## Minutes

### Present

**Members:**

Janet Cowland, Member of the Public

Ann Harding, Member of the public and Healthwatch link volunteer for Virgin Care (B&NES community health and care services)

Deborah Jane, Member of the Public

Ian Perkins, Member of the Public living in Bath

Hilary King, Protect our NHS BANES

Julie Hockey, Member of the Public

Mark O’Sullivan, Federation of Bath Residents' Associations & Greenway Lane Area Residents' Forum

Jenny Evans, Chair of Friends of St Chad’s and Chilcompton Surgeries Charity

**Attending Officers:**

Julian Kirby, Non Executive Director for Public & Community Engagement BSW ICB

Laura Ambler, Place Director BANES BSW ICB

Lee Rockingham, Public Engagement Office, BSW ICB

### Apologies

Andy Morley, Member of the Public

Jane Moore, Director of Equalities, Innovation & Digital Enterprise, BSW ICB

Sue Poole, Development Officer Healthwatch BANE

Rob Wills, Member of the public

### 1. Welcome and apologies

* 1. The Chair welcomed members and officers to the meeting.

### 2. Declaration of interests

2.1 None declared.

### 3. Minutes of the B&NES Your Health Your Voice meeting on 14 June 2023

3.1 DJ requested that the following items be listed as amendments for future meetings.

* DJ advised that she is no longer the chair of Heart of Bath Patient Participation Group.
* DJ explained that that the slide deck referenced within the minutes was not attached.
* DJ has asked for each paragraph to be numbered.

DJ asked if there had been any suggestions received regarding topics for future meetings and if the new invitation for this meeting had been drafted. LR advised that no suggestions had been received regarding subjects for future meetings, and that the wording that was used within the email sent out to members was the invitation for the meeting.

### 4. Actions and matters arising

4.1 There are no outstanding actions from the previous meeting.

**5.** **Update on growing the BANES Forum and BANES Locality update**

5.1 LA addressed the group and advised that she had presented her aims and vison for this forum to the Community & Engagement Committee, which JK sits on. This was shaped by the helpful feedback, suggestions and requests of the panel at our previous meeting. LA explained that she has received positive feedback on the proposals and that the Panel were thanked for their input.

5.2 LA discussed with the group the subject of future topics and advised that she wanted to check suggestions against the list that we already have and then use these topics as a forward plan for future meetings.

DJ asked if future meetings would go back to the 90-minute length rather than the shorter meeting we have today. LA confirmed that meetings will return to their 90-minute length, and todays shorter meeting reflects the agenda we have today.

5.3 LA shared her screen and presented a slide deck to the group. LA discussed the need to be more specific within the Terms of Reference and has now been revised. LA read out the remit for the panel and explained that the Community & Engagement Committee were supportive of this.

5.4 LA advised that she had discussed with the Community & Engagement Committee the need to expand the membership of the panel and read through a slide which outlined how. LA advised that a task and finish group had been set up in order to reach out to members of third sector organisations, so that we can recruit more members with a wide range of lived experience.

5.5 LA shared a slide which outlined the proposal for an engagement network for across the BANES locality, which would help to generate new members as well as highlight co-production within the network and highlight important groups and meetings which our panel members would be able to attend. LA also discussed the need for the inclusion of learning disability groups and those from other groups with lived experience when advancing our membership.

5.6 LA went through the forward plan discussion topics for future meetings and shared a slide to show the list of topics that we have already.

5.7 DJ thanked LA for her presentation and asked if it is possible to have LA’s email address and if it is possible to receive presentations either ahead of or directly after the meeting. LA agreed for her email address to be given out to the members of the group.

5.8 HK asked for clarification on the date and time of the next meeting. LA advised that meetings dates and frequency will be discussed offline between herself and LR and then these dates will be disseminated to the group early to ensure place holders were in diaires.

5.9 SP asked if the POD acronym meant Pharmacy, Optometry and Dentistry and LA confirmed this and advised that the meeting will try not to use acronyms in future meetings.

5.10 IP asked if preventative medicine can be included as a topic, as it was something that he had previously suggested and is currently a major theme, and in his experience as a patient it is something that is badly handled. LA advised that this can be included and to see if we can link this to other topics also.

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**6. HealthWatch presentation**

6.1 SP shared her screen and gave a presentation to the group, and hoped that the information she has to share will give a steer into the types of information people are looking for as well as the questions being asked by members of the public.

6.2 SP advised that Healthwatch had received 100 enquires within the first quarter of the year relating to the following topics:

* Dentistry
* Concerns with the RUH
* Support for SEND Children
* GP Appointments
* Housing & Social Issues
* Need for Advocacy Support

SP explained that Dentistry was the subject that had received the largest number of queries between April and June 2023.

6.3 SP discussed with the group how Healthwatch engages with members of the public, and explained that they hold drop in events working with local community groups and organisations such as food banks, parent carer drop in sessions, local SEND events and more. SP also explained that some of the issues being discussed in more depth at this moment in time are:

* Experiences of refugees accessing healthcare
* People’s experience with ordering prescriptions, either online or paper
* Parents and carers experience of accessing support for children with EBSA (Emotionally Based School Avoidance).

6.4 LA thanked SP for her presentation and advised that some of the topics discussed will link with some of the topics on our forward plan for this forum.

6.5 JE asked if any of the feedback was surprising to Healthwatch. SP advised that some of the feedback received from the parent carer forums was surprising. SP also advised that it’s not always negative or constructive feedback that Healthwatch receives, and that they do receive positive feedback when going out to engage with the public within the BANES locality.

6.6 HK asked if Healthwatch was just SP going to visit groups and obtain feedback. SP advised that there is a Healthwatch for each locality, which have a manager for each locality as well as an army of volunteers who provide important work. Healthwatch also do a lot online and via social media to engage with the local population, as well as highlight forums such as this one to the public.

6.7 AH advised that she was surprised that access to GP’s was not higher on the Healthwatch feedback list and explained that she had concerns on the access to GP services. SP advised that this is a significant issue but was topped by access to Dentistry on this occasion..

6.8 IP felt that more and more groups are lowering their expectations of healthcare, and this is a worrying trend if this continues, and there is a need to look at this as part of the consultation process.

6.9 JH advised that autism is an area of real interest to her and shared her lived experience of this.

**7. Public Questions**

7.1 LR advised that one public question had been submitted, but at the time of the meeting the answer was unavailable. LR explained that the answer would be provided within the minutes following the meeting.

7.2 Question from MS

*What are the current expectations of the ICB for the level and seriousness of Covid infections over the coming winter months? What steps are being taken by the ICB and its constituent local authorities, apart from vaccination, to contain such infections?*

7.3 BSW ICB Response:

The vaccination team are working with providers (GP practices and acute trusts) across the ICB to accelerate the vaccination programme as per the national press release on 30th August.

Flu and COVID autumn vaccine programmes brought forward - GOV.UK (www.gov.uk)

This will include vaccinations for health and social care workers to reduce the transmission in care homes, domiciliary settings, and other vulnerable populations (such as housebound).

The ICB in collaboration with system partners, including local acute trusts, community providers, primary care, social care, local authority public health and UKHSA have undertaken winter planning and preparation. The BSW ICS IP&C network have implemented a tool which considers risks associated with influenza and Covid, as well as other infections, which aims to reduce and prevent onward transmission of infections within BSW providers, this includes implementing enhanced PPE ( such as mask wearing), increasing provider testing capacity, ensuring good ventilation and enhanced cleaning and decontamination measures, amongst many other interventions and ongoing implementation of the national guidance and evidence based research.

There is also current work ongoing to maximise hydration for the wider community and promotion of vaccinations as well as respiratory etiquette, hand hygiene, and stay home if unwell messaging.

IP&C support is also in place for all providers including domiciliary care agencies and care homes.

7.4 HK advised that she wants the other people within the group to hear the question that she has asked and for others to be able to probe further into the answer.

7.5 HK also felt that the public question section being placed at the end of the meeting does not lend enough time for them to be discussed properly. LA advised that we will look into how we list this section on the agenda as well as how we answer these public questions moving forward.

**8. Any other business**

8.1 No further business was discussed, and LA closed the meeting at 15:30.