

MINUTES OF JOINT PARTNERSHIP BOARD (JPB) MEETING

Date: 15 January 2024

Location: Tottenham Town Hall and MS Teams

Time: 13.00 - 15.30

Present

Helena Kania	Co-Chair of the JPB (Joint Partnership Board)
Sharon Grant	Co-Chair of the JPB, Chair of Public Voice
Isha Turay	Chair of Carers Reference Group
Vida Black	Chairs of Carers Forum, and SCALD (Severe
Complex Autism Learning Disability) member	
Amanda Jacobs	Chair of City of London Access Group and Haringey Resident
Jano Goodchild	Partnerships Manager, Public Voice
Lourdes Keever	Member of Older People's Reference Group
Paul Allen	Head of Integrated Commissioning (Integrated Care & Frailty)
Phil Stevens	CEO of Disability Action Haringey
Qasim Quereshi	Co-Chair of the LD (Learning Difficulties) Reference Group
Judith Symister	Co-Chair of Dementia Reference Group
Mary Langan	Chair of SCALD Reference Group
Graham Day	Chair of PD (Physical Disabilities) Reference Group
Susan Otiti	Assistant Director of Public Health and Independent Chair of the JPB Review.
Debra Ayipeh	Community Engagement Lead, Public Voice
Dan Rogers	Chief Executive, Public Voice

Apologies: Andrea Kelly, Rachel Sanders, Jessica Russell, Sara Sutton

1.Actions

Action	Assigned to	Deadline
Pre-meeting - Residents Meeting to discuss Osborne Grove		
<p>Action 1: Chairs to discuss with the Council:</p> <ul style="list-style-type: none"> The impact of the way the co-design group has been treated in the Osborne Grove project on the principles of co-production which are part of the Haringey deal. What are their contingency plans to communicate with co-design partners if plans to complete a project change. What are the current plans with the Osborne Grove project and how can the co-design group be involved in the plans? 	<p>SG/ HK</p> <p>ML</p>	Feb 2024
Action 2: Jano to find out and report back what is happening to the additional funding from with the Better Care Funding.	JG	Feb 2024
Jan JPB Meeting		
Action 3: Mary Langan to write to the Haringey Learning Disability Partnership and ask why the accessibility guidelines are not being used in their communications.	ML	Mar 2024
Action 4: The JPB to write to Jessica Russell and ask how the document on accessibility is being used by the Council and why is it not being used when communicating with learning disabled people.	RS/JG	Mar 2024
Action 5: The JPB and reference group chairs form a working group and write to Vicky Murphy to ask how they plan to improve the delays to assessments and reviews and how they monitor the quality.	SG/ HK	Feb 2024
Action 6: To raise at the LTN meeting how carers can register changes of car.	HK	Feb 2024
Action 7: Paul to find out what has happened to the work that Nigel Harvey-Whitten was doing on the Carers Strategy and to input into the JPB response to delays in assessments.	PA	Feb 2024
Action 8: Amanda to send information about the GLA Deaf and Disabled People's Forum on Transport for Rachel to share with the JPB.	AJ	Feb 2024
Action 9: Qasim to feedback on his discussions with the NHS about dental care for people with learning disabilities.	QR	Mar 2024
Action 10: To ask the ICB to update us on dentistry.	RS, JG	Mar 2024
Action 11: To raise the transfer of ownership and issues raised above re St Ann's GP practice and patient care to Healthwatch.	SG to liaise	Feb 2024

	with Healthwatch	
Actions from last meeting (Oct 2023)		
Action 1: JG to look at AJ's recommendations from the last meeting (September) minutes.	JG	Proposed discussing as part of the review
Action 2: Paul to update the JPB on how they are providing dementia support to underserved communities and to report on the data when it is available.	PA	March 2024
Action 3: Amanda to link Abi in about work she has done about VAWG and the London Mayor's office for Policing and crime work with the Greater London Authority (GLA's) s consultative forum.	AJ	Complete
Action 4: To add to the agenda for the next JPB - the JPB to discuss how to challenge the delays in assessments and response times from the First Response team.	PA/JS	See actions from Jan meeting.

2. Last meeting minutes and actions.

Action 1: JG to look at AJ's recommendations from the last meeting (September) minutes.

Feedback. - Rachel has said that she spends about five to six hours on the minutes for each group and suggested that how the minutes should be written becomes part of the review as it is very time consuming and uses time which could be used to follow up on the actions. Helena noted that the NHS do not go through the minutes page by page unless an issue is raised.

Mary noted in the minutes that Jessica Russell had presented the Council's accessibility documents and discussed that documents given by the Council should be available in easy read. Mary has looked at this and it is very good but is not being used by the Haringey Learning Disability Partnership. They do not give out documents in easy read.

Action 3: Mary will write to the HLDP partnership and ask why the accessibility guidelines are not being used in their communications.

Action 4: The JPB to write to Jessica Russell and ask how the document on accessibility is being used by the Council and why is it not being used for learning disabled people.

3. Reference Group updates

3.1 Carers reference group - Isha Turay

The Carers Reference Group raised concerns regarding the delays to statutory assessments. Helena said this has been noted in the past and issues arising from this have been raised by the Carers and Dementia reference groups. Phil raised that Disability Action Haringey often help people to complete assessments and that they can be chasing referrals for up to 8 months. As a result of this without support their conditions are deteriorating which means that when they do get help, they need increased support which costs the council more money. The Haringey Joint Partnership Board

group acknowledged that this stems from lack of social workers in Haringey. Cathy commented that social workers can be students who are not supervised.

Action 5: The JPB and Reference Group chairs form a working group and write to the Council highlighting the following issues.

- How they plan to improve the delays and quality of assessments, including carers and financial assessments and reviews.
- How can communication on the phone and email improve.
- What response do the clients receive.
- Waiting list – how do they prioritise need?

Cathy asked if anyone from social care is regularly attending the JPB?

The meeting did receive apologies from Vicky Murphy and Andrea Kelly.

Cathy also asked should Councillors be attending if there are not officers attending?

Helena responded that this can be included in the review to see who should be present.

Isha raised the fact that she has received twenty parking fines for going through an LTN because of problems registering a new car. Phil from Disability Action Haringey has helped her to resolve this, but this has caused her and other carers emotional stress when they are already experienced stress due to their caring role.

Action 6: To raise at the LTN meeting how carers can register changes of car.

Vida raised the project with carers that Nigel Harvey Whitten was working on looking at the Carers Strategy, but he has left Haringey, and this has not been completed. He interviewed some carers, but they never saw the report.

Action 7: Paul to find out what has happened to the work that Nigel Harvey-Whitten was doing and to provide feedback to the JPB.

3.2 Older People's Reference Group - Anne Gray

The group received a presentation from the North Central London (NCL) Integrated Care Board (ICB) on proposed changes to the way Musculoskeletal (MSK) services are provided. They had completed initial research which illustrated that better planning pathways at the right time could avoid A&E emissions and inappropriate referrals. The group provided information on the local population and the additional issues which the Irish and Afro-Caribbean communities face.

Future issues the group will discuss include housing solutions for older people and problems with Dial a ride.

Amanda added that there are lots of links between neurodivergence and MSK complaints, and that new research is being done. Amanda can provide more details.

Amanda also raised that the Greater London Authority (GLA) Disabled and Deaf People's Forum discusses transport issues such as Dial a Ride and suggested attending these forums which are London wide. These are chaired by the Deputy Mayor. Amanda recommends attending to present their voice and noted that most meetings are online. Qasim said that he would like to join these groups.

Action 8: Amanda to send information about the GLA Deaf and Disabled People's Forum on Transport for Rachel to share with the JPB.

3.3 Learning Disability Reference Group - Qasim Quereshi

Qasim fed back that he is having a meeting about dental services for people with learning disabilities following feedback from service users at Ermine Road. He contacted someone from the NHS to support residents and noted that many dentists are now private, and that people are scared that if they have dental treatment, it will cost them a lot of money. They would like to be able to access a yearly check-up with reminders.

Action 9: Qasim to feedback on his discussions with the NHS about dental care for people with learning disabilities.

Susan added this is a public health and local issue, she has raised this with the ICB and NHS England. The dental contract is not working for dentists and local people. NCL ICB now has commissioning responsibility for dentistry, but the Department of Health must sort out the contract nationally. Many people are not able to access NHS dentistry.

Action 10: To ask the ICB to update us on dentistry.

Lourdes to circulate a House of commons document which said that from February many dentists are not taking on new NHS patients.

3.4 Physical Disability Reference Group – Graham Day.

The group meet quarterly, and the next meeting is on the 7th of February.

3.5 Severe Complex Autism Learning Disability Reference Group (SCALD) - Mary Langan.

SCALD is waiting for the final phase on the HOPs review report from Sujesh Sundarraj. They also have the police attending the next meeting to discuss incidents when autistic people and people with a learning difficulty come into contact with the police.

At the last meeting Pat and Qasim came to discuss the Let's Talk organised by HLDP which did not go as well as we they would have liked.

Lourdes suggested inviting Probation to understand autism.

3.6 Dementia Reference Group - Paul Allen

There are exciting developments mapping the work that residents have done on the Dementia charter. They are hoping to increase resource for admiral nurses and at the next meeting we are looking at what a good annual review for a person with dementia in primary care should look like.

In relation to delays on assessments discussed above Paul added that people cannot get into day centres because they cannot get financial assessments and transport to attend the Haynes dementia hub. This is causing more problems for people in the east as the Haynes is in the west, further exacerbating inequalities in the borough.

4. Community Empowerment Showcase Event - this was planned for 23 January but was postponed – the event is being moved to March where they will showcase the work that has been done by organisations as part of the Inequalities Fund. The project focussed on the most deprived 20% in Haringey.

5. JPB review – Susan Otit

See presentation and terms of reference in Easy Read.

Mary – thanked Susan for the presentation and for doing the terms of reference in Easy Read and for her work reviewing the JPB and Reference Groups, including attending the reference groups and interviewing the chairs and reference group members.

Mary reported that the reference groups have traditionally been about representing vulnerable people. How can we make sure they are represented? Mary said that we need to clarify if we are talking about residents or service users. The JPB is about people who are vulnerable and have social care needs and this needs to be made explicit that this is our brief.

Mary added that one of the reasons for this review is that the governance is not working. When issues are raised at the JPB, they are not going anywhere. There are not annual reviews and there is not an annual report.

Susan added that governance is very much part of the review and asked about the representation. Should this just be about service users? Or residents?

Helena suggested that we should also include carers.

Anne added that there are potential service users or people who could be on a waiting list, and they do not recognise themselves as service users, but they are.

Amanda supported Anne and said that there are residents could access services but do not or still have great need despite accessing services. She felt that the JPB should not just focus on current service users but needs to look at the wider pool of residents who have needs. Isha supported this as there are immigrants and asylum seekers who do not know how to access services, we can reach out to these people through GPs.

Sharon thanked Susan for the very clear process and asked what happens next and asked that this be shown at the stakeholder level e.g. at the Council or at ICB.

Susan added that the fact that she was asked by Beverley Tarka to complete the review showed the commitment of the council, and the recommendations will show the next steps.

Mary agreed with the definition of potential service users raised above but said that it needs to be worked out who we should be responsible for representing e.g. regarding asylum seekers we can be linked to groups but not necessarily represent them. Another example is mental health. There are organisations such as Mind that we cannot replicate, but we could have a relationship with them. We need to work out how to be part of a broader organisation of groups.

Susan added this group is not about replicating groups but having a relationship with them. Lourdes is worried that most councillors do not know about the JPB and would like to communicate what we want to achieve about co-design and co-production and is hoping that this review will help the JPB reach out to councillors. We need to ensure this report goes back to council and provides the structure to go forward.

Helena there needs to be procedures and norms for co-production which have been blown up in the air recently. Even if things go wrong, there are ways of the Council coming back and talking to us.

6. St Ann's GP Practice – Anne Gray

Anne said that the purpose of this item is to see if the JPB would like to write a letter to the ICB advising them on certain steps that we as representatives of the community think they should take on this issue. The issue is St Ann's GP practice selling its whole business to another company. Should this be allowed to happen? Can the contract be transferred without questions? What are the conditions and the review point? What are the conditions attached to this transfer? Ann raised concerns about the way this GP practice has been run recently and how the contract is monitored and the lack of consultation with patients. How can things be made better for the patients?

Anne gave background on this - St Ann's used to be run by AT medics, which sold its business to Operose which has sold this business to HGRC CareGroup holdings which was Virgin Healthcare holdings. Operose want the ICB Integrated Care Board just to transfer the contract but there needs to be due diligence by the ICB as there have been complaints about HGRC holdings. The ICB needs to be careful about what conditions they have laid down in the contract and monitor these in conjunction with patients. Patients were unaware that the practice has changed ownership.

Anne raised three issues that need to be raised with the ICB:

- How are contracts with private holders monitored to ensure patients receive good care and what is the role of the ICB in this?
- What due diligence is carried out with the transfer and how will this be monitored?
- How are patients supported to get good care as GPs have been reduced and Physician Associates increased and there are staffing shortages.

According to the PPG they want continuous improvements, through monitoring, more doctors in stable long-term posts, less physician associates (they need to be supervised by GPs), better booking system, and easier access to appointments.

They had a meeting which was not called the PPG meeting. Letters were sent by the ICB which did not arrive until January. It was only then that patients learn about the webinars and online questionnaire. Many patients did not know that the practice was owned by Operose or that the practice had been sold. Patients were very concerned that it was privatised. In NWL (Northwest London) ICB where Operose practices have been sold to Virgin patients were given clear information and were able to discuss it.

Have the St Ann's patients been given time to comment on this contract change? The survey opened on Jan 1st until Feb 16th. Could this be extended by two weeks and could patients be told again about this by text message, which has not happened so far.

Helena added that two years ago this happened with Operose. When people questioned this the CCG got very angry and tried to put people to one side. Helena can contact people that she knows about this and the councillors in Islington who were involved.

Sharon used to represent Healthwatch at NCL and added she is not sure if this is for the JPB but is more of a Healthwatch issue.

Anne raised concern that time is marching on and would like the JPB to write a letter too. Paul Allen suggested going through Healthwatch will be more effective.

Sharon raised the huge question about Physician Associates where there is not enough regulation about this and noted there are rules where this can be used and not used.

Action 10: To raise the transfer of ownership and issues raised above re St Ann's GP practice and patient care to Healthwatch.

11. AOB

Helena noted that the library consultation on cuts to services ends tonight – please fill in the consultation.

Next Meeting Date: 7 March 2024