

REVISED AGENDA

HEALTHWATCH HAVERING GOVERNANCE BOARD

**1.30 PM
TUESDAY, 15 OCTOBER 2024
TO BE HELD AT THE OFFICE**

1 Apologies

2 Declarations of interest

To receive any declarations of interest in the business before the Board

3 Minutes of meeting held 17 September 2024, and any matters arising

Attached.

4 Finance Report

(a) Finance Report for September

The report is attached.

Expenditure for the month was £10,322, which is broadly in line with recent monthly outgoings. The third quarter's instalment of the Council's contract payment was received in the month, and interest of £47.50 was received in the Savings account.

Bank balances at the end of the month were:

Current - £27,732

Savings - £12,748

There is nothing to which attention needs to be drawn.

(b) Photocopying machine

The office photocopier (which is also used for scanning documents) was originally rented from the provider, ISL (who are based in Barking) in 2019 on a five-year contract, which expires shortly. The rental cost is £167.62 per quarter. The cost of toner (charged per copy taken) varies per month,

depending on the number of copies taken and whether they are monochrome or colour: the average monthly cost since April has been around £20, and there is also an annual maintenance charge of £234.

The original intention was to roll the rental contract over until 31 March 2026 (subject to review in the light of whether or not the contract with the Council is renewed).

ISL have, however, suggested that it would be more financially advantageous for the machine to be bought from them and the rental arrangement terminated. This would not affect the monthly toner charges or the annual maintenance fee.

The rental remaining to be paid (from January 2025 until March 2026) is £1,005.72; the cost of purchasing the machine is £714.00. In addition, the machine will be a saleable asset should the contract not be renewed. If the contract is renewed, no further rental cost will be incurred.

The directors have considered the proposition and have agreed that the rental agreement be terminated and the machine purchased. The overall saving until the end of the contract will be at least £291.

The cost of the purchase will be drawn down from the Savings account when payment is made in December.

The Board is requested to endorse this decision.

(c) Insurance

Arising from the prospective purchase of the photocopier referred to above, the insurance arrangements have been adjusted to provide £5,000 cover for the replacement value of the office contents, including IT, furniture and the photocopier. This has resulted in a small increase in the monthly premium, which will rise by £5.49 from November.

5 Havering Place-based Partnership (HPbP)

An oral report will be made at the meeting.

6 NHS North East London/North East London Health and Care Partnership

An oral report will be made at the meeting on any issues.

7 Safeguarding and Quality - update

To receive an oral update from Ms Old.

8 Engagement projects - update

- **Long COVID**

Following the agreement in principle of the HPbP Board to setting up a Peer Support Group, the working group comprising Public Health Havering, North PCN and Healthwatch is now looking further into the logistics of organising it.

An oral report will be made at the meeting.

- **NHS Dentistry in NEL**

- This project is on hold pending a response from NHSNEL.

The Dentistry Service's own survey of patients' views was extended to the end of September. Disappointingly, there were few responses across the whole of North East London, although the 13 responses (as of 23 September) from Havering amounted to more than 10% of the total on that date, and the third highest of all boroughs.

- **Creative Health Havering**

- Healthwatch Essex are arranging an exhibition at the Mercury Mall over the Christmas/New Year and we will be helping them. The opportunity for the exhibition to be staged at other venues in Havering (possibly Queen's Theatre and St George's Centre) is being explored.

- **North East London Research Engagement Network (REN)**

- The REN survey has been completed and the results are still awaited.

- **Enter & View visits**

- The report on the Mealtime visits at Queen's Hospital has been published, together with a detailed action plan from BHRUT which will be the subject of a follow-up visit in due course.

The report of the E&V visit to the Greenwood Practice has been cleared with the practice and published.

The report of the E&V visit to the ELIFAR facilities (formerly Lilliputs) in Wingletye Lane is in hand.

The report on the visits to A&E continues on hold, given the major changes that have been made. A further informal visit is in hand and arrangements are in place for a further E&V visit in November.

Plans are in hand for a visit to the new St George's Centre once it has been open for a couple of months.

- **Patient Participation Groups (PPG)**

- The appointment of the new postholder who will be working on PPGs for NHSNEL is awaited. Once the appointee is in place, arrangements be made to work with the HPbP/NHSNEL, PCNs and individual GP practices to restart PPGs across the borough.

- **Mystery Shopping – provision of Hearing Loop systems at health facilities**
 - Dates for the Mystery Shopping visits have been agreed.
- **NSPCC Pants Campaign**
 - A survey aiming to find out grandparents’ understanding of the Pants Campaign, and to raise awareness of it, is being prepared. It will be carried out in early November, to coincide with expected national publicity from the NSPCC.
- **Defibrillators in Havering**
 - Contact with the LAS has produced a list of the locations in Havering known to them where defibrillators (defibs) are available. There are about 180 such locations but the LAS have identified a need for at least one further defib in each of the following areas: Havering Park/Chase Cross, Rise Park, Hylands and Elm Park West. They have asked for help in identifying possible locations in those areas.

9 St George’s Centre - progress

An oral report will be made at the meeting on progress with this project.

10 Review of Complaints Procedure

Following correspondence with a member of the public who was dissatisfied with the actions of a local Healthwatch organisation (not Havering), Healthwatch England has advised:

“...we have confirmed with both organisations that the remits of The Local Government and Social Care Ombudsman (LGSCO) formerly the Local Government Ombudsman (LGO) and Parliamentary and Health Service Ombudsman (PHSO) do not extend to complaints about Healthwatch England or local Healthwatch.

“As a result, neither the LGO or PHSO should be referenced within your complaints policies or processes. ... Please note that Healthwatch England should also not be listed as a next-tier arbitrator for complaints relating to local Healthwatch.”

The Complaints Procedure was last reviewed and updated in May 2022. The version then agreed did include a reference to complaints being referred to the LGO. In the light of the advice from HWE, the Procedure has now been updated to remove the reference to the LGO (as part of the complaints procedure) and to add that neither the LGO, PHSO nor HWE will deal with complaints about local Healthwatch.

The revised Complaints Procedure is now attached.

The Board is requested to approve the revised Procedure.

10A Any other business

Other matters (if any)

11 Next meeting

The next meeting is on 12 November 2024, at the office.

The arrangements for the meeting in December will be notified in due course.