

# Healthwatch Brighton and Hove

## Board Meeting Minutes from 12<sup>th</sup> October 2020 on Teams

### Attended:

Fran McCabe, Sophie Reilly, Neil McIntosh, Karen Barford, Howard Lewis, Christine D’Cruz, Catherine Swann, Geoffrey Bowden, David Liley, Steve Innet, Lester Coleman, Rebecca West, Michelle Kay and Will Anjos.

**Apologies:** Geoffrey Bowden and Bob Deschenne

*Note: Members of the public were in attendance.*

### Minutes:

1. **Welcome + declarations of interest** - No new declarations of interest

2. **Minutes of Board Meeting 10/8/2020**

All agreed the minutes.

3. **Actions/Matters arising**

- No matters arising. Fran asked that reviewed policies should indicate their next review date
- An advertisement has been made for new Board members

4. **The implications of COVID-19-19 for Healthwatch Brighton and Hove**

David gave overview

#### Where we are in the city with COVID

- Brighton moved from Yellow to Amber, the second tier in a 4 tier system – government changing the protocol to a 3-tier system, Brighton is likely to be in the lowest Tier 1
- David to try and get some more accurate figures to the board – there will be more accurate figures in the next bulletin
- David will let the board know if there is anything that they need to be aware of

#### Engaging with the local community

- At the start of the pandemic Healthwatch across Sussex had been asked if we wanted to work within the Gold/Silver/Bronze COVID response committee system – we declined on the basis that this was primarily a service providing response and our statutory function is in assurance and independent challenge. We recognized at that early stage that Healthwatch Brighton and Hove might do more by way of helping signpost people to services and to provide independent updates on the COVID response. By taking that independent position we secured a weekly briefing with the NHS Gold Commander for COVID, Adam Doyle – these briefings have been used very effectively to escalate issues of concern including PPE, Care Home safety and Care home visiting, End of Life Care, Dental Care, water and sanitation for Travelers and Van Dwellers, Digital Disadvantage, access to Primary Care, Communications on planned care and cancer, plans to return

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the NHS to pre COVID levels of activity, hospital discharge support, future demand for emotional support and mental health care including self-harm and suicide. have been dropped to fortnightly and will probably go down to monthly

- Meetings with Lola Banjoko, MD of the B&H CCG and Rob Persey have been established fortnightly
- Health and Wellbeing Board and HOSC B&H returned to full operation in July 20

### Operational

- Healthwatch B&H continue to be fully operational but with some projects amended and some new projects notably: Hospital Discharge Wellbeing Project [HOPs], RoaR – COVID restore and Recovery Programme commissioned Sussex wide by the NHS, comprising three projects, Digital Solutions in the response to COVID, Care Home support for relatives, Hospital Discharge [patient engagement], Review of Patient Transport Services, Mental Health Sector Connector Project linking the NHS, Local Authorities and Voluntary Sector Providers.
- Healthwatch B&H is now working much more remotely and digital based

### Workplan

- HOPs – backlog has gone – new volunteers now joined – Fran will be Board Sponsor
- Home Care linked to HOPs – a project to reach out to 85 people who voluntarily gave up their Home Care packages during COVID 1<sup>st</sup> lockdown – this has now been completed
- COVID Updates – Very positive feedback, produced weekly initially and more recently fortnightly
- Mental Health Sector Connector – Next Forum Sussex wide will be in Late Nov/early December 20 – focusing on remote consultations
- ROAR – programme of work is ongoing and expected to be completed before Christmas
- Young Healthwatch – just at point of agreeing 4 more projects we are going to do with them
- PTS – Alan about three quarters of the way through this project
- Care Home Support
- Care Home Webinar – 10th November – more details to follow
- End of Life Care report – going to the Health and Wellbeing Board in November
- Complaints – on Pause
- Hospital Audits – On Pause
- Dental – escalate to Healthwatch England and get a question asked in the House of Commons regarding dental
- Brighton Walk in Centre – On Pause

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- BAME COVID Impact – NHS arranging an engagement project through BAME organisations  
Healthwatch may have a supportive role
- Healthwatch Tender Preparation – the tender has been delayed by a year, with an extension on our current contract.
- HWE Engagement – increased are profile – using are HOPs project in a national report
- Annual Report and Performance Reporting – Lester is preparing a 6-month report
- Press and PR – high profile with the Press – Rebecca preparing a media library
- VCS Engagement and mutual support
- Programme and Project Management – back room stuff
- Finance and Contact Review – remain financial stable

Howard asked what the expectation of the Board Sponsor, and Fran explained that we need more connection between operational and board – so the board sponsor gives an oversight of what is going on in that project.

**Action: David is going to make sure that everyone has a copy of the workplan and a draft description of the role of Board Sponsor for a project.**

**Action: Christine asked that that projects are identified as included in our main Healthwatch contract, if extra contractual if they attract additional income or projects which we have initiated based entirely on perceived local need.**

### How are staff doing?

David to discuss how there was more that could be done to help the staff – working with Steve to put something together

Fran formally said thank you to David, Staff and Volunteers

### **5. Developing Strategic Partnerships – paper to follow**

- Looking at developing stronger partnerships with voluntary sector organisations
- Suggested by DL that this work should be completed by March 2021

### **6. Preparation for Healthwatch contract re-tendering – Board sub-group update**

- We are using the Healthwatch England quality framework to guide our tender preparation planning
- Reviewing all polies and procedures including the staff handbook
- Reviewing how we set our priorities for projects

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- Reviewing our relationship with stakeholders and how they are being included in our decision making
- Assessing the Board – skills and diversity
- How we collaborate with CQC and other local Healthwatch

**Action: Fran said the Tender subgroup should meet up before the month end.**

**Action: Fran to re-send the HWE Quality Framework on Governance guidance to all Directors.**

### **7. Finance report – attached 6-month Budget vs Actuals April to September 2020**

As Bob was unable to attend, David will meet with Bob to discuss finances. Any questions to be raised with David or Bob directly. Full review of this current year position, latest estimate and future financial planning at the December Board

### **8. AOB**

The was no other business

### **9. Next Dates**

- Mon 07/12/2020 \* Possibly followed by Xmas Volunteer Event
- Mon 08/02/2021
- Mon 05/04/2021
- Mon 07/06/2021
- Mon 09/08/2021
- Mon 11/10/2021