

# South-East London Healthwatch Reference Group Meeting

17:30–19:00

27 February 2023

## NOTES

### **Present**

Folake Segun (Chair) (FS)

Carly Roworth (Notes) (CR)

Saby Ghosh (SG)

Graham Head (GH)

Michael Kerin (MK)

Katie Barratt (KB)

Trevor Begg (TB)

Alex Camies (AC)

**Apologies:** Tobi Aigbogun (TA), Fran James (FJ)

### **Welcome**

FS welcomed everyone to the meeting and thanked them for joining and welcomed AC. AC also introduced herself. 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
- Reference Group Action Log
- Review of SELHW Q2 report
- Integrated Care System (ICS) Strategic Priorities for 2023–28
- SEL HW Reference Group Draft Work Plan
- The ICB Joint Forward View
- Local Healthwatch updates and feedback
- Any other business (AOB)

### **Minutes of the last meeting and matters arising**

Notes from the last meeting were reviewed and approved subject to a correction in the Healthwatch Bromley update.

- ***CR to add social prescribing to minutes of December 2022.***

## **Reference Group Action Log**

Outstanding items on the Reference Group Action Log were reviewed, items updated or closed as appropriate.

- ***CR to update Reference Group Action Log and distribute with minutes.***

## **Review of SELHW Q2 report**

The Q2 SELHW Insight Report was discussed. FS gave a summary on the context of the report, i.e., it is a documented summary looking back across all SELHW in each quarter. Challenges include differences in the referenced reports as produced by 6 different Healthwatch, and that services already identified in the original reports shouldn't be identified again in the system level report.

The system level reports are circulated to I groups that HW sits on, as well as some members of ICB and ICS leadership. Any equalities issues are taken to Equalities Committee of ICB and quality to the System Quality Group.

The Group proceeded to discuss the report.

- GH noted a concern that people may assume as a result of such reports, where community and social services are not necessarily included, these areas are therefore devoid of issues (and felt perhaps an explainer should be added to the introduction).
- MK stated that it would be useful to assess whether the report helps or hinders the wider reputation of Healthwatch. FS noted that there had generally been positive feedback on the report but understands the issue being raised. MK also felt it might be useful to state in introduction that the 6 HW all report differently, and the way in which this affects the report.
- TB asked whether the report should relate to the ICS strategic priorities, although MK noted that the reports should reflect local people's priorities rather than ICS strategy (although ideally the two should be aligned). FS stated that alignment will depend on work programmes of each HW.
- TB then stated that perhaps the reports should include outcomes and feedback from system as to how information being used. GH noted that the latter happens at the local Healthwatch level.

- ***The Group's comments onboard when compiling subsequent reports.***

## **Integrated Care System (ICS) Strategic Priorities for 2023-28**

A verbal update was given on the ICS Integrated Care Strategic Priorities, including the context and backdrop of development. The ICS Strategic Priorities are available on the ICS website ([Integrated Care Strategic Priorities for 2023-28 \(selondonics.org\)](https://selondonics.org)). A strategy to support the priorities will be delivered. The strategy submission date to NHS England is the end of September 2023.

KB enquired about the membership of the strategy development groups. For example, would SELHW expect to have representation on these groups; FS responded that following conversations with the ICB this is the case. KB also wanted to know if public representation is mandatory, and FS responded that it is not.

TB questioned the fact that if the Joint Forward Plan was to be submitted by June and should reflect the delivery of the strategy), then the September deadline for the strategy did not align.

## **SEL HW Reference Group Draft Work Plan**

A discussion on the draft SEL HW Reference Group Forward Plan 2023-2024 took place. FS explained that the document is plan of some of the key items that could be useful for the Group to look at. The plan is for 2023-2024. Key points raised by members were:

- KB asked for clarification on what 'Anchor Institutions' were. FS explained that this refers to local statutory organisations positively impacting on the health wellbeing of communities through their influence on social, economic and environmental conditions e.g., employment, purchasing, provision of community spaces.
- GH observed that the focus of the forward plan is on system developments and that there is an argument for adding other items that the Group wants to do. For example, supporting SELHW collaboration.
- TB mentioned that because of the devolution of specialised commissioning to the ICS, it should perhaps be moved to earlier in the year.
- AC commented on GP access and that Modality Lewisham is switching online bookings to Klinik and that it might be interesting get an update on the system.
- MK asked whether quality needs to be an explicit topic so as not to be lost sight of at ICS level.

FS responded that would be helpful for this Group to support collaboration between SELHW's but don't want to duplicate too much of what is shared between Chief Officers.

Referenced shared work plan that CR and FS update regularly: GH asked for it to be shared. GH then suggested a joint meeting with the Chief Officers involved re fostering collaboration.

FS suggested the local Healthwatch 'updates' section of the meeting agenda should focus on local 'priorities' to utilise the time more efficiently and that these updates can include discussions that will support collaboration between the HW.

FS responded re quality that there are two quality meetings – the Quality and Performance Committee and the System Quality Group and that she sits on both bodies on behalf of SELHW. Local quality issues should be discussed at local Healthwatch levels but suggested a biannual agenda items where members discuss quality issues identified by their local Healthwatch.

- ***FS to look into the Klinik system mentioned by AC and revert back.***
- ***FS to check with Chief Officers re their diaries and attendance at a joint meeting to discuss HW Collaboration.***
- ***Forward Plan to be amended to include Quality and HW Collaboration***

### **The ICB Joint Forward View**

- ***Member to send any comments to FS which will be added as an Addendum to the minutes.***

### **Local Healthwatch updates and feedback**

**GH** shared that HW Southwark was recruiting new staff and advisory board members. Successfully completed the HW Quality Framework and had it reviewed by Healthwatch England.

**MK/AC** noted that it was a similar story from the HW Lewisham perspective (i.e., recruitment to the Advisory Board) with the additional component of an organisational restructure by the host organisation Your Voice in Health and Social Care. This is having an impact on patient experience activities. HW Lewisham is also doing a lot around digital exclusion.

**KB/TB** stated social prescribing work is going into its second phase. Capacity is very limited for additional research projects at present.

**SG** updated on the challenges HW Bexley is having with staffing. A new manager, Simone Kerr, is now in post, and they are recruiting other posts. Completed commissioned work at LGT on people's experiences in the Outpatients clinics that is being written up now. Recruiting volunteers as well.

### **Any Other Business (AOB)**

GH provided an update on the London Independent Information Access Group; The programme is recruiting staff group for London regional roles from across London systems. There are currently 11 applications for access to London wide data (each over 70 pages long). The group are considering the most effective way to assess them including any fast-track ways. GH will keep the Group informed.

### **Date of next meeting**

April 3, 2023, 5.30–7.00 pm