

South-East London Healthwatch Reference Group Meeting

17:30–19:00

5 December 2022

NOTES

Present

Folake Segun (Chair) (FS)

Carly Roworth (Notes) (CR)

Saby Ghosh (SG)

Graham Head (GH)

Katie Barratt (KB)

Michael Kerin (MK)

Trevor Begg (TB)

Tobi Aigbogun (TA)

Apologies: Fran James, Adrian Ingram

Welcome

FS welcomed everyone to the meeting and thanked them for joining. The SELHW Reference Group (the Group) is a collaborative mechanism of the six local Healthwatch in south east London to feed user experience into regional health discussions and decision making.

The agenda items for the meeting were:

- Welcome, introduction, and apologies
- Minutes of the last meeting and matters arising
- London Care Record Roll out to GPs Bromley, Lewisham and Southwark
- ICS Strategy Development update
- Reading Group update
- Local Healthwatch updates and feedback
- Any other business (AOB)

Minutes of the last meeting and matters arising

TB raised the fact that the equalities analysis discussed in the last meeting had not been noted in the minutes. He asked whether the ICS had answered the question on this topic.

FS responded that she had sent all of the Group's questions to Harriet and Manpreet but that the latter hadn't reverted back re the treatment access leaflet. There were however responses within the Addendum of the minutes relating to Harriet's responses on the Vital 5. Further, a Group has now been set up across the system on the Vital 5 and the leaflet, and is being looked at from a fresh perspective.

FS noted that an action point from the minutes, i.e., that she was to send an updated Terms of Reference for the Reference Group, was still outstanding but would be resolved before our next meeting.

FS updated regarding a conversation with the Chief Officers and the Faster Treatment leaflet i.e., that it had been decided re the Healthwatch contact details to use the central logo and the 6 individual SEL HW phone numbers.

FS also noted that she had escalated the issue raised regarding carers by TB during the last meeting. The ICS have met with carer organisations across SEL and continue to involve them in discussions about the ICS Strategy.

- ***FS to send updated Reference Group Terms of Reference***

London Care Record Roll out to GPs Bromley, Lewisham and Southwark

KB explained to the Group what was happening with the London Care Record roll out. She has been to two of three meetings of the Project Roll-out Advisory Board on behalf of SEL Healthwatch where the roll out is being monitored and reviewed; it is due to be completed by January/February 2023.

She had 4 points to note at this meeting:

1. Can a patient have one point of access to their own records (no, hospitals each have their own portals)
2. Can patients opt out (Yes, and this is made clear in the FAQs)

3. Can records be sold or accessed by third parties (this is noted on the Risk Register as a reputational risk); KB doesn't know enough yet on this to guarantee it isn't a possibility
 4. From the committee – they are looking for an owner at ICB level i.e., where it will sit in ICB governance.
- ***KB to provide an update to the Group following the third meeting***
 - ***KB to send an email to GH re the email trail that she has regarding access to patient records.***

London Data Health Strategy Independent Information Access Group

GH provided an update of this group. Its focus is how to make best use of patient data to benefit patients. GH summarised their process. Proposals from approximately 11 NHS bodies of various kinds with innovative ways to use data, and some private bodies. The Group will assess these proposals to ensure sustainable benefits for patients as well as no issues re public perceptions. GH has had a few conversations with leads ahead of the meetings starting.

- ***GH to provide regular updates to the Group***

ICS Strategy Development update

FS gave a summary ICS Strategy slides that had been shared with the Group ahead of the meeting. A Strategic Priority document must be submitted by the ICS to NHSEI by the end of year, but the ICS Strategy will continue to be developed in 2023. Next steps for the development of the Strategy include the setting up of high-level expert groups to think in more detail about each priority and co-produce solutions. SEL Healthwatch has secured involvement/representation on all the groups.

GH: the priority list was okay but queried the fact that more of the good practice in the boroughs wasn't included – e.g., the Southwark vaccination (BAME community) uptake had been very successful but wasn't included as

a good practice example for the boroughs. Pleasured adult mental health and wellbeing included, but more on complex needs is required.

MK: the Strategy to be a 'starter for 10' in the complex world it needs to deliver in. HW need to consider what is important; user not getting lost in the governance arrangements. He reflected on the old fashioned language in the wording e.g. 'people receiving convenient and effective care'; the missing broader health determinants such as housing and education; need to move away from the medical model of disease to one of wellness and people taking responsibility for their own health). Two main things to consider:

- a. How represented as Healthwatch
- b. How to get into author's heads so that people are at the centre and co-producers.

TB: Questioned if the expert group include work on the enablers and cross cutting themes that are critical to the delivery of the strategy. Also noted issue of financial framework has got a little bit lost, as at first Partnership meeting, ICS CEO stated financial value will dictate which two or three big picture items are utilised – how you define financial value is interesting question. Keen to be part of that conversation.

GH – Suggested the creation of a document from all the 6 SEL HW setting out what they would expect re healthcare initiatives and services being co-produced with citizens (including language used, forms of engagement to be used). E.g., evidence that stories help, local initiatives do well, co-production works.

All agreed this was a good idea.

KB: Important view of the citizen. Where we stand ideologically as 6 HW – more optimistic view of what can be done. The challenge of the workforce is not included. Pointed out the children don't learn about NHS jobs in school. Suggested SEL should have a Career service which advertises range of jobs that children don't know about.

FS: Strategy not going to include objectives of other programmes e.g. ICS Anchor Programme which is looking at employment across the system.

- **Healthwatch Accountability Standard to be drawn up (All to seek input from their Boards)**
- **FS to have a conversation with Director of Transformation regarding wording.**
- **Letters from SEL HW should come from Chairs and Chief Officers**
- **Members to suggest the Reference Group is a standing item at their Board meetings.**

KB: Wanted a summary of what is happening in other boroughs.

FS noted the Q2 Insight report was shared, Q3 is in progress. There is a SEL HW workplan which includes programmes of work from each borough. All chief officers *have a copy*.

Reading Group update

Discussion on a Healthwatch reading group which was suggested following the last meeting. Would be helpful across the system and coordinate HW input. The challenge is ensuring adequate on-going support for the group. FS has had conversations with the ICB about it and it is being discussed internally. Suggestion for it to be hosted on Let's Talk Health and Care (www.letstalkhealthandcareselondon.org).

FS to confirm outcome of internal ICB discussions.

Local Healthwatch updates and feedback

GH: HW Southwark recruiting 5 new Board members, and an Engagement Officer. New Research and Projects Officer appointed. Successful fully-hybrid AGM took place, which was tied to a public health event, with partners' stalls and material.

TA: HW Greenwich recruiting someone to join Greenwich Board with experience in Marketing and Comms.

SG: HW Bexley carrying out engagement and survey at QEH Outpatients. Working on getting a regular stand at QEH. Social prescribing and Signposting re bereavement being considered as future projects.

MK: HW Lewisham involved in LGT (Lewisham Hospital) Outpatients' study and LAS patient experience study. 3 new Committee members have joined and recruiting for a new Project Officer. *Local issue to flag – local partnership trying to develop Public Engagement Committee – watch this space.*

KB: HW Bromley signposting study next year. Will share in due course. Social prescribing project in progress. Equalities in LGBTQ+; Planning engagement with people from Traveller community in one part of the borough.

Any Other Business

The Director SEL VCSE Partnerships and Engagement has begun in post. Tal Rosenzweig is being hosted by Community Links Bromley.

Date of next meeting

February 13, 2023, 5.30–7.00 pm