

Minutes of Healthwatch North Northamptonshire and West
Northamptonshire Advisory Board Meeting

Venue: Teams

3rd of February, 2025

Commencing at 2.00 p.m. – 4.00 p.m.

Members present:

Morcea Walker (MW), Sheila White (SW), Dora Shergold (DS),
Will Pope (WP), Marcella Daye (MD), Laura Clifford – Palliative
and End of Life Care Commissioning Manager (LC), Ishver Patel
(IP)

Staff In attendance:

Gabriella Van-Beek (GVB), Penelope McDermott (PM), Kate
Holt (KH)

Apologies Received:

Susan Hills (SH)

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>
1.	<p>Welcome, Introductions, Apologies and Declarations of Interest: MW welcomed everyone to the meeting and asked all to introduce themselves. Apologies received from SH</p> <p>No declarations of interest were given.</p>	<p>MW</p> <p>ALL</p>
2.	<p>Minutes of the Previous HWNW Advisory Board meeting: Monday 28 October 2024</p> <p>Matters arising: Action – WP pg 3 says OND population should be ONS.</p>	<p>MW</p> <p>WP</p>
3.	<p>Guest Speaker: Laura Clifford – Palliative and End of Life Care Commissioning Manager (LC) Commissioning service that ICB identified – support for people receiving palliative + EOL care.</p> <p>All Ages Last Years of Life Strategy 2023-2026. Will be renewed next year – sets out clear actions, supported by task and finish groups. Then focused work to fill gaps, in line with national objective (a linked up approach).</p> <p>Additional Workstream: Digital – Promo of National Care Record(NCR) – 1st digital platform (allows sharing of health info). ReSPECT – (Recommended Summary Plan for Emergency Care and Treatment) - replace DNR CPA document, online and instantly available. Admin policy for carers/families to administer end of life medication (includes training). Partnership working – including those patients at county borders who receive support outside of the county.</p> <p>PEoLC Collab Program: Links with LGBTQ+ forums, religion and cultural groups, dementia workstream, LD + Autism groups Public awareness event – Dying Matters Week May 2025(national initiative) at Corby, Rushden Lakes, Delapre, Brackley. CYP Transition event in development</p> <p>Future focus: Improving outcomes Developing shared palliative care electronic system which will enable healthcare professionals to share information about the patient with each other. Development of a Collaborative Governance Structure.</p> <p>Questions:</p>	<p>STH</p>

	<p>Having to have a blood test before seeing a regular consultant, but this is difficult and a lengthy wait. SW asked what is causing the hold up and if there is provision for blood tests for those at end of life. LC suggested to request for regular blood tests at GP as is in relation to treatment. If not well enough to get out, can request a district nurse call.</p> <p>WP commented on DNR and how at times when ambulance crew arrive and the patient does have DNR, it is hard for the crew to accept DNR but transport them to the hospital. LC says they are working closely with EMAS and they are in support of having a digital form but they are not going to be able to check this in an emergency – they said a paper copy must be there to stay with the patient. With the new project in the future, paramedics can hopefully call in for advice from a trained nurse on what they should do as well as from Marie Curie service.</p> <p>The new form will have more info of wishes for treatment. Both the old form and new form will be accepted at the hospital until November 2026.</p> <p>Task and finish group is looking at care after death and providing training to nurses in care rooms and others that are likely to be with the patient so that they can carry out this process.</p> <p>MW asks what safeguarding is in place for self/lay carer medication administration policy. LC it is already in place in other parts of the county and that part of the training includes a very strict medication stock record overseen by nurses and Marie Curie team. Currently if they were in pain at home at an out of hours time they would have to wait for Marie Curie to come to administer medication but with this a carer or family member can do this and get advice from the nurse before doing so. Not suitable for all patients will be done on an assessment basis.</p> <p>HWNW can email with any questions about the service – LC is happy to revisit in 6 months to update on progress.</p> <p>Action – GVB to send poster for EE project to LC</p>	<p>SW</p> <p>LC</p> <p>WP</p> <p>LC</p> <p>MW</p> <p>LC</p> <p>GVB</p>
4.	<p>North Northamptonshire Updates:</p> <p>Kettering General Hospital:</p> <p>Committee: Stafford uni quality KGH have withdrawn, but committee has asked SW to stay on the committee. KGH safeguarding now Safeguarding Insurance Committee and Safeguarding Operational Committee. Patient Experience group is now the United Hospital's Patient and Carer Experience and Engagement Committee. Mental Health Committee – now MH, memory loss and others. All</p>	<p>SW</p>

	<p>committees in 1st stage of working together, seems to be progressing well.</p> <p>GVB says ICB seem to be making SEN a priority. Esther ASD report has been shortlisted for the HWE Impact Awards. Surgery in the community program meeting has been cancelled due to bid being accepted – they are writing the proposal currently to share.</p> <p>GVB meeting updates:</p> <p>A lot of talk around NHS 10 year plan and Core20PLUS5. The state of Emergency care has been highlighted by the ICB – looking at wait times and patient experience.</p> <p>GVB has pushed for more sharing of when to access which service, especially for those whose first language is not English. West HWB – conversation on dentistry and smoking cessation work. Dental transformation plan in progress, dental vans will be coming out across the county in the future.</p> <p>Cheyne Walk dentist – shut out their service and left 100s of kids without care for braces already fitted. Connected Esther + YHW into the conversation.</p> <p>SW says KGH has moved their eye injection department to Nene Park, which is already causing problems with parking. SW has mentioned to the community surgery people that if they put things out to people in the community they need somewhere to park.</p> <p>LAP Updates:</p> <p>IP has not been attending LAP meetings. Received from Vinod the Wellingborough West LAP priorities for the next month – focusing on women's health.</p> <p>Action – IP to share attachment regarding funding to PMD</p> <p>GPA funding to run cancer awareness workshops targeting Wellingborough. 4 workshops will be run on prostate, bowel, cervical and breast cancer.</p> <p>MW mentioned an article about KGH not being listed currently with national funding(3 MP cover this area)</p>	<p>GVB</p> <p>SW</p> <p>GVB</p> <p>SW</p> <p>IP</p> <p>MW</p>
5.	<p>West Northamptonshire Updates:</p> <p>NGH:</p> <p>Patient engagement group started up again as joint University Hospital meeting.</p> <p>GVB presented annual report at both Health and Wellbeing Board meetings. We are currently waiting for updates on the contract bid.</p> <p>We were requested to respond to the 10 year plan. Action – GVB to set up a task and finish group with PMD to respond to this.</p> <p>LAP:</p>	<p>PMD</p> <p>GVB</p> <p>DS</p>

	<p>DS informed us that Corby and Kettering LAP merged into 1. The North and South East Northants meetings have not been very informative, it looks at North Northants as a whole rather than individual areas.</p> <p>GVB felt that LAP areas could link up with services eg smoking cessation and oral health were things that could be pulled together more cohesively.</p>	<p>SW</p> <p>GVB</p>
6.	<p>Regional/Countywide Updates:</p> <p>Contract updates:</p> <p>2025/2026 work plan to go ahead as usual. KH confirms that we are planning ahead. The grant submission for the west has been submitted, the committee meets on 12th Feb – should know after this.</p> <p>The North tender bid – no timeline known yet.</p> <p>Rutland County Council has asked for us to keep the contract for a further 2 years as there were no bidders.</p> <p>MW said local authorities are squeezing funding to Healthwatch nationally. GVB felt that they wanted to push for HWE to be the commissioners.</p> <p>We developed a good relationship with ICB and seem to be trusted with them. We have put in an expression of interest for HIV Support Services work.</p>	<p>GVB/KH</p> <p>MW</p> <p>GVB</p>
7.	<p>Planning Group and current HWNW Projects:</p> <p>MYVC:</p> <p>Thanks to Dora and Susan. The report is undergoing final amendments, then will go to commissioners and Public Health teams for comments. Then will be sent to the board before publication. We were able to run several focus groups with different communities.</p> <p>EE Project:</p> <p>Roz is the new hire for the project – working on this full time. PMD and Roz are out on engagement next week. GVB and Roz are involved in ongoing community mapping and attending relevant events – Eastern European markets and school celebrations.</p> <p>At the start had a few conversations with eastern Europeans about their difficulties with accessing local services. Have collated information on how to share this with individuals in their own language to help with identified issues.</p> <p>10-12 ICB teams were successful in receiving REN funding. We have spoke with Nottingham about the work we have done.</p> <p>Poster has been put together for the Faculty of Public Health Conference on our CME(community mapping exercise) approach. Also will be presenting at the National Institute of Health Research conference on March 12th to run a session with them about the importance of access.</p>	<p>GVB</p>

	<p>Reminder of the 1st of March event. Action – GVB to send out the poster to all volunteers.</p> <p>The report will be written in March with a deadline of the 25th April.</p> <p>When the project is completed, any left over money can be spent on the University doing an individual evaluation of the project. Action – GVB to send email to MW requesting contacts from the uni.</p> <p>Enter and Views at care homes are on hold until we know what is happening with the contracts, but this is something we want to do.</p> <p>Young Healthwatch: Teen Clinic Daventry report is finished and sits with the service. KGH 15 Step Visit went well. The young volunteers said they wanted to do work on dentistry – focus group finished and report finalised. Emotional Wellbeing survey – (ICB funded) The survey is live, it runs for the rest of February and the report will be written in March.</p> <p>West Northants Youth Forum are forming a youth parliament group. Action - MW says it may be good for someone from the Lowdown to come to a future Advisory Board meeting to talk about the work they are doing.</p> <p>We were planning to host an event with Corby Mind, but they have lost their funding across Northamptonshire. MD says she is still receiving Mind invites to a 2 year long project. KH said she doesn't think Mind is closing completely, just a major reduction in funding. Crisis café's are staying open. We will need updates on what changes will be taking place. Action – GVB to set meeting with Sarah Hillier, CEO of Northamptonshire mind.</p>	<p>KH</p> <p>GVB</p> <p>MW</p> <p>GVB</p> <p>MD</p> <p>KH</p> <p>GVB</p>
8.	<p>HWNW Quarter 3- October 2024 – December 2024 Feedback Reports:</p> <p>ITV interviewed us on issues at KGH and NGH, which aired on Thursday. They asked us to compare the enquiries we received about the 2 hospitals from the last financial year to this one – in 2 14-month time frames there was a 38% increase.</p>	GVB
9.	<p>Any Other Business:</p> <p>GVB has shared Sarah Hillier statement on Mind service reduction via teams chat.</p> <p>DS shared a recent issue with Millbrook. Action – PMD to add this to IMP.</p>	<p>GVB</p> <p>DS/PMD</p>
10.	HWNW Advisory Board Meeting in Public Closes	MW

11.	Date and Time of the Next Advisory Board Meeting: April 28th , 2025 – 10:00-12:00	ALL
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Chair Signature:

MJ Walker

Morcea Walker

Date: 28.04.2025