Healthwatch Newham Advisory Group Meeting Minutes

Date and time: 25th November 2015, 5pm-7pm
Location: East Ham Library, 328 Barking Rd, London E6 2RT

Healthwatch Newham (HWN) attendees:

Angus McKenzie-Davie [AMD] (Healthwatch Newham Board)
Sofia Roupakia [SR] (Healthwatch Newham Manager)
Viola Petrella [VP] (Healthwatch Newham Community Intelligence and Data Officer)

Advisory Group attendees:

Alessandro Storer [AS]
Ann Easter [AE] (Advisory Group Chair)
Sheila Fleming [SF]
Peter Landman [PL]

Guests:

Sofia Huddart, Junior Doctor [SH]

Advisory Group apologies:

Shirley Barber
Atai Bassey
Beena Pushkas Vasu
Blandine Obale (Advisory Group Vice Chair)
Diane Sempare
Enes Champo
Gill Hay
Jayantilal Solanki
Jennifer Kumi
Mariella Fortune-Ely
Mayra Crean
Noor-Saba Shahzad
Pauline Riley-Hunte
Sharon Mbwiria
Thana Narashiman
# AGENDA POINTS

<table>
<thead>
<tr>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. WELCOME AND INTRODUCTIONS</strong></td>
</tr>
<tr>
<td>Ann Easter (the Chair) welcomed attendees and the group proceeded to review previous minutes and actions while waiting for the guest presenter’s arrival.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2. PREVIOUS MINUTES (CORRECTIONS AND ACTIONS)</strong></td>
</tr>
</tbody>
</table>

**2.1 Corrections**

No corrections were proposed to the previous meeting's minutes.

**2.2 Actions from previous meeting**

The Chair went through the list of Responses to Actions, sent to Advisory Group members prior to the meeting.

Discussion focused on:

- **Accessibility and transport to Sir Ludwig Guttmann Health and Wellbeing Centre**
  - SF pointed out that the inaccessibility of the Centre has been flagged - without success - to TfL as there is only one direct bus route and taxis and dial-a-ride cannot be used for medical appointments
  - It was decided that this issue can be flagged through Healthwatch Newham
  - PL suggested that all information on accessibility should be put together and made available to the public. AE replied it would be out of date as soon as it is published. AMD informed that there is an online service called Disabledgo.com who publishes detailed access information on different venues and services across the UK and Ireland.
  - It was suggested that accessibility should be one theme for future mystery shopping / Enter & View visits.

- **End of Life Care**
  - AE and SR reported the *Dying well in Newham* event was successful and that a similar event is being planned for next year
  - SR asked AE if a list of stakeholders could be made available to contact a possible Healthwatch representative in the End of Life Care Transforming Services Together (TST). AE suggested to contact Kevin Jenkins.

- **Meeting with Sarah Garner, Commissioner for Mental Health (SG)**
Following the meeting between AS, SR, AMD and SG at Mind offices on the 24th of November, AS reported that SG made no commitment for more money to be allocated to MH services, but stakeholders will have a chance to influence how funding is allocated through a workshop in 2016 (exact date to be confirmed). The point was raised that the workshop should focus on care paths.

The group agreed that recommendations should be made by Healthwatch to the Health and Wellbeing Board. It was suggested that there should be a meeting before the HWB Board meeting to agree on recommendations to make. Action: SR to circulate forward plans from the HWB; Action: to agree a date for the meeting.

PL suggested that someone from the ELFT should be invited to the next AG meetings to discuss cuts and their impact on service provision, and the emphasis on prevention. A discussion followed on the measurability of the effectiveness of prevention.

### 3. SOFIA HUDDART PRESENTATION ON THE TOPIC OF JUNIOR DOCTORS’ CONTRACTS

SH to send a summary of her presentation. Key points were:

- Definition of Junior Doctor (JD) and common misconceptions regarding what a JD is and does. A JD is a specialist doctor in training (i.e. not a GP, and not a consultant), whose training can last up to 14 years.
- The European Working Time Directive, number of hours of work per week, and how these are calculated and reviewed, including how overworking affects quality of care and safety.
- Negotiations between the Department of Health and the British Medical Associations and the recommendations put forward by the Doctors’ and Dentists’ Review Body (DDRB).
- GP recruitment shortages - with doctors not wanting to become GP partners because of a lack of flexibility and the commitment of having to cover for the practice; A&E recruitment shortages, because of the long hours.
- Impact of the change of working conditions on those working less than full time (e.g. undertaking a PhD) and taking parental leave.
- Healthwatch can support JDs by spreading awareness around what JDs are and what responsibilities they have.

### 4. SERVICE USER FEEDBACK AND INTELLIGENCE RECEIVED BY AG MEMBERS

The Chair invited Advisory Group members to raise any health/social care intelligence or feedback they have received.

- **DLR Ambassadors**
  - PL reported that the DLR are training their Ambassadors to help people with anxiety and other mental health issues to use the DLR.
• Attendance to Advisory Group Meetings.
  AS raised the following points:
  • The role of AG members in meetings needs clarification - especially around whether members sit in their personal capacity or in their professional one.
  • Infrequency of meetings and impact on continuity of the group’s work
  • Feedback from HWN about how the information provided by the AG is used, especially in previous meetings when publications and HWN reports were reviewed by AG members

• Sir Ludwig Guttmann Health and Wellbeing Centre
  o SF reported that a representative of the Centre attended the Newham Vision Strategy Group meeting - SF commented it is a contact worth making especially looking forward to investigating accessibility of the Centre

• Distribution of services
  o AE pointed out there aren’t any NHS dentists in Custom House, highlighting the issue of distribution of services across the Borough.

5. NEXT MEETINGS

• The next Advisory Group meeting is on 27th January 2016 (5pm-7pm). The venue is likely to be East Ham library, as it is a more convenient location for members than St Mark’s Community Centre.

• The following Advisory Group meeting is on 30th March 2016.

Minutes compiled by: Viola Petrella.