

# Healthwatch Medway Steering Group | MINUTES

23<sup>rd</sup> March 2023 | 12:16 – 14:02 | Sunlight Centre, Gillingham

**Chair**                      Phill Thorne (PT)

## **Attendees**

Reverend Graham Trice (GT)

Lyn Gallimore (LG)

John Gallimore (JG)

Emma-Sue Willows (ESW)

Medway Parents and Carers Forum  
Representative (MPCF)

## **Acronyms in this document**

HWM – Healthwatch Medway

HWK – Healthwatch Kent

ICB/P – Integrated Care Board/Partnership

VCS – Voluntary and Community Sector

## **Apologies**

Katharine Bishop (KB)

## **AGENDA TOPICS**

2023-1 | 5 Minutes | **Previous Minutes Agreed** | All

- 2.3 Name error, the new Communication and Engagement Lead is called William Rogers, not William Roberts.
- All other minutes were agreed.

<i>Item 1 Actions</i>	<i>Person responsible</i>	<i>Deadline</i>
None	-	-

2023-2 | 10 Minutes | **Matters and Actions from Last Meeting** | All

- GT expressed previous concern on hearing of the former Healthwatch Medway Manager, Martyn Cheesman (MC), moving on after 15 months in the role. There is now reassurance given in the new presentation of joint leadership between ESW and PT, and that ESW has remained a constant in the formulation of the new approach.
- GT agreed to this meeting being chaired by PT on this occasion, due to the new team structure and review of the Healthwatch Medway priorities.
- Several items are on the pre-existing action log as a legacy from MC. PT has yet to meet with MC to see if actions have been completed and will take decision on what needs to be carried forward.
- GT mentioned that the action log did not always work as intended. ESW suggested looking at how we present actions in the future.

<i>Item 2 Actions</i>	<i>Person responsible</i>	<i>Deadline</i>
PT to meet with MC re: previous action items	Phill Thorne	25/05/23

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2023-3 | 10 Minutes | **Introductions** | Phill Thorne

- Due to the new structure of the team and a new representative from MPACF, (re)introductions of Healthwatch Medway staff and Steering Group members were necessary.
- ESW re-introduced herself as the Strategy and Intelligence Lead, moving from a part-time role as the Intelligence and Reporting Officer, into the new full-time position. She describes her new role as covering many strategic, board and committee meetings to provide mapping of opportunities to make a difference for the public in health and social care, and to analyse and share the voice of the public to drive change, which she will speak more on later in the meeting.
- JG introduced himself as working across both Healthwatch Kent and Medway; due to living in a location that is covered by both Kent and Medway, and Medway and Swale health and care partnerships. He regularly attends many events and meetings and will update further later in the meeting.
- LG introduced herself as working across both Healthwatch Kent and Medway alongside JG
- GT has been working with Healthwatch Medway as the Chair of the steering group, since its inception 10 years ago. He also works with Medway Voluntary Action (MVA) and monitors their research for any emerging needs that can support the work of Healthwatch. He is the Chair of the patient participation group for City Way GP Surgery in Rochester, enabling him to have a close view on primary care.
- The MPCF representative introduced herself as Leigh, replacing her former colleague.
- PT introduced himself as the new Community Engagement Lead. He has previously been working for Healthwatch Kent for the last 2.5 years. He was initially working to navigate the changing landscape given the CoV-ID 19 pandemic, which required new ways of gathering intelligence from the public. Once this had been established, he moved into a role in the signposting team. This followed on to a new role more focused on relationship management and raising Healthwatch's profile in the community. One area of focus was speaking to local community radio stations and has he linked in with 11 of the 14 community radio stations in Kent and Medway. PT spoke in detail about the Kent stations he has worked with. Due to the relationships he has built, a radio advert has been designed for free, which Phill shared with the group. He has been looking at three stations in Medway where we could possibly have an advert. Radio adverts are a great medium to reach people who have barriers such as online access or illiteracy.
- The conversation diverted to talk about the importance of raising public knowledge of Healthwatch, as all agreed that it is not well known. PT will be working with other organisations in the voluntary and community sector to encourage mutual signposting and 'championing' of each other's work. Focus should be drawn to the fact that Healthwatch has a unique statutory function and is able to raise issues directly to the decision makers in health and social care. LG mentioned that she had been told by a voluntary sector volunteer that this may be a barrier to working with others and will elaborate later in the meeting.

<i>Item 3 Actions</i>	<i>Person responsible</i>	<i>Deadline</i>
None	-	-

2023-4 | 5 Minutes | **Steering Group Meeting Times and Dates** | Phill Thorne

- PT updated that he will not be available for the next steering group meeting on the 25<sup>th</sup> May, and asked the group if they still wished the meeting to go ahead, or whether it would be better to move the meeting. Due to not being able to accommodate an alternative date, the next group will go ahead as planned, but at a more suitable time.
- The timing for the group was thought to be better earlier in the day to avoid taking place over lunch. All agreed 10am to 12pm would be most suitable.
- All meeting dates will remain the same.

<i>Action items</i>	<i>Person responsible</i>	<i>Deadline</i>
Change meeting room booking at Sunlight Centre	Emma-Sue Willows	30/04/23
Send out new invites for the group with adjusted times	Phill Thorne	16/04/23

2023-5 | 5 Minutes | **Project Priorities for 2023/24** | Emma-Sue Willows

- Priorities have been gathered from Healthwatch England, Kent and Medway Integrated Care Board (ICB), Medway Council and the residents of Medway, for the next 12 months.

<b>Healthwatch England</b>	<b>Kent &amp; Medway ICB</b>	<b>Medway Council</b>	<b>Medway Residents</b>
<i>Health Inequalities</i>	<i>Health Inequalities</i>	<i>Health Inequalities</i>	<i>Access to Primary Care</i>
<i>Pharmacy Services</i>	<i>Lived Experience</i>	<i>Wider determinants of health</i>	<i>Waiting times for referral to secondary care</i>
<i>Access to Primary Care</i>	<i>Wider determinants of health (environment, education, income, employment, vulnerability)</i>	<i>'Good start' for children</i>	<i>Access to Dental Care</i>
<i>Women's Health</i>	<i>Hypertension</i>	<i>Living well for longer</i>	
<i>Social Care, in particular the unmet needs of carers and the long-term reform of the social care system</i>	<i>Chronic respiratory (i.e., COPD, Asthma, Long COVID)</i>	<i>Social Care reform and preventative care (in the form of social prescribing)</i>	
	<i>Early Cancer diagnosis</i>		
	<i>Severe / Chronic Mental Illness</i>		
	<i>Maternity Care</i>		
	<i>Children and young people, particularly diabetes, asthma,</i>		

	<i>mental wellness, and oral health</i>		
	<i>Joint working to meet strategic needs and joint priorities, including all non-clinical aspects mentioned above, and hospital discharge and care needs following leaving hospital</i>		

- ESW presented the above priorities to the group.
- The areas of focus for the NHS ICB comes under a program called 'Core 20 PLUS 5' – an approach to reducing healthcare inequalities. ESW explained that 'Core 20' as the most deprived 20% of the national population, which is defined by the wider determinants of health (see above), 'PLUS' as those whose voices are less heard (ethnic minority, homeless, chronic health concerns, autistic people, rural residents as some examples) and '5' as clinical areas of focus, which are outlined in the table above.
- There is a need to hear more from the public on their health priorities in Medway ongoing, and due to limited resource, working with our VCS partners is paramount. PT described the way we will be doing this, by attending more events in Medway, where we can gather feedback as well as raise awareness of Healthwatch.
- JG spoke about reaching those in rural areas, as there are unique challenges for those that live further from services or have had their working life affected by recent circumstances. PT suggested we could look at finding groups, such as a farmer's union, to support the elevation of voices in this area.
- Medway Council have specifically asked for more intelligence around children and SEND. MPCF have recently conducted a survey to hear about their experiences with SEND services (dated on their website on 23/02/23 and now closed). ESW asked if the final report could be shared with HWM to inform further research.
- Leigh from MPCF informed the group of various groups for SEND youngsters and their parents and carers that we could use for gathering insights on the issues they face going forward.
- GMT asked for clarification on whether Healthwatch was a service for adults only. ESW confirmed that children's and young people's health is also a part of the focus for Healthwatch England, who are currently promoting working more in this area, due to the changing Central Government priorities on preventative healthcare.
- GMT said he would like to have more of a relationship with Medway Maritime Hospital. He mentioned how a lot of the feedback sought in the hospital is staff led and that a more patient-led focus would be the more appropriate method. Currently the hospital uses volunteers to support ward assessments, which GMT gave his time for. Unfortunately, this hasn't appeared to be successful as these were postponed due to clinical staff shortages and appear to have lapsed. GMT suggested using our capabilities of Enter & View to be a way we can obtain information on patient experience in secondary care.
- LG and JG suggested linking in with Evonne Hunt again, Chief Nursing Officer at Medway NHSFT. Stella Jones, Head of Engagement, is another useful contact.
- GMT expressed that he was pleased to see that public engagement was starting to return to pre-covid practice so that we can hear more about what Medway residents key concerns are around health and social care. PT suggested that we ask the question of what people see as a priority during our public engagement.
- LG recommended joining Medway NHS FT Members group. This would be a good way to talk to the public and key members of staff. Sign up: <https://www.medway.nhs.uk/membership/>

- JG agreed that going to children’s services to hear from parents more, over informal chats rather than formal and restrictive surveys.
- PT spoke about more collusive working with HWK. ESW is working with the Intelligence team to enable more joint research to take place.
- JG suggested that our first area could be young people, and health inequalities in SEND, disability, and neurodiversity. The group agreed this would be a good project to start as it covers some of our priorities. The first steps will be looking at the landscape of children’s services in Medway and linking in with them to see where and how we could conduct some engagement. Contact the Head of Children’s services for more information.
- ESW to look at research currently taking place, or having recently took place on the subject in the area, to ensure we don’t duplicate and to use the information to support our own project.

<i>Action items</i>	<i>Person responsible</i>	<i>Deadline</i>
Share results of latest MPACF survey (end report)	Leigh - MPCF	18/05/23
Look at ways to build further relationships with Medway NHSFT	ESW	25/05/23
Discover services where we could talk to young people with SEND and their parents	PT	25/05/23
Link in with key people in Medway Council (LeeAnn Farach, Donna Marriott, Jackie Brown, and Celia Buxton)	ESW	25/05/23

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2023-6 | 5 Minutes | **Update on Healthwatch Kent Projects** | LG and JG

- GT suggested that care homes that were visited before the pandemic could be reviewed to measure if recommendations have been taken on board.
- Current projects are being tied up and an update will be provided at the next meeting due to time limitations.

<i>Action items</i>	<i>Person responsible</i>	<i>Deadline</i>
Review previous Enter & View visits	ESW	25/05/23
JG and LG to provide missed updates at next meeting	LG / JG	25/05/23

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2023-7 | 5 Minutes | **Volunteer Recruitment** | Phill Thorne

- PT informed the group that he is responsible for the task of recruiting new volunteers to the service and asked for inspiration on where best to recruit.
- JG suggested using Medway College to meet with students who may be interested in some short-term volunteering to learn new skills. PT will link in with Dan Slaughter at EK360 to reach out to the college and devise how to recruit with appropriate training in place.
- GT supports young people as volunteers but has concerns about the short amount of time they stick too volunteering before moving on, and that there needs to be a balance with people who will be able to make a longer-term commitment.

- JG suggested reaching out to Clare Delap at Kent and Medway ICB
- PT will look at volunteer recruitment events, perhaps through MVA or other VCS organisations that have volunteers that may like to vary the work they do by also working with HWM.
- GT also reminded the group that we need to recruit more members to the steering group.
- JG mentioned other Healthwatch organisations in the country. PT suggested he could reach out to discover what makes their volunteer recruitment strategy successful.

<i>Action items</i>	<i>Person responsible</i>	<i>Deadline</i>
Reach out to Clare Delap re: Volunteer recruitment @ Kent & Medway ICB	PT	25/05/23

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2023-8 | 15 Minutes | **Engagement Opportunities** | Phill Thorne

- PT will be attending a Cost-of-Living event on 23/03, which was introduced to him by the Vulnerable Persons Officer at Southern Water. JG said it would be good to include a reminder in the newsletter, for people to register as a vulnerable person with the water company. Southern Water has the least sign ups to the register per capita in Medway.
- PT is looking at getting support from other organisations to fund engagement materials such as banners, on the basis that we promote their services with a logo, considering conflicts of interest. JG suggested Asda and Morrisons as a possibility, as they have funds for community interest.
- ESW will share some contact cards with the group at the next group for sharing with the public.

<i>Action items</i>	<i>Person responsible</i>	<i>Deadline</i>
Bring contact cards to next meeting	ESW	25/05/23

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2023-9 | 5 Minutes | **Any Other Business** | All

- No other business

<i>Action items</i>	<i>Person responsible</i>	<i>Deadline</i>
None	n/a	n/a

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Date of Next Meeting | **25<sup>th</sup> May 2023 10:00 – 12:00** | Sunlight Centre,  
Gillingham