

Minutes of Q1 Board Meeting held on 17th August 2022

Context

Due to the high COVID-19 infection rates, and in line with our pandemic working, this meeting took place virtually over the TEAMS platform. Board members were asked to read all the papers and submit any questions on these in advance of the meeting.

As this is a public meeting, TEAMS is used as it does not need a license and can be accessed for free. The public were made aware of the meeting via our Events Page and social media posts. Invitations were also sent directly to stakeholders and commissioners.

Permission to record the meeting, for the purpose of notetaking was agreed verbally and the recording was started. After the production of these draft minutes the recording has been deleted.

Present

Board Directors: Steve Cooper (Chair), Jeremy Gardner (Vice Chair), Non-Executive Independent Directors: Helen Goodman, Martin Phillips, Renee Fickling, Sally Dartnell, Ali Khan, Mark Sharman (Help & Care Member Director)

Apologies: Non-Executive Independent Directors: Linda Cairney, Helen Goodman, Nigel Foulkes. Commissioner – Niki Lewis. Alison Challenger, WSCC Director of Public Health; Bob Lanzer – Health and Wellbeing Board Chair, Keith Hinckley and Alan Sinclair Executive Director of Adult Social Care, Commissioner Seth Gottesman.

In attendance: Katrina Broadhill. Ann Brosnan (Minutes).

Public Observer: n/a

1. Welcome and declarations of interest

SC welcomed everyone to the meeting and noted apologies.

No declarations of interest.

2. Approval of Previous Minutes

Approved.

Summary of previous actions:

- Action 37 – Put SC in contact with Caroline with regard to Chichester College. Completed
- Action 38 – Produce 1 page document on KPIs. Completed and are included in the Performance and Impact report.
- Action 39 – Send NF the personalised care report for the next PNA meeting on 31st May. Completed.
- Action 40 – ICS presentation to be shared with board. Completed

2.1 Matters Arising

None

3. Impact and Performance

KB went through the report. Currently the focus is on where we can make a difference and updates were given on:

- MSK – detailed work on services across Sussex and engagement work across living with chronic back pain. This service is being re-commissioned for April 2023. We can see how our work has made a difference.
- GP Websites – reports are out and there is a disparity of information with some good and some poor websites. We will refresh communication around access. There has been lots of learning, which will help deliver more accessible communication.
- The pandemic has highlighted health inequalities and there has been a drive for more collaboration among community groups to find solutions to the current issues being faced by an increasing number of people.

- Supported a family trying to access a GP and also black and ethnic minority community support, which has been put into a report.
- Priorities: suggest we refocus energies on the cost of living with mystery shopping around prescriptions.

Board Comments and Questions

MP: Need to be aware of potential crossovers

SD: Are you seeing more financial assessment requirements?

KB: New leaflets are supposed to be coming out and Scrutiny raised the question about what is being done regarding the rise in fuel prices.

MS: What value can we offer on the cost of living and is it in our remit?

We need to be careful about doing more than is in our remit. Where can we make a difference in social care?

LC: Can we get a better understanding of who we refer people to?

KB: Yes, we have mapped this out but feel there is still more to be done.

MP: Citizens Advice have more financial support in this area than HealthWatch.

SD: Focus in the ICS has been on health as opposed to social care and the ICS/ICB need to ensure that social care becomes much more integrated.

KB: Have been raising this for the health and care strategy. Met with NHS Sussex complaints operations manager and asked about integrating social care and health complaints and will be continuing this conversation in September.

AK: Echo the comments and would like us to signpost so we still have a presence.

- Dentistry: working across Help and Care for Dentistry and sharing information. Meeting with head of Primary care on 1st September to discuss both GP Access and Dentistry and to ensure local collaboration.
- Youth Mental Health: Engagement work taking place and will send out the PowerPoint Presentation.

ACTION: Katrina

Freshers Fairs enable us to gather insight and we have a detailed case study on a young person's mental health.

- Systems: Still under a lot of pressure. Continuing high demand and struggling to get responses back. We suffer as the system has to move on key priorities and keeping patients safe. Cara is moving on in

September and looking for a solution to maintain the positive comms presence that we have.

- Volunteers: Re-establishing 'Enter and View' and working with University Hospital Sussex. Adding in male volunteers to help with bowel cancer work that we have been doing.
- Reports: Biggest two reports are Living with Pain (putting in an application for an HWE award), and Access to GP-led services (Help and Care are putting in an application for an award on this).
- Health Complaints: Taking more cases into detailed work and is a sign of the complexity in complaints. Looking at having one form to complete for complaints.
- Helpdesk: Main themes are GP Access and Dentistry. Difficulty of getting HRT, and safety concerns around lack of access to clinicians in Primary Care and concern from people that if they challenge the situation, they risk being de-registered. Quality of CAMHS is still a concern.

Board Questions:

- *SC: Youth Mental Health Review?*

KB: This is Sussex-wide and we have helped develop the strategy.

MP: Are the reports making a difference? Concern that Dentistry is going nowhere.

KB: We are not always getting through. We do follow-up reports. MSK did have an impact on the specification and we hope it shapes the new way forward and will have an impact on thousands of patients. Reports also help us to continue to have conversations, but we still have to repeat ourselves. We want to help the system to use the learning better.

Regarding Dentistry, we want to collate all the information into one desktop review and help bring the system together so that the groups talk to each other.

SC: It will be good when we can promote the improvement that we have contributed to.

SC thanked the team for getting the Annual Report out on time and also thanks to the board members who reviewed it.

4. Financial & Performance Sub Committee Report

SC: 2022/23 budget is agreed with just minor areas to sort out.

Covid and the cost of living will affect staff and volunteers.

5. Independent Director and Staff Feedback

5.1 Health and Wellbeing Board (HWB)

KB: the meeting will have an action log going forward and there will be extra seminars taking place on the cost of living.

5.2 Health and Social Care Scrutiny Committee (HASC)

KB: Maternity and neo-natal discussions taking place as NHS West Sussex need to cover the whole of the county. The County Council's performance management was challenged. will work on the contract. They will be doing work on the big contract they have with the care home which was for thirty years, and the bed configuration needs a review. This will come back to the HASC.

5.3 Safeguarding Adults Board (SAB)

MP: There are three priorities, which are complex needs, older people, and communications with the public and hard to reach communities.

They recently audited ten young people aged 17-25 who had been through safeguarding, and they could not find any of them were at the centre of a safeguarding complaint.

Domiciliary Care in West Sussex is seeing a rapid turnover in staff and no increase in pay has taken place due to the contracts not allowing them to pay more, which has led to places closing.

KB: The Health and Wellbeing Board received an update on the annual plan and have put in a priority for the cost of living and to see if it is affecting safeguarding.

5.4 System Communication and Engagement

KB: All meetings were cancelled. Tom Goodridge has been recruited to take the lead and this may re-invigorate.

5.6 Stroke Task & Finish Group

JG: Proposals and options are with NHSE for stage two assurance. The document will go to the ICS executive and to HASC in November and then there will be a public consultation.

KB: Conversations have been taking place with the Royal Sussex as they lost two stroke consultants and there is concern with staffing levels.

JG: Ambulance performance is also a concern.

5.7 Pharmaceutical Needs Assessment

NF sent out an update and link to the board.

5.8 Development of ICS and Place-based partnerships

KB: Attended the forum and took notes to help shape them. The aim is to stop working in system-speak and to do lay notes and then translate them for the system.

People want to know what is happening where they live.

The Assembly is a formal body and each HW has a seat. Is it right that I sit on it or does anyone else wish to?

SC: Send an email out to board members after this meeting to see if there is anyone who would like to take the seat.

ACTION: Katrina

5.8 Regional and National Update

MS: Emma's replacement will start on 1st September. Need to decide if she will sit on the West Sussex Board

Board question:

SD: Are you picking up anything on Virtual Wards and are we worried that patients will be out of sight?

MS: The letter from NHSE is setting Winter priorities and talks about Virtual Wards. Technology is playing a bigger part going forward.

KB: Brighton and Hove are leading on this and we are contributing insight. We know that non-emergency transport is having issues and unable to give patients proper support and at home they are out of sight. There has been a lack of follow-up on cataract operations, and we will raise issues and monitor the situation.

5.9 Crawley Programme

KB: They are doing an holistic look across the hospital as there is a mixed and diverse economy that we don't have across the rest of West Sussex. Phase two is around providers taking on that information and see what needs to happen to make the improvements identified and we will take part in that and will pick up the comms and engagement through our regular platforms.

AK: The aim is to understand what went wrong during Covid and how they can learn and improve and reach out to directly speak to individual groups. There will be a meeting at the end of August, which I will be attending.

6. Integrated Care System

Discussed under item 5.8

7. Policies and procedures update

KB: Help and Care are doing mandatory training on GDPR. We are also refining the consent form.

8. Escalation Log

KB: We've maintained this and are asking questions where we see issues are coming up e.g. Blood pressure monitoring to improve health outcomes.

Paramedics are coming forward with solutions and we add them to the tracker and follow them.

9 AOB

KB: CQC reports have come out. UH Sussex report is critical of the maternity, surgical and emergency care. We do have a representative on the North and Coastal maternity groups and are feeding insight in and focused on detecting jaundice in Asian babies, which has had a positive impact on ensuring the information is appropriate going forward. Also, a report on the ambulance trust which is disappointing as it is once again being pulled up on its bullying culture. We will monitor this. One of our care homes has achieved 'outstanding'.

JG: Are there problems in the UH Sussex hospitals in West Sussex?

KB: Yes, they met the CQCs requirements, but they weren't satisfied that enough progress has been made in that area and we have asked them to put out some communications to demonstrate to expectant parents to explain what they are doing around some of the issues. Midwifery situation is dire and although they have recruited more, we don't know how many they have lost in the meantime, so we need to ask the right questions.

MP: Is it time to do a review to ensure we are covering the right areas?

KB: We had our meeting cancelled about our strategic involvement with the ICS and the ICB. Meeting is now w/c 22nd August. We are funded to provide place, not Sussex-wide and we have mapped out all the boards we sit on both Sussex-wide and West Sussex, and I will share that mapping with Ann to send out to the board.

SC: Suggest we raise this as an agenda item for November.

ACTION: Katrina/Ann

MP: Will we be going back to face-to-face meetings?

SC: Budget does include this facility, but we are looking at a hybrid arrangement. November to be online and begin hybrid meetings in 2023.

SC: Emma was our CIC company secretary, and it is currently Mark, until we have a replacement.

MS: We do have a new person in place who will be able to take on this role.

Meeting closed at 11.45

10 Future Board meeting dates:

Board Meeting dates
Q2 – Wed 9 November 2022

Action Plan

Item Number	Action required	By Whom	Notes/ Completed
41	Send out Youth Mental Health PowerPoint presentation	Katrina	
42	Email board regarding interest in taking the West Sussex seat on the Assembly	Katrina	
43	Share mapping document provided by Katrina, with the board	Ann	