

Advisory Group Internal Workshop Minutes

3:00 - 4.30pm Wednesday 18 August 2021

Attendees

Jacqui McKinlay	Chair and Trustee on The Advocacy Project Board
Grace Samuels	Healthwatch Brent Volunteer
Anup Shah	Healthwatch Brent Volunteer
Nisha Goehill	Healthwatch Brent Volunteer
Danny Maher	Ashford Place
Narendra Patel	BAPS Swaminarayan Mandir
Carmen Cameron	Brent Gateway Partnership
Nan Tewari	Public Member
Valerie Reid	Public Member
Judith Davey	CEO The Advocacy Project
Ibrahim Ali	Healthwatch Brent Volunteer and Project Officer
Turanem Shah	Healthwatch Brent Volunteer and Project Officer
Cleo Chalk	Healthwatch Brent Comms and Engagement Officer
Jo Kay	Healthwatch Brent Manager
Steve Inett	Consultant

Apologies

Chris Murray	Young Brent Foundation
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1. Review of Terms of reference

Judith Davey (JD) explained that Healthwatch Brent (HWB) is a hosted model, London Borough of Brent recommissioned the Healthwatch Brent service during 2021 and The Advocacy Project was awarded the contract to deliver the Healthwatch service from 1 April 2021. JD is the Chief Executive of both The Advocacy Project and HWB and moving forward will be the link between both organisations.

Jacqui McKinlay referred to the Terms of Reference and noted how The Advisory Group intends to work, we want to ensure balance between members individual personal experiences, and that all member voices are heard but also recognise that as members you are there to support HWB in collective decision making to ensure we agree HWB priorities.

Steve Inett (SI) updated the Advisory Group of HWB governance structure and where potential priorities might come from. HWB is a transparent organisation, we will ensure that the public can see how we are arriving at the decisions and that multiple voices are heard.

Danny Maher (DM) asked about progress of Grass Roots Steering Group and HWB workplan, SI assured the Advisory Group that now the HWB Comms and Engagement Officer is in place the Grass Roots Steering Group will be formulated and we will update the progress at the next meeting.

JD suggested that we need to be hearing from the Independent NHS complaints advocacy service for issues, trends and themes which are arising in Brent to inform the workplan.

Nan Tewari (NT) hoped that HWB was receiving NHS complaints data and NT raised concerns about issues re maternity services at Northwick Park Hospital.

Jo Kay (JK) assured the members that HWB was working with Northwick Park Patient Experience team, and we are addressing the issues that have risen in the CQC report.

NT hoped social care complaints data was also being provided, she raised that there are concerns that lay people are not involved in assessing services as CQC does.

Narendra Patel (NP) raised example of someone being refused access to their dying mother in Northwick Park Hospital, JK advised members that HWB currently have a survey to capture the views of Brent residents and agreed to send links and information.

2. HWB Workplan

SI updated the Advisory Group that HWB have identified two potential priorities following up on the previous recommendation from HWB reports and HWB are seeking approval of the following priorities.

- **Young Carers and substance misuse** - SI shared that a joint piece of work with Young Carers Support in Brent raised that young people who were in substance misuse families were not being identified as young carers. Several recommendations were made in the report and HWB would like to follow up to see if the recommendations have been implemented. SI asked if The Advisory Group are happy to sign this off as a priority.
- **Cancer Screening for people with Learning Disability** - A previous report highlighted that there is a low level of take up of cancer screening for people with a learning disability. HWB would like to explore whether there has been an increase, this piece of work will be carried out in partnership with The Advocacy Project, My Health My Choice which addresses health inequalities in Brent for people with a learning disability.

NT commented whether there is a low take up of health checks generally in Brent and is there a structure of holding people to account? NT stated that we need to know whether this affectively being offered in Brent and whether this as an enhance service in GPs?

SI noted that there are structures in place to provide annual health checks but it's up to the individual GP Surgeries to take on the enhanced service.

An unanimous decision by the Advisory Group that HWB can include the two priorities in the HWB workplan for 2021/22. It was noted that HWB team will report back at the September meeting.

3. Potential priorities

JK introduced that currently HWB has identified four potential routes for another priority on GP Access in Brent. The potential routes are

- Recommendations from previous HWB report

- Brent Community & Wellbeing Scrutiny Committee
- CCG want to standardise IT solutions
- MC Patel regarding vulnerable people not being able to register with a GP

DM raised that this is a huge issue with the dementia community, Ashford Place are planning on carrying this out as piece of work. JK will link with DM to discuss further.

JK clarified the makeup of the Scrutiny Committee and noted HWB have been attending the GP access Task and Finish Group and have been asked to share evidence of patient voice.

NT made a recommendation to review requirements for digital access by looking at all GP websites. SI suggested working with community networks regarding digital exclusion. NT raised concerns that Brent is behind in performance than other Northwest London boroughs.

It was noted that there is a lot of work currently being undertaken in the borough and we do not want to duplicate, we need to build on what's happening and where we can make the difference. It was agreed that HWB will share more evidence at the September meeting.

4. Early alert to potential priorities

JK summarised potential priorities, which are

- › Mental health services
- › Safeguarding for people from diverse communities
- › NHS Dentists registration

JD discussed background on safeguarding work and that Adult Safeguarding Board are keen to work with us.

NT asked if the data existed regarding the safeguarding concerns raised do not match the demographics of Brent, JD assured the data does exist.

Grace Samuels noted the low number of safeguarding concerns raised might be because of several reasons, for instance due to different cultures, or members of the community may not be aware of what safeguarding.

The Advisory Group noted that they are happy with the areas of potential priorities and HWB will propose further information at the next Advisory Group.

5. AOB

Comments were raised on communications of the group and whether everyone consented for their emails to be shared within the group for off line communications. If The Advisory Group members do not wish for their emails to be shared please contact Steve Inett.

JK raised whether the group would like to meet more regularly than quarterly? Further discussions to be had

Next meeting public meeting 27 September @ 15.00-17.00

END