



**Minutes from the Steering Group Meeting
Wednesday 18th November 2020 - 5pm
Via Zoom**

Members

Steve Griffiths
Pippa Harder
Emma Schofield
David Vickers

Apologies

Sarah Coward
Nicola Dyke

In attendance

Lesley Cooper
Sarah Gandee
Sonia Hussain

1 - Welcome and Introductions

Nicola had sent in apologies as she was unable to attend David took on the role of Chair for this meeting. Apologies were also received from Sarah Coward.

2 - Minutes of the previous meeting and matters arising

The minutes were agreed as a true record. David asked if there had been any response from Citizens Advice Rotherham regarding Healthwatch Rotherham being listed as a project on their website, as Healthwatch is a statutory organisation it was felt by the Steering Group that a link to the Healthwatch Rotherham website be used instead. Lesley will chase up for the next meeting

3 – Update on the Service

Lesley, Sarah and Sonia updated the members on the work that has taken place since the last meeting which included publishing the Discharge from Hospital report which had been really well received by RMBC, it was agreed that although the numbers were low of people taking part in the survey the case studies used were quiet powerful. Rotherham

Hospital have promised to provide a written response with measures that they have put in place.

We have produced our first Newsletter, and we plan to do this on a monthly basis, we plan on keeping it short and snappy with an insight into the work we are doing. It will be released on the last Friday of each month. We are continuing to build on our work around the flu vaccination programme and the next cohort of residents (over 50's) are due to be vaccinated at the beginning of December subject to availability of the vaccine. Pippa said the drive through programme has worked really well and there would be future sessions advertised shortly.

The Contract monitoring with RMBC went really well – they are more than happy with the work we have undertaken so far and all targets are currently being met. We have now planned quarterly meetings with the monitoring officer and quarterly meetings with the commissioners.

The Quality Improvement for Cancer Care work is in the early stages and it looks as if Healthwatch will be involved in collecting case studies of newly diagnosed residents to find out what their experience was during the pandemic.

We spoke about the work that we are doing around care home visiting and how Covid has impacted on this, the group had a discussion about how the work came about and what we were planning on doing with the information in the survey and how having low numbers responding to a survey has an impact on how the report is received by stakeholders. We explained that the survey was just part of the work that we were undertaking and in addition to this we were contacting care homes and asking for families and staff to contact us with their experiences.

We have also begun the work with HARP and the refugees and asylum seekers, Sonia and Sarah have been busy putting questions together and setting up focus groups. We want to find out what problems they have accessing health and social care in Rotherham and also how information has been relayed to them regarding Covid -19.

4 – Reporting back to Citizens Advice Rotherham & District

Nicola and Lesley had attended a meeting with Nick Kitchen the Chair of Citizens Advice Rotherham and Nick Bussey the CEO of Citizens Advice Rotherham to talk about how the Steering Group would report back to Citizens Advice. As Healthwatch needs to be independent of the organisation there still has to be some communication/feedback between the two organisation as Citizens Advice is ultimately responsible for the contract. It has been agreed that on an annual basis the 4 of us will hold a meeting and 6 months afterwards Healthwatch will be invited to the Trustee meeting to give an update. In the meantime CARD Trustees will be sent any reports we publish and be added to the mailing list for the Newsletter.

5 – Future Plans

A discussion took place about how we plan our future work and how Steering Group Members can become involved. We already have our Workplan for 2020/23 which

involves a lot of work and we also have our priorities and KPIs from the contract so any work we are planning needs to also accommodate them.

We will be joined in the next few days by two students from Sheffield Medical School who will be with us for just over 3 weeks on their Community Placement. We plan for them to look at obesity and loneliness in Rotherham and how they have been impacted with the virus – Emma has all the statistics for both subjects and would be happy to talk with the students. David also has a good insight into loneliness working with older people.

David also shared the CQC's draft strategy for 2021 which was emailed around the Steering Group. Healthwatch England does have some involvement with this too.

6 - Any other business

None

6 - Time and date of the next meeting

Wednesday 9th December 2020 at 5pm via Zoom.

Meeting closed at 6pm