we have been working closely with NGH. On the 20 July 2023 G V-B met with NGH's Accident and Emergency Department and HWNW will hopefully be partnering up to work with them and community groups on a project they are conducting to find ways to better support individuals with accessibility needs whose first language is not English and to see how their experiences have been in that department.</p> <p>MW reported that the NSAB have conducted some work around this subject already. JG-A also said that both hospitals would have this information. KH suggested that a Task and Finish group be formed for this project.</p>	GV-B is still waiting to hear from NGH
9.	<p><b>Regional / Countywide Updates:</b></p> <p><b>i) ICN:</b></p> <p>JG-A reported that they are now doing a gap analysis in the ICN Insight and Engagement Insight to see where the gaps are. This will then be pulled together with an oversight over the next few months and confirmed that HWNW will have access into this.</p> <p>JG-A reported that the Patient Experience Team at KGH have been nominated for a National award.</p>	

10.	<p>JG-A also reported that Phase 3 for accessibility and training was being rolled out, looking to expand the accessibility for the public. Executive sponsorship would be required for engagement into this and they are embarking on a Toolkit for this. They are looking to restructure their current approach for their engagement Toolkit. They are looking at dates to review this and will be working with HWNW on this.</p> <p><b>ii) NHFT:</b> DsH reported that the launch of the mental health ambulances was going well.</p> <p><b>iii) CDC:</b> KH reported there was a lot of work going on with regards to the two CDC's for the sites in Corby and Northampton but that it was still quite slow. The building works had gone out to tender and accessibility concerns had been taken into account. Dsh reported she had heard that the sites would be flat for the disabled with no raised kerbs.</p> <p><b>Planning Group and current HWNW Projects:</b></p> <p><b>i) Planning Group update:</b> MW reported that the last meeting on the 18 May was good and constructive, also that the HWNW staffing levels had now improved.</p> <p><b>ii) Young Healthwatch:</b> GV-B reported that two YHWN meetings had taken place with a further one planned for the 11 August 2023. She said they were hoping for more engagement in September to then start planning the work for the Vaping survey with young people. GV-B said that she was aiming to attend events at local colleges to attend to try to attract more YHWN volunteers.</p> <p><b>iii) HW Regional Mental Health:</b> KH reported that GV-B and herself had attended a virtual meeting on the 24 July 2023 with HWE regarding this work</p>	
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	<p>and they also, along with MW, also had a meeting in person at St Andrew's Healthcare to meet their CEO Dr Vivienne McVey, and had learnt more about their strategy.</p> <p><b>iv) Corby Urgent Care Centre:</b></p> <p>Reported above and actioned in Agenda Item 3.</p> <p><b>v) Change Grow Live:</b></p> <p>KH informed that this report had been published and that the press release was with them for approval to put into our newsletter.</p> <p><b>vi) NGH Maternity Report:</b></p> <p>KH reported this report had been completed but that we were still waiting for their response to the report.</p> <p><b>vii) KGH Maternity Report:</b></p> <p>KH reported this report had been completed and was now on our website. She said that the 15 Steps Audits are to be restarted at the hospital and that all reports from these audits will be collated into one final report at the end of the year.</p>	
11.	<p><b>HWNW Quarter 4 January – March 2023 Feedback Reports:</b></p> <ul style="list-style-type: none"> <li>i) Kettering General Hospital</li> <li>ii) Northampton General Hospital</li> <li>iii) NHFT</li> <li>iv) GP Surgeries</li> <li>v) Social Care</li> <li>vi) Dentistry</li> </ul> <p>All these reports had been circulated for information prior to this meeting. KH said that she would check to see if these reports go to the Directors of Public Health.</p>	KH- actioned
12.	<p><b>HWNW Health Inequalities Presentation:</b></p>	

	This presentation produced by Dr MD had been circulated for information prior to this meeting.	
13.	<p><b>Any Other Business:</b></p> <p><b>i) Questions from the Public? - None</b></p> <p>GV-B reported that HWNW had attended the Northampton Carnival in June 2023 which was a good event. They had spoken to over 100 people and some feedback had been received. MW said that she had received comments from others that it was good that HWNW were in attendance.</p> <p>The meeting then closed.</p>	
16.	<p><b>Date of next HWNW Advisory Board Meeting:</b> <b>23<sup>rd</sup> October 2023</b> – Exact time to be confirmed:</p> <p>Venue: <b>The Great Hall, St Andrew's Healthcare, Billing Road, Northampton NN1 5DG</b></p> <p><b>This meeting will be followed on by the HWNW Annual Meeting commencing from 2.00 – 3.30 p.m.</b></p>	

*MJ Walker*

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Signed: Morcea Walker  
Interim Vice Chair

Date: 23 October 2023