

# Healthwatch Board Meeting

Monday 9<sup>th</sup> December 2019

7-8pm

## Present:

Daniel Singleton (DS), Interim Chair  
Val Shaw (VS), Board member  
Kim Blyth (KB), Board member  
Robert Caldeira (RC), Board member  
Barbara Sawyer (BS), Board member

## Also, present:

Elspeth Paisley (EP), Manager Healthwatch Barking & Dagenham  
Manisha Modhvadia (MM), Healthwatch Barking & Dagenham staff member  
Richard Vann (RV), Healthwatch Barking & Dagenham staff member

## Apologies:

Zahra Ibrahim (ZI), Board member

Also in attendance- Volunteers: Penny, James, Lance, Joanna, Vanessa

## Agenda:

### Welcome, Introductions and matters arising:

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- 1. Welcome, Introductions and matters arising:** Apologies noted from Zahra. Minutes from last time were agreed.

RV gave feedback on how HW Essex engage with the public and collect evidence. Every single service is on their website and people can rate and review them. When focusing on a particular issue the reviews will increase for example Colchester Hospital.

**Action: DS asked RV to look deeper into the issue- from cradle to grave! What about their user groups? We need to look at how they collect evidence.**

- 2. Cancer –** During the last board meeting RV was asked to bring back information on Cancer and the local picture. RV gave a brief on the information he had found so far :

The four common cancers diagnosed in Barking and Dagenham are:  
Lung, Bowel, Breast and Prostate cancer.

Lung- people from B&D are more likely to develop lung cancer than anywhere else in England.

Prostate cancer. - There are a number of reasons that affect cancer diagnosis and rates, including people in borough having less healthy lifestyles, not being aware of the signs and symptoms and uptake of screening being lower than any area in London.

KB- What are the Bowel cancer rates, is it more likely amongst men?

DS asked if there was any information about how services are impacted by the number of people being diagnosed what the community can do to help services?

There is a need to better understand the effect of pollution on cancer. B&D has recently been found to be one of the worst areas in London for Air pollution especially for PM2.5. It is said to be equivalent of smoking 153 cigarettes a year!

There is no information on the JSNA about air pollution.

DS wanted to know which is the heavier risk group as there is a contradiction in the information we have as at one point we say "There is increasing evidence that Black African and Black Caribbean women have a higher risk, but then "people in the borough have less healthy lifestyles.

Board members were interested in knowing if cancer charities rates are similar to the figures discussed in during the meeting.

VS asked if there are longer waiting times at Queens since KGH department closed! Intention of Enter and View- in the near future! Unannounced!

EP asked if RV could match up ZI findings with our findings, to see if there are differences or similarities.

**Actions for RV:**

**Match up findings with ZI**

**Look at what the Bowel cancer rates are, if this type of cancer is more likely amongst men.**

**Look at other statistics from cancer charities and cross-reference.**

**3. AOB**

**Domiciliary care project** - 32 individuals contacted so far. RV thanked VS for her support with this project!

Most people are satisfied with the service, after having some issues at the time of the initially assessment and putting things in place.

Feedback from individuals show carers are not turning up on time, especially over the weekends.

Standards vary according to the provider, mixed feedback received from service users. Poor communication re social workers – You have an allocated social worker during the time of your assessment, however this is a Process when you deal with a social worker initially.

Changes to the charging policy came into effective a while ago. Due to the changes, some people are receiving a bill 4 months down the line. People are unsure if they will be charged or not as professionals are not communicating with service users. This leaves individuals in a vulnerable position.

VS said she has known people to receive bills of £1000.

KB highlighted that this was not good and the other impacts on those individuals will be bigger than just making a repayment.

DS suggested RV get in touch with Carers Trust and see if this is a national problem. Also, contact our local carers group to see if carers have highlighted a similar issue.

**The meeting was closed.**