

# Healthwatch Medway Steering Group | MINUTES

20<sup>th</sup> July 2023 | 10:06 – 14:02 | Sunlight Centre, Gillingham

## Chair

Reverend Graham Trice (GT)

## Attendees

Katharine Bishop (KB)

Emma-Sue Willows (ESW)

Medway Parents and Carers Forum  
Representative - Angela Debont (MPCF)

## Acronyms in this document

HWM – Healthwatch Medway

HWK – Healthwatch Kent

ICB/P – Integrated Care Board/Partnership

VCS – Voluntary and Community Sector

KCC – Kent County Council

PALS – Patient Advice and Liaison Service

PPG – Patient Participation Group

## Apologies

Phill Thorne (PT)

Lyn Gallimore (LG)

John Gallimore (JG)

Marion Shoard (MS)

## AGENDA TOPICS

2023-9 & 10 | 3 Minutes | **Apologies and Previous Minutes Agreed** | All

- LG and JG sent apologies.
- MS sent apologies.
- PT sent apologies.
- MPCF representative introduced herself as Angela Debont.
- Previous minutes were agreed.

2023-11 | 29 Minutes | **Matters and Actions from Last Meeting** | All

- Previous actions as below were reviewed, 6/11 actions were logged as completed, 3/11 are on hold until the return of members not present, and 2/11 are ongoing to be further discussed at the next meeting.
- GT requested that we investigate Lymphedema services due to previous actions around investigating the service that took place prior to Martyn Cheesman's tenure as manager (2021). We wanted to assess the effectiveness of the service as there was a limited number of staff at the time. GT says he has spoken to people who have mentioned issues with accessing the service. GT spoke to a patient in the last week who said that he has been told that he may be waiting a long time to see somebody and that there could be difficulties for people accessing the services. ESW said that there is now a strong focus on health inequalities, and this is taken into consideration in all our current work.
- GT mentioned going to care homes where we previously conducted an Enter and View to see if recommendations have been implemented. A message was relayed from MS that she

would like to revisit historic Enter & Views. ESW mentioned that upon looking at historic reports, only one Enter and View was found which took place in 2017. GT believed that there were at least a dozen care homes that were visited pre-covid. ESW says that it has been a long time and that review of these visits should take place before action is decided on the purpose of a follow-up. She clarified that going forward, outcomes from any work done is a priority to ensure that we are effecting change from our work. GT said how this would increase satisfaction for volunteers taking part in Enter and Views.

- MPCF will share previous reporting recently submitted to the ICB. ESW mentioned how there is a potential project on access to services for parents and carers of children with additional needs. Angela mentioned the 'five themes' that the ICB are focused on, and that this is across Kent and Medway, so it would be worth looking at Medway specific information as there is a concern that everything is being led by KCC and not tailored for Medway. She had a concern that with the amount of engagement taking place from the ICB that the parents are feeling 'surveyed out' and are not seeing what has happened with the information flowing back to the parents. ESW said that she is focusing on what the outcomes are from the engagement taking place and will be pushing for more outcomes to be fed back to research participants.
- ESW has been working on making key contacts within Medway Maritime Hospital, and now has contacts in the patient experience team, the PALS team and with the Divisional Director of Nursing and Quality. She is looking at the potential of having a stall in the foyer to be manned by staff and volunteers before the end of the year.
- ESW has linked in with key stakeholders in Medway Council working in Social Care. MPCF said there is a dedicated service for 0-25, so to ensure to link in with them too, however there is a restructuring taking place, so the 'right person' is not clear to identify at this time.
- For volunteers, Angela said that she had recent success with an in-person event. KB mentioned school leavers. ESW will seek clarification on whether insurance covers volunteers aged 16-18.

<i>Completed Actions</i>	<i>Person responsible</i>	<i>Deadline</i>	<i>Update</i>
Change meeting room booking at Sunlight Centre	ESW	30/04/23	Completed
Send out new invites for the group with adjusted times	PT	16/04/23	Completed
Share results of latest MPACF survey (end report)	Leigh - MPCF	18/05/23	Completed
Look at ways to build further relationships with Medway NHSFT	ESW	25/05/23	Completed
Discover services where we could talk to young people with SEND and their parents	PT	25/05/23	Completed
Link in with key people in Medway Council (LeeAnn Farach, Donna	ESW	25/05/23	Completed

Marriott, Jackie Brown, and Celia Buxton)			
Bring contact cards to next meeting	ESW	25/05/23	Completed

<i>Item Actions</i>	<i>Person responsible</i>	<i>Deadline</i>
JG and LG to provide missed updates at next meeting	LG / JG	21/09/23
Reach out to Clare Delap re: Volunteer recruitment at Kent & Medway ICB	PT	21/09/23
Look at insurance provision for volunteers aged 16-18	ESW	21/09/23
Get the historic action log and review at the next meeting	ESW	21/09/23
Review previous Enter & View visits - None found from 2018 to present - ESW to reach out to discover previous reports mentioned by GT	ESW	21/09/23

2023-12 | 32 Minutes | **Chairman's Comments** | Reverend Graham Trice

- GT mentioned Paul, who has applied to be a volunteer and requested an update. ESW says that Paul has been given his induction materials and that his DBS check has been submitted, and that he is due to come in and meet the team when he is available.
- GT informed the group that LG and JG recently attended a meeting titled the Medway and Swale Patient participation group chairs patient liaison group. LG gave a report, and it was discussed whether HWM could provide more support for PPGs. ESW said that there was a previous project being discussed with Kent, but that this was on hold for the time being.
- GT attended a meeting called the Kent and Medway Primary Care Improvement Listening event on the 7<sup>th</sup> of July. He felt that the meeting largely focused on information being shared about current work being undertaken, which did not leave much time for members of the public to share their views. GT asked how many of the GP surgeries have a PPG and was told that the exact figure was not known, but that they would find out. Knowing which surgeries do not have a PPG would be beneficial, as it is a requirement and HWM can support to get PPGs set up.
- As there are many meetings, volunteers can help support the ad-hoc meetings that take place, where appropriate. KB offered to cover the Medway Council Health and Wellbeing Board, ESW will send over details and dates and times of meetings.
- Medway Voluntary Action support of Macmillan's 'Year of Listening' for Cancer services is ongoing, which GT is involved in. He says it is proving to provide valuable feedback, and that there has been some overwhelmingly positive feedback on the service provided by Medway Maritime Hospital.
- GT mentioned the Health Determinants Research Collaboration, who ESW has worked with in their mapping of research activities across Medway. ESW has asked for this information to be shared once it is completed, which has been agreed.
- GT spoke about how some research materials are very long, with questions that can be wordy or leading. ESW mentioned how she was trained in questionnaire and interview design by a

Fellow of the Market Research Society and has extended support to various groups in the NHS and the Council, and that this support has been offered to and adopted by Medway Council employees.

<i>Item Actions</i>	<i>Person responsible</i>	<i>Deadline</i>
Review previous Enter & View visits – None found from 2018 to present – ESW to reach out to discover previous reports mentioned by GT	ESW	21/09/23
Bring list of GP surgeries with and without PPGs	GT	21/09/23
To provide KB with details of the Health and Wellbeing Board, and support to become a registered representative	ESW	ASAP

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2023-13 | 5 Minutes | **Healthwatch Medway Annual Report** | All

- KB confirmed receipt of the Annual Report, but GT does not recall seeing it, so it will be sent out again. Suggestions for improvement were for more detail on outcomes. The agreement was that we need to focus on where we can effect change, even if they are small wins.

<i>Item Actions</i>	<i>Person responsible</i>	<i>Deadline</i>
Resend Annual Report to GT	ESW	ASAP

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2023-14 | 21 Minutes | **Project Updates** | Emma-Sue Willows

- ESW updated the group on the recent event held in Chatham, where we had a stall in the atrium of the Pentagon Center and signposted c.15 people to services, raised awareness by having quick chats and handing out leaflets, and the completion of over 70 surveys on the high street and outside Pharmacies. The intention of the survey to better understand the public's use of Pharmacies, frequency of visits, and how they feel GP surgeries and Pharmacies work together. The results will be shared at the forthcoming team day on the 28<sup>th</sup> of July. This project is in three phases, where the next phase will collect data via an online survey, and the third sees in-depth interviews conducted with Community Pharmacists. The project has been planned due to the recent transformation plans for Primary Care, which sees more responsibilities and services moving to the Pharmacy, to inform on capacity and ability to meet the needs of residents in Medway. We hope to have an event like this with the support EK360 and HWK again next year.
- On our priorities, we discussed that the Pharmacy services would cover our project focus on Physical Health. The workplan has been revised and will be shared with the group, and stipulates that further work is done before year end on Mental Health and Social Care.
- For Mental Health, we will be looking at people's experiences using community-based services, as NHS Kent & Medway transform their provision.
- For Social Care, we intend to complete our follow-up Enter & View visits once we have awareness of the previous visits and resultant recommendations.
- GT said he would like to see a project based on secondary care, he mentioned the previous patient-led ward reviews that took place as an initiative run by the NHS trust, GT has

volunteered his assistance to the hospital when they begin to conduct the patient experience via ward rounds again. ESW said that with the connections we now have at the hospital, and the hope to have a regular presence once resource allows, should ensure that we are collecting more information from residents of Medway using Medway Maritime Hospital.

<i>Item Actions</i>	<i>Person responsible</i>	<i>Deadline</i>
Share Updated Work Plan with Steering Group	ESW	ASAP

2023-15 | 7 Minutes | **Collaborative Working with Healthwatch Kent** | Emma-Sue Willows

- The Enhanced Care in Care Homes project has been completed. This is an independent project that has been commissioned for HWK and HWM to deliver. GT clarified that enhanced care describes having a GP that is attached to a care home. GT would like clarification of the rationale for the project which ESW will share with the group before the next meeting.
- Due to the Health and Care Partnership for Medway covering Medway and Swale, ESW is currently in discussion with the manager of HWK to develop a cross-working collaboration so that projects can be run with an element covering Swale. ESW is happy to be the Project Lead for this, but resources are needed from the HWK team in order to support engagement and reporting in the Swale area, to give more actionable insights to Medway & Swale Health and Care Partnership.

<i>Item Actions</i>	<i>Person responsible</i>	<i>Deadline</i>
Share Enhanced Care report with steering group and the project rationale.	ESW	21/09/23

2023-16 | 10 Minutes | **Volunteer Recruitment Update** | Emma-Sue Willows

- Recruitment of a volunteer, Paul, was mentioned in the Chairman's comments. GT is happy to provide any support needed.
- ESW mentioned a younger volunteer named Timothy, who has recently joined the HWK team, but he has expressed an interest in supporting HWM also, as he does not live too far away and is willing to travel.
- KB mentioned the previous work that was being completed around job roles and volunteer induction. ESW updated the group that there was now a robust induction process in place, which is managed by Daniel Slaughter, Workforce and Training Manager of EK360.
- GT asked about having a base in Medway. EW updated that there is not a permanent base, however we can hire a desk from Medway Voluntary Action. There could be potential for a desk either at the council or the hospital – Medway and Swale Health and Care Partnership has suggested that there could be a desk in the near future, this will be agreed alongside our current collaborative working plan as mentioned in item 2023-15. ESW is always happy to travel to Medway and does so regularly, to meet people where it is convenient to them.

<i>Action items</i>	<i>Person responsible</i>	<i>Deadline</i>
Once volunteers' complete induction, to look at manning a HWM stall at Medway Maritime Hospital	ESW	23/11/23

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2023-17 | 3 Minutes | **Engagement Opportunities** | Emma-Sue Willows

- PT will be manning a stall at Gillingham Asda alongside Kent Association for the Blind
- ESW will discuss where there may be events we can attend with members of the Better Together Consortium, to continue raising our visibility and gathering of feedback.

<i>Action items</i>	<i>Person responsible</i>	<i>Deadline</i>
Ask about possible engagement opportunities at the next VCS Consortium Board meeting	ESW	17/08/23

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2023-18 | 5 Minutes | **Any Other Business** | All

- GT spoke about reconsidering members of the steering group and how the meeting is run, as there are only two members present today and a member of staff, and there needs to be more to 'steer' rather than to only discuss.
- KB feels that in the last few months there has been an improvement in the amount of work undertaken and that there are now clearer plans on the focus for Medway Healthwatch.
- There is work going into recovering activities that took place pre-Covid.
- We need to focus on recruiting more residents of Medway to the steering group.
- KB suggested working more closely with PPGs as a new data stream – this will develop from the initial work evaluating which surgeries have effective PPGs in place.

<i>Action items</i>	<i>Person responsible</i>	<i>Deadline</i>
Add agenda item for next meeting – recruiting new members	ESW	21/09/23

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Date of Next Meeting | **21<sup>st</sup> September 2023 10:00 – 12:00** | Sunlight Centre, Gillingham