

Minutes of Q1 Board Meeting held on 14th August 2024

Context

This meeting was hybrid with some people participating in person and others via Teams. Board members were asked to read all the papers and submit any questions on these in advance of the meeting.

As this is a public meeting, TEAMS is used as it does not need a licence and can be accessed for free. The public were made aware of the meeting via our Events Page and social media posts. Invitations were also sent directly to stakeholders and commissioners.

Permission to record the meeting, for the purpose of notetaking was agreed verbally. After the production of these draft minutes the recording was deleted.

Present

Board Directors: Steve Cooper (Chair), Jeremy Gardner (Vice Chair) Non-Executive Independent Directors: Nigel Foulkes; Kathryn Loughnan (Help & Care Member Director),

Councillors: Commissioners Seth Gottesman, Fiona Mackison, Niki Lewis

Apologies: Mark Sharman (Help & Care Member Director), Non-Executive Independent Directors; Helen Goodman, Renee Fickling, Ali Khan. Alison Challenger WSCC Director of Public Health; Director Adults and Health Alan Sinclair; Councillor Amanda Jupp; Bob Lanzer Health and Wellbeing Board Chair

In attendance: Zoey Harries (Manager), Ann Brosnan (Minutes) Elena Gelibter (part)

Public Observer: n/a

1. Welcome and declarations of interest

Steve welcomed everyone to the meeting and noted apologies.

No declarations of interest.

2. Approval of Previous Minutes

May minutes approved.

Summary of previous actions:

- Action 11 – See if possible for someone to attend Safeguarding adults meeting in Horsham on 11th June – attended by Zoey, completed
- Action 12 – Ann to remove Comms and Engagement agenda item – completed
- Action 13 – Ann to move risk register to confidential section – completed
- Action 14 – Zoey to send out the action plan from the Stakeholder Annual survey – completed
- Action 15 – Ann to remove liaison update agenda item – completed

2.1 Matters Arising – Action 08 Jo to discuss volunteer recruitment with Ali to reach a different audience – closed as Jo has been in contact via email.

3. Annual Report

In the last financial year there has been an increase in the number of people who have shared their experience with Healthwatch of just under 3,300 and also an increase in the number of people asking for help and signposting.

Isolated communities access to green spaces was featured and they have received a grant in quarter one to help them access the national park.

A grant has also helped the team to collect insight on the low uptake of breast screening invitations. Recommendations were made, which will hopefully lead to an increase in uptake and a rise in early diagnosis. An Impact Assessment will confirm uptake at a later date.

Worked with partners across the year on mental health needs. Made recommendations

Arthritis and MS Alliance published in MS Act Now relating to the health inequalities and deprivation report.

Steve: The report is a great piece of work and very pleased with it. Asked that Linda Cairney is removed from the website as she is no longer on the board.

Action: Zoey

Zoey: looking at skills analysis for volunteers to see how this feeds into the work that we do.

A newsletter has been started and Zoey will circulate to the board.

Action: Zoey

Zoey acknowledged that the outcome of some of the projects did not always appear in time to go into the report and the aim is to increase the follow-up on projects to be more specific in what they achieved, on an individual level, and to feature them on social media.

4. Impact and Performance Report

Highlights in Q1 included the significant increase of engagement in all channels (including the hub) and website visits increasing by 45% which demonstrated the success of engagement with local people.

Green spaces project secured grants for isolated communities and this will be monitored to assess the impact.

Stakeholder survey provided invaluable insight into areas of strength and development over the next year.

Young people is one of the priorities and the team will be actively collecting insight at the Freshers Fairs.

All Healthwatch in Sussex are working collaboratively and doing monthly polls on hot topics to collect insight and escalate as required.

IHCAS: positive feedback from clients and social media campaign has seen an influx of new people in August. Key theme has been the wait for appointments.

Action: Zoey to send Steve the link for the South Downs

Nigel asked about the closure of the Memory Service. Currently there are 1,700 people waiting. Zoey is having regular meetings to discuss and has suggested a dementia toolkit. Lots of interest in this and Zoey is pursuing.

Kathryn mentioned that Help and Care have a toolkit for this.

Steve asked for the IHCAS information to be given for longer periods in order to spot trends.

Action: Zoey

5. Feedback from meetings

5.1 Health and Wellbeing Board (HWB)

Discussed 'children first' and Elena will attend and feed back.

HWB are looking at linking in with HASC

5.2 Health and Social Care Scrutiny Committee (HASC)

Meeting on 19th June looked at performance and priority areas. Children and Young People (CYP) project discussed re Chlamydia project and also raised the issue with them of the wait for the memory clinic.

5.3 Safeguarding Adults Board (SAB)

Joint strategic needs assessment was discussed with reference to housing, homelessness and inequalities.

There was an update on the Integrated Care System and also looked at the Better Care fund.

Discussed referrals and inappropriate referrals. Cost of living has seen a rise in types of abuse including neglect and acts of omission, which happens in the over sixty-five group.

A QA meeting takes place on 15th August and update will be given at the November board meeting.

5.4 Stroke Task & Finish Group

No further meeting has taken place. Jeremy felt unsure if it would be useful to be on the implementation group.

5.5 Development of ICS and Place-based partnerships

Changes continuing and ICTs being formed with a deadline for completion of March 2025. Pilots have been taking place and Cheryl has been working on this and everything appears to be progressing. Regular meetings are in place.

5.6 Regional and National Update

Regional: West Sussex County Council is in the process of undertaking an exercise to recommission Direct Payment Support Services in West Sussex from February 2026. Prior to the commencement of a procurement, we wish to engage with the provider market to help to understand the interest to bid for the services and further inform our specification and delivery model for these services.

The advocacy element of this process is of particular interest to Healthwatch West Sussex and partner Healthwatch.

National: CQC – The body responsible for inspecting NHS hospitals, GP surgeries and care homes in England has been called into question.

An independent review found, external inspectors from the Care Quality Commission lacked experience. Wes Streeting announced a set of emergency measures in July in response to findings from the review.

5.7 Other board member insight

Nothing noted.

6 Manager's Update

Elena joined the meeting to speak about the chlamydia project. This has also led to an increased interest from young volunteers.

The board thanked Elena for an excellent piece of work.

Action: Ann to send out presentation to board

The Stakeholder Annual Survey indicated areas for development. People trust Healthwatch and have a positive view. Important to raise the profile of Healthwatch. We can offer leaflets to GPs for example, which would help raise awareness but it is up to them.

The current survey was the same as last year's so that it was easier to spot trends and compare responses but Zoey will be looking at these questions again for next year's survey.

7. Policies and procedures update

There are currently three under review and Zoey has created a list of all policies.

It was agreed that these can be approved outside of board meetings and Zoey will send them to the board for approval when they are ready.

Action: Zoey

8. Escalation and Insight Tracker Log

There is a new action tracker to highlight areas that are flagged and escalated. Zoey regularly meets up with relevant parties and this log will ensure things stay on the radar.

A Sussex-wide insight report is now being produced and Zoey will send this to the board.

Action: Zoey

9. AOB – None

Future Board meeting dates:

Board Meeting dates
Q2 – Wed 13 th November 2024

Action Plan

Item Number	Action required	By Whom	Notes/ Completed
01	Remove Linda Cairney from board area on website	Zoey	Completed
02	Circulate the newsletter to the board	Zoey	Completed/ongoing. Volunteer newsletter sent to board
03	Zoey to send Steve the link to the South Downs	Zoey	Completed
04	To provide data over a longer period for IHCAS to help spot trends	Zoey	Completed for Q2 reports
05	To send out Elena's slides on the chlamydia project	Ann	Completed
06	To send out updated policies to board as soon as they are ready, for sign off	Zoey	Update to be given at November board
07	Send the Sussex Insight report to the board	Zoey	In papers for November board