

Minutes of Healthwatch North and West Northamptonshire

Advisory Board Meeting in Public

Held at Moulton Park Business Centre

8th January 2024 10.00 hrs: 12.00 hrs

Members present: Morcea Walker (MW), Sheila White (SW),
Susan Hills (SH), Chris Drage (CD), Wendy Patel (WPa),

In attendance

(Internal): Esther Stimpson (ES),
Jemma Frater (JF), Gabriella Van-Beek (GV-B)

In attendance (External):

James Gillespie-Allan (JGA) Head of Public Experience
Integrated Care Northamptonshire (ICN), Martin
Claydon, East Midlands Ambulance Service (EMAS)

Apologies Received: Caroline Gooch (CG), Dr Marcella Daye (MD),
Kate Holt (KH), Ishver Patel (IP)

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. GVB gave apologies received.</p> <p>No Declarations of Interest were given.</p>	
2.	<p>Minutes of the HWNW Advisory Board Meeting in Public – 23rd October 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>	
3.	<p>Speaker CK rescheduled presentation to the next Advisory Board meeting.</p>	
4.	<p>Motions:</p> <ul style="list-style-type: none"> - Motion for CD to be added as an additional Board Member was approved by the Board - Motion for MW to be added as substantive Chair was approved by the board - Standing Orders were ratified <p>Update on HWNW contract was given and the extension to March 31st 2025 was discussed</p>	
5.	<p>Regional/ County-wide Updates:</p> <p>i) ICB: JGA</p> <ul style="list-style-type: none"> • Ongoing project with HW, understanding barriers, engagement toolkit workshop (funded by NHS participation team) • Engagement Toolkit: <ul style="list-style-type: none"> ○ Making sure it's up to date – especially online engagement and language barriers as people from one country don't all speak/understand the same language(s) ○ Top tips for making a survey 	

	<ul style="list-style-type: none"> ○ Around 30 pages long but there will be a reference guide • When a engagement report is submitted it all goes to one central place (the forum) • Short breaks consultation is closed– report in process and data is being analysed. <ul style="list-style-type: none"> ○ Ensuring it is transparent with the survey results <p>II) EMAS: MC</p> <ul style="list-style-type: none"> • Response activity up 10% last December from previous year • They don't attend to 30% of calls and instead direct the patient elsewhere. As well as 25% of calls attended are treated on scene and/or redirected elsewhere. This is to release some of the pressure at the Hospitals. • Hospital attendance has only gone up 1% from previous years • 2426 hours in December for offloading patients (9% of time?) • Category 2 call was meeting the response time until October when they were averaging 52 minutes per call. Aim for the average was originally to be 18 minutes but was requested up to 30 minutes. • Junior doctor strike last and this week • Specialist paramedics have been introduced over the last year. They have 11 in Northants which is more than a lot of other areas. <p>III) NHFT</p> <ul style="list-style-type: none"> • Change in Chief Nurse – Linda • Will get back to us to clarify the figures 	
6.	North Northamptonshire Updates:	

	<p>GVB:</p> <p>II) CDC visit to Corby as a part of Healthwatch England work is currently being planned. This will take place on the 31st of January. This will be attended by HW Volunteers and GVB. Focusing on Accessibility and patient feedback using their provided templates</p> <p>SW:</p> <p>III) Discussion around LAPs and patient transport, currently East Northants LAPs are focusing and prioritising the issue around patient and community transport</p>	
7.	<p>West Northamptonshire Updates:</p> <p>GVB:</p> <p>I) Northampton General Hospital Ophthalmology Enter and View is planned for the 8th of February. This will be attended by HW Volunteers and GVB. As a first visit since our retraining on all staff and volunteers of new HWE procedures, it will be good to see how this approach runs. The report is expected to be produced in March.</p>	
8.	<p>Planning Group and Other Work Updates:</p> <p>GVB:</p> <p>I) Patient Transport Survey is soon coming to a close, once closed our team will be analysing the data and writing a report to be shared. Currently 16 responses, which is lower than expected.</p> <p>II) St Andrews Enter and Views are beginning on the 25th of January and running through the end of March 2024. We will be speaking to patients, staff and parents and viewing the premises alongside IMPACT an East Midlands Collaborative. Report expected in April 2024.</p> <p>Part of the Discussion focused on the need for brand awareness, input from the Board was to...</p> <p>•Look at getting new posters to put up in GPS, Dentists etc.</p>	GVB

	<p>•Work on increasing brand awareness – go out and speak to people to increase engagement and make it more personal</p> <p>ES:</p> <p>III) Young Healthwatch is focusing on a few projects:</p> <ul style="list-style-type: none"> - 15 step report to go out today (8th Jan) – we gave positive feedback and got a good response from NGH - Launching ADHD/Autism project this week (commissioned from ICB). 2 surveys 1 parent, 1 young people - 1 focus group with parents who home educate - 2-4 focus groups in schools for vaping project and feed back to them the raw data - In-person meetings only from now on for YHW as online meeting was not as successful - ICB Research and Engagement Project <p>YHW has produced a report for their visit to Children's Services at NGH. YHW member presented the findings to the board, reflecting on the views of services and recommendations for making the service more approachable to young people.</p>	
9.	<p>HWNW Quarter (2) July – September 2023 Feedback Reports:</p> <p>GVB:</p> <p>I-VI) Key themes discussed with Advisory Board, main trend seen is the need surrounding Dentistry and the lack of accessibility for patients.</p>	
10. & 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:</p> <p>8th April 2024 – 10.00 – 12.00 hrs:</p> <p>Venue:</p> <p>Microsoft Teams (online)</p>	

M Walker
Signed: Morcea Walker
Chair

Date: 8 ^{January} ~~April~~ 2024