

## Healthwatch Sheffield Strategic Advisory Group business meeting

Date & Time: 13/06/23, 5 – 6 pm


Location: Online, Zoom

Present: Lucy Davies, Judy Robinson, Trish Edney, Mark Gamsu, Verni Tannam, Lucy Fox, Tim Furness, Mina Clarke

Apologies: Janet Harris

Meeting notes: Mina Clarke

Item	
1	<p><b>Welcome and apologies</b> Apologies were received from Janet Harris</p>
2	<p><b>Declarations of interest</b> None</p>
3	<p><b>Matters arising from the previous meeting</b></p>
	<p>The previous minutes were agreed as a correct record.</p> <p>Matters arising:</p> <p><a href="#"><u>GP website health check</u></a></p> <p>Healthwatch have asked the ICB to expand on their proposal to improve the websites for GP surgeries. The ICB have also been asked specifically for their plan to address GPs requesting proof of ID and/or address from prospective patients despite this not being in the NHS guidelines. Healthwatch are going to organise a meeting with the primary care lead at ICB Sheffield Place to clarify what an audit might look like. It was discussed at the primary care commissioning that the ICB would be funding an external company to assess the GP websites and propose a method of standardising them and improving usability.</p> <p>A recent framework was released by NHS England outlining the expectations for a usable and accessible GP website for patients, however, it is felt that the document doesn't address some of the usability and accessibility aspects identified by the GP website health check report. It would be beneficial to meet with the ICB to discuss their intended approach with the audit.</p> <p><b>Mapping Meeting Representation</b></p> <p>Lucy is currently developing a list of criteria for where meeting representatives would be best placed to influence and impact within the Sheffield Place Framework Governance Structure, and hopes to have this completed for the July meeting. Which representative roles members will be taking on will be discussed at the meeting in July.</p>

	<p><b>Setting our priorities 23-25</b></p> <p>A graphic detailing the priorities for 2023 – 25 will be produced and the Healthwatch website updated with the new set of priorities.</p>
4	<p><b>Overview of Healthwatch Projects</b></p>
	<div style="text-align: center;">  <p>Overview of work.pptx</p> </div> <p>Lucy shared the following PowerPoint:</p> <p><a href="#">Information and Advice Services</a></p> <ul style="list-style-type: none"> <li>• The service is delivered by Anna Harman</li> <li>• An increase in enquiries was seen throughout the pandemic, and have remained at an increased level following this</li> <li>• 106 enquiries by email, phone and in-person were responded to during the first quarter of the year</li> <li>• </li> </ul> <p><a href="#">Health and Care Partnership (HCP) Public Forum</a></p> <ul style="list-style-type: none"> <li>• Monthly meeting chaired by Laura Cook</li> <li>• A space for different workstreams, decision makers and/or people developing or leading services to hear a patient and public view on their current work</li> <li>• This year, Laura and the forum members have worked to develop a framework for how the HCP Forum operates</li> <li>• The HCP forum also work outside of the meetings, e.g., bring a patient and public perspective on engagement to the <a href="#">Leading Sheffield Program</a></li> </ul> <p><a href="#">#SpeakUp small grants scheme</a></p> <ul style="list-style-type: none"> <li>• Three reports from last year have now been published: <ul style="list-style-type: none"> <li>○ Sheffield ME and Fibromyalgia Group on the implementation of NICE guidelines</li> <li>○ Foyer on young homeless people’s experiences of access to sexual health services</li> <li>○ Sheff Care on the experiences of people in care homes during the Covid pandemic</li> </ul> </li> <li>• The following reports are set to be published: <ul style="list-style-type: none"> <li>○ United Women Affiliation on African women and their access to healthcare</li> <li>○ CABS on the experiences of predominantly South Asian taxi drivers access to healthcare</li> </ul> </li> <li>• A new round of SpeakUp is currently in process – a panel meeting is set to take place next week to discuss the thirteen applicants for this year</li> <li>• Four £2000 grants will be awarded, this is one less than last year due to pressures on the budget in 23/24</li> </ul>

- Healthwatch are pleased with the development of the SpeakUp grants and feel that a larger grant being awarded to fewer organisations allows for more time and focus to be given to the grantees

#### Community events and outreach

- At this time of year, the number of events Healthwatch is invited to and opportunities for community outreach increases
- This Saturday four staff are attending two different events, the Chinese Friendship Festival and an event in Jordanthorpe
- These events ensure that Healthwatch is visible with the community to provide information about what the organisation does as well as facilitate people talking about their experiences with health and care experiences to Healthwatch
- There may be opportunities for SAG members to assist with this

### **Recent and Current Healthwatch projects**

#### Experiences of older people from black, Asian and minoritised ethnic groups

- Work done by Natasha for Age UK specifically looking at the experiences of minoritised ethnic groups in care homes as a follow up to the experiences of older people in care homes report
- Natasha worked in partnership with SADACCA (African Caribbean Community Centre) and Roshni (Asian Women's centre) to run conversation groups
- The work has highlighted key differences between the two groups:
  - Many of the African and Caribbean community had previously worked in health and social care, therefore they knew how to navigate services. The barriers surrounding access for this group mainly pertained to an inability to access culturally appropriate services.
  - Within the community of Asian women, the barriers revolved around a lack of knowledge about health and social care services.
- The research challenges the stereotype that individuals belonging to minoritised ethnic groups only want to access advice and care from those within their community network

#### Long Covid Project

- Joint project between Healthwatch and VAS
  - VAS received funding to build capacity in community organisations to better support people with long Covid
  - Healthwatch received funding to better understand the experiences of people accessing long Covid support, particularly from communities underrepresented by the long Covid hub and other formal services
- The steering group consists of members with lived experience, from voluntary sector background and those working in health services
- Natasha is having 1:1 interviews about people's experiences of long Covid. These will be written into a report at a later date.
- A three stage grants process is also underway, with the first stage concluding on the 15<sup>th</sup> June. The grants are funding community groups that serve minoritised ethnic groups or those from low socioeconomic backgrounds to gather

information about long Covid and then produce resources for their communities and deliver them.

- Discussion summarised below:
  - The Long Covid Project presents an opportunity to amplify the voices of those seldom heard by current services, and explore alternative routes to support for long Covid that fit the needs of different communities.

#### ICB Forward Plan engagement

- Healthwatch was funded by the ICB to complete some engagement with seldom heard groups to help shape their health strategy for the next five years
- Originally, it was intended that all four Healthwatch across South Yorkshire deliver this piece of work, but Rotherham Healthwatch had to drop out due to not having the capacity to deliver
- Healthwatch did in-person engagement, and the ICB also commissioned a company to talk to people over the phone and set up a digital survey
- Some community groups carried out the work for Healthwatch Sheffield as they felt best placed to have the conversations with people that used their services. They were provided with some funding for this
- The work was done mainly by Sarah Fowler at Healthwatch Sheffield and Olga Gontsova from VAS
- Discussion revolved around three key points of the quality of engagement, time-scale for engagement, and the diversity of responses. Comments are summarised below:
  - It is felt that the quality of engagement has been high and a broad range of demographics has been reached. Katy Davison has fed back to Healthwatch that the ICB have seen a significant difference in their analyses due to Healthwatch targeting seldom heard from groups. There has been a much stronger emphasis around, for example, cost of living and physical access.
  - The joint forward plan is due to be signed off in a month, and a point was raised about whether the paper would be brought before the public before its completion. There is also a concern as to whether there will be enough time to implement the changes suggested by a public consultation.
  - The original consultation on the strategy did not have any postcode information.

#### Palliative and End of Life Care

- Pam Daniels the Engagement Lead at VAS will be working with Healthwatch one day a week on this project, and Sarah Fowler will be working on the project as well
- SACMHA have been funded by Healthwatch to complete some of the work for this project as they access to community researchers than can support the work
- Discussion summarised below:
  - Healthwatch are taking a broad approach towards the Palliative and End of Life Care project. The project will cover access to information, the support people receive, advanced care planning, experiences of care and treatment, and patient involvement. The work will cover social care too.
  - The Healthwatch staff are likely to require support for this particular topic. The staff have attended a session run by Compassionate Sheffield in

	<p>preparation for this piece of work. Healthwatch also attended some events during Dying Matters month.</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• Lucy to check if SAG members are on volunteer mailing lists so that they receive notifications about community events and opportunities for outreach</li> <li>• Lucy to check if the joint forward plan draft is in the public domain and send it to members of the SAG</li> </ul>
5	<b>Any other business</b>
	None
6	<b>Date of next meeting and forward plan</b>
	4 <sup>th</sup> July, 10 am – 12 pm