

Healthwatch Brighton and Hove

Board Meeting Minutes from 7th December 2020 on Teams

Attended:

Fran McCabe [Chair], Sophie Reilly, Neil McIntosh, Howard Lewis, Christine D’Cruz, Geoffrey Bowden, Bob Deschenne, Karen Barford

Staff: David Liley, Steve Inett, Lester Coleman, Rebecca West, Michelle Kay and Will Anjos, Alan Boyd

Apologies: Catherine Swann

Note: Members of the public were in attendance – Khalid Ali and Alastair Hignell

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**

- There were no matter arising from the previous minutes and the draft was agreed
- The first part of this meeting was a financial review held in closed session by the Board but the decisions/recommendations are reported in these public minutes:
 - The Board noted additional income gained by taking on new work over the COVID period and the likely temporary nature of some of that.
 - The Board agreed to a productivity payment for staff recognizing the exceptional efforts of staff over this last year
- Dr Khalid Ali and Alastair Hignell were proposed as members of the Healthwatch Board by Karen Barford, seconded by Geoffrey Bowden and confirmed by all board members present.

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

David L introduced the revised workplan and a summary of the current COVID situation

Where we are in the city with COVID

- COVID impact on the City is varying over time with occurrence higher with greater numbers of young people in the City and increased social contacts
- Healthwatch continues to operate virtually with a full work programme and adapted projects

Engaging with the local community

- Healthwatch B&H continue to produce COVID briefing these have been used very effectively to escalate issues of concern including PPE, Care Home safety and Care home

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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 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.

- David Liley and the other Healthwatch in Sussex Chief Officers have weekly liaison meetings with the Sussex NHS Commissioners, monthly meeting with Adam Doyle the SRO for the Sussex ICS and fortnightly meetings with Lola Banjoko, MD of the B&H CCG and Rob Persey, DASC B&H
- Healthwatch B&H are members of the COVID Engagement Board for B&H and the weekly City Leadership Briefing Group

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.

Workplan

- HOPs Hospital discharge Wellbeing Project – fully operational and has now supported approx. 2,000 people from B&H discharged from hospital since April 2020
- Home Care linked to HOPs – a project to reach out to 85 people who voluntarily gave up their Home Care packages during COVID 1st 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 has almost completed with piece of work with a public facing document expected December 2020
- Care Home Support Care Home Webinar – 10th November
- End of Life Care report – presented to the H&WB in November 2020, warmly welcomed with all recommendations accepted and agreement on a City wide NHS + B&H Council action plan to address the recommendations
- Complaints project – on pause

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- Hospital Audits – On pause
- Dental – escalate to Healthwatch England at our request Caroline Lucas has asked 3 parliamentary questions. Meeting planned December Healthwatch in Sussex and NHS England
- Brighton Walk in Centre – On pause
- BAME COVID Impact – NHS arranging an engagement project through BAME organisations Healthwatch 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 Contract 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

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.

Fran formally said thank you to David, Staff and Volunteers on behalf of the Healthwatch Board

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 and a paper come to the Board in April 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

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- Reviewing how we set our priorities for projects
- 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

7. AOB

The was no other business

8. Next Dates

- Mon 08/02/2021
- Mon 05/04/2021
- Mon 07/06/2021
- Mon 09/08/2021
- Mon 11/10/2021