

READING HEALTH & WELLBEING BOARD MINUTES - 7 OCTOBER 2022

Present:

Councillor Ruth McEwan (Chair)	Lead Councillor for Education and Public Health, Reading Borough Council (RBC)
Tehmeena Ajmal	Chief Operating Officer, Berkshire Healthcare NHS Foundation Trust (BHFT)
Councillor Jason Brock	Leader of the Council, RBC
Andy Ciecierski (Vice-Chair)	Clinical Director for Caversham Primary Care Network
Brian Grady	Interim Executive Director of Children's Services (& Director of Education), Brighter Futures for Children (BFfC)
Councillor Graeme Hoskin	Lead Councillor for Children, RBC
Alice Kunjappy-Clifton	Healthwatch Reading (Substituting for Sarah Deason)
Rachel Spencer	Chief Executive, Reading Voluntary Action
Belinda Seston	Interim Director of Place Partnerships, Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB)
Martin White	Consultant in Public Health, RBC
Melissa Wise	Deputy Director for Commissioning & Transformation, RBC

Also in attendance:

Helen Clark	Associate Director of Primary Care, BOB ICB
Pauline Hamilton	Reading Families Forum
Jo Lappin	Assistant Director for Safeguarding, Quality, Performance & Practice, RBC
Catherine Mountford	Director of Governance, BOB ICB
Gail Muirhead	Prevention Manager, Royal Berkshire Fire and Rescue Service (RBFrs)
Bev Nicholson	Integration Programme Manager, RBC
Jo Reeves	Newbury Locality Manager, BOB ICB
Miranda Walcott	Designated Clinical Officer for Special Educational Needs and Disabilities (0-25), BOB ICB

Apologies:

Tracy Daszkiewicz	Director of Public Health for Berkshire West
Sarah Deason	Healthwatch Reading
Cllr Collette Dennis	RBC
Seona Douglas	Director of Adult Care & Health Services, RBC
Cllr John Ennis	Lead Councillor for Adult Social Care, RBC
Paul Illman	Royal Berkshire Fire & Rescue Service
Caroline Lynch	Trust Secretary & Data Protection Officer, Royal Berkshire NHS Foundation Trust (RBFT)
Eiliis McCarthy	Reading Locality Manager, BOB ICB
Amanda Nyeke	Public Health and Wellbeing Manager, RBC
Steve Raffield	LPA Commander for Reading, Thames Valley Police
Eamonn Sullivan	Chief Nurse, RBFT
Sarah Webster	Executive Director for Berkshire West ICB

18. MINUTES

The Minutes of the meeting held on 15 July 2022 were confirmed as a correct record and signed by the Chair.

19. COVID-19 AND INFLUENZA - UPDATES

a) Covid-19 Data Update

Martin White gave a presentation on the latest Covid-19 data. The presentation slides had been included in the agenda papers, but it was noted that the statistics had changed since collation and publication. The presentation provided statistics, including national, regional and sub-regional figures, for the number of infections, hospital admissions and Intensive Care Unit (ICU)/High Dependency Unit (HDU) admissions. It was noted that the number of Covid infections in Reading had increased to 1.4% of the population in the week ending 14 September 2022. The number of new admissions with Covid-19 at the Royal Berkshire Hospital had also increased in the week ending 14 September 2022. These increases were in line with regional and national trends.

The presentation also provided an update on the level of three dose vaccination coverage within Reading. It was noted that there was a high level of three dose uptake amongst older age groups with a lower level of uptake in younger age cohorts. The presentation also provided vaccination coverage data broken down by geographic area (Lower Level Super Output Area level) with areas in Kategrove, Church and Whitley wards highlighted as having lower levels of three dose vaccination coverage. The presentation concluded by giving uptake statistics for the Autumn booster vaccination programme which was being targeted at over 65s. It was noted that the Autumn Covid-19 booster would be offered alongside the annual flu vaccine to older and vulnerable residents.

b) Berkshire West Autumn Covid-19 Vaccination Plan Sept - Dec 2022

Jo Reeves gave a summary presentation on the Berkshire West Autumn Covid-19 Vaccination Plan for September to December 2022. Presentation slides containing further details of the plan had been included in the agenda papers.

The Board heard that there were two strands to the programme. The first strand maintained an 'evergreen' offer of a primary vaccination course which continued to be available at the Broad St Mall Mass Vaccination Centre and at selected community venues. This linked in with the Reading Community Vaccine Champions Project and the Berkshire West Inequalities approach for Autumn 2022 with a particular focus on addressing inequalities and reducing variation in vaccination coverage.

The second strand of the programme focused on offering an Autumn booster to the following JCVI-identified cohorts:

- residents in, and staff working in, care homes for older adults;
- frontline health and social care workers;
- all adults aged 50 years and over;
- persons aged 5 to 49 years in a clinical risk group, as set out in the Green Book;
- persons aged 5 to 49 years who were household contacts of people with immunosuppression.
- persons aged 16 to 49 years who were carers, as set out in the Green Book.

READING HEALTH & WELLBEING BOARD MINUTES - 7 OCTOBER 2022

The Autumn booster was available at the Broad St Mall Mass Vaccination Centre, community pharmacies and most Primary Care Networks (PCNs). The Autumn booster programme had commenced on 5 September 2022 starting with PCNs visiting care home and housebound residents. At the meeting it was confirmed that arrangements had been put in place to ensure care home and home visits in the Reading West PCN area. The deadline for completion was the end of October 2022 and the programme would run to the end of December 2022.

The Board heard that PCNs and pharmacies would be contacting eligible patients inviting them to appointments to receive their Autumn booster. The National Booking System had opened to over 65s, carers, frontline health and social workers and pregnant women, with texts and letters being sent to eligible patients to encourage them to book their boosters.

c) Seasonal Berkshire Influenza Vaccination Campaign - 2022/23

Belinda Seston presented a report on the Berkshire Influenza Vaccination Campaign for 2022/23. The report noted that, due to non-pharmaceutical measures put in place for Covid-19, flu levels had been low throughout 2020 and 2021 and remained low to date in 2022. However, a late increase in activity could not be ruled out in the winter of 2022/23 and, with levels of social contact returned to pre-pandemic norms, there was a strong likelihood that flu levels would increase to match or exceed pre-pandemic levels. It was noted that the potential co-circulation of multiple respiratory viruses (flu, Covid-19 and others) could add significantly to the pressures faced by the NHS in 2022 and 2023.

The report identified those groups eligible to receive the 2022/23 influenza vaccine, and detailed the types of vaccines that would be available to adults and children in different cohorts. The report outline the ambition of the 2022/23 flu vaccine programme to build on the successes of previous years' programmes. It was hoped that the 2022/23 programme would match or ideally exceed the uptake levels of 2020/21 and 2021/22 for each cohort. GPs and school providers were also required to demonstrate a '100% offer' meaning that all eligible patients would need to be offered a vaccine with call and recall mechanisms being put in place to achieve this supplemented by 'opportunistic offers' where pragmatic. The report also identified the need to reach residents living in the most deprived areas, from ethnic minorities and in other underserved communities to ensure as high an uptake as possible within the population as a whole.

The report explained that progress would be being tracked at BOB ICS level at fortnightly meetings. Berkshire West would also be holding monthly Vaccination Action Group meeting where uptake and demographic data would be presented and discussed both in relation to flu and Covid vaccinations.

Pauline Hamilton reported at the meeting that she had personally been unable physically to submit written consent for her child's vaccination but had also been unable to access an online permission facility and so her child had not received their vaccination; Belinda Seston said that she would take this access issue back to colleagues.

Resolved - That the presentations and report be noted.

20. READING COMMUNITY VACCINE CHAMPIONS PROGRAMME - UPDATE

Martin White gave a presentation and answered questions on the Reading Community Vaccine Champions (CVC) Programme. A copy of the presentation slides had been included with the agenda papers.

The presentation explained that Phase 2 extension of the CVC Programme had gone live on 1 August 2022. Contracts and Key Performance Indicators (KPIs) had been agreed with partners for delivery and practicalities were being finalised with specific timelines. The RBC internal governance process had been approved and the Department for Levelling Up, Housing & Communities (DLUHC) had formally approved the extension and new reporting process. Project underspend from Phase 1 had been reallocated to cover costs for Phase 2. The RBC objective was to successfully close the programme at the end of October 2022 including all expenditure with only exceptional deliverables being carried over to the end of the fiscal year to 31 March 2022.

The presentation detailed some of the key risks the programme faced, including that Oxford Health may not be available to support Phase 2 of the programme. It was noted that the programme would need to explore other options to support vaccination clinics. The presentation listed the programme's KPIs noting that it had proved a challenge to meet the '10% increase in vaccination rates across Reading' target but that good levels of project activity had been achieved, including that 32 Champions had been recruited, 33 pop-up vaccination events had been delivered and 10 Community Grants awarded.

The presentation set out updates in respect of the programme's six main workstream areas;

- Data analytics and surveillance;
- Behavioural insights and communications;
- The Community Champions Network;
- Training;
- The Community Grant Fund;
- Outreach and pop-up sites/transport.

The presentation also outlined the proposal to conduct a comprehensive evaluation of the Reading CVC Programme and the programme's financial position.

The meeting noted the successes of the programme, including the valuable insights learned that could be applied to other public health problems. The meeting also noted the importance of partnership working and it was suggested that local Housing Associations, such as Catalyst Housing, would be good partners to bring on board in the future. It was noted that a further update and a report would be taken to the Adult Social Care, Children's Services and Education Committee on 19 October 2022.

Resolved - That the presentation be noted.

21. READING AREA SEND STRATEGY 2022-27 - UPDATE ON PROGRESS

Brian Grady presented a report on the delivery of the Reading Area Special Educational Needs and/or Disabilities (SEND) Strategy 2022-27. A copy of the Strategy was attached to the report at Appendix 1.

READING HEALTH & WELLBEING BOARD MINUTES - 7 OCTOBER 2022

The report explained that the Strategy had last been presented to the Board in October 2021 (Minute 23 refers) and had gone live in January 2022. The Strategy set out how the local area partnership (RBC, BfFC and the NHS) would deliver support and services in collaboration with children, young people, families and carers to meet local needs and national responsibilities. The Strategy had incorporated the positive outcomes and recommendations made following the local area inspection carried out by the CQC and Ofsted in June 2021. The Strategy had been co-produced in partnership and with the help of local parents and children and had also been informed by key national documents including the SEND Code of Practice (2015), National Autism Strategy (2021), the National Disability Strategy (2021) and the NHS Long Term Plan. In March 2022, the Government had launched the national 'SEND Review, right support, right place, right time' (attached at Appendix 2) and a consultation on the Government's proposals had concluded on 22 July 2022. The report noted that the content of Reading's Strategy was in line with the Government's proposals and that the Strategy would continue to be informed by any consultation results that were subsequently announced by Government.

The report summarised the progress made on the 2022/23 action plan. The report noted that the over-riding key performance indicator was that any local area inspection in the future would rate Reading as one of the best local areas in the country for children and young people with SEND and their families. The report explained that to deliver the Strategy seven work strands had been identified. These were:

- Strand 1: Improving communication;
- Strand 2: Early Intervention through to specialist provision;
- Strand 3: Consistent approaches to emotional wellbeing;
- Strand 4: Preparing for adulthood;
- Strand 5: Support for families/short breaks;
- Strand 6: Capital and school places;
- Strand 7: Revenue and funding.

The report explained that activity within each work strand area had been reported on a monthly basis to the SEND Strategy Group. Examples of the type of work carried under each strand were set out in the report, as well as the key priority areas for the next year. Priorities included:

- Recruiting more specialist and trained staff;
- Improving data sharing;
- Reducing waiting times for ADHD and ASD diagnosis;
- Reducing exclusions of children and young people with SEND;
- Supporting young people presenting with Emotionally Based School Avoidance (EBSA);
- Work to clarify pathways and streamline services across partnerships;
- Improving CAMHS capacity and crisis response for children with learning disabilities and Autism;
- Improving the Local Offer and signposting;
- Improving Employment Education and Training for SEND young people.

The Board noted the importance of partnership working and the fact that the Strategy had been co-produced and was being delivered with the help of parents and young people. Pauline Hamilton from Reading Families Forum attended the meeting and

READING HEALTH & WELLBEING BOARD MINUTES - 7 OCTOBER 2022

addressed the Board. She welcomed the opportunity to work with professionals but noted that there was still a considerable amount of work to do. She voiced concern at the number of families that still needed to go to Tribunal, noting that it would be better for families and the Local Authority if more could be done beforehand to prevent this. Pauline Hamilton also identified gaps in the provision of respite care for the families of children and young people with SEND, particularly those aged 18-25, and noted that more practical work was needed to prepare young people for adulthood and support their transition over to adult services.

Resolved -

- (1) That the report be noted and the priority actions for the coming year be endorsed;
- (2) That Brain Grady liaise with Reading Families Forum regarding the number of cases going to Tribunal;
- (3) That the Board's thanks to Pauline Hamilton for her input and for sharing her personal experiences be recorded.

22. FIRE SERVICE WINTER PLANNING FOR VULNERABLE RESIDENTS

Gail Muirhead submitted a report detailing the Berkshire Fire and Rescue Service's (RBFRS) plans to offer advice and support to low-income households and vulnerable residents throughout the winter. The report also looked at how the RBFRS could work with other partner organisations to plan to meet the needs of the community.

The report identified several potential risks caused by increased levels of fuel poverty and noted that with gas, electricity and other prices rising, some vulnerable households might turn to use other, potentially less safe, methods to heat and light their homes to keep costs down over the winter. It noted that households and landlords would also have less money available to spend on routine maintenance and other safety measures. Some of the specific risks detailed in the report included:

- Fires caused by the unsafe use of electric blankets;
- Fires caused by the unsafe use of electric heaters;
- Chimney fires;
- Fires caused by candles;
- Carbon Monoxide poisoning.

The report sought the support of partner agencies to promote awareness of several important safety messages and asked that partner agencies add to their existing pathways and processes where possible. The report asked partner agencies to:

- promote and share safety messages via social media. This could be done by following the RBFRS and sharing winter safety messages across social media platforms;
- promote the RBFRS's Safe and Well visits programme either by direct referral or by encouraging residents to self-refer;
- work together to make every contact count. Partner agencies were encouraged to share respective winter plans so that the RBFRS could signpost residents to other agencies whilst conducting home visits.

READING HEALTH & WELLBEING BOARD MINUTES - 7 OCTOBER 2022

- attend the RBFRS's Adults at Risk Training on fire safety in the home aimed at professionals working in the community. The training was designed to help professionals identify fire hazards in homes and take appropriate mitigations to keep people safe;
- promote and make use of RBFRS Winter Safety leaflets available to partner agencies as printed copies or online.

At the meeting it was suggested that it would be beneficial for the RBFRS to have further discussions with Primary Care Networks to coordinate support and share information to enable the effective targeting of vulnerable patient groups such as the frail, elderly and those living alone.

Resolved -

- (1) That the report and presentation be noted;
- (2) That partner agencies represented on the Board support the RBFRS to promote the activities set out in the report by adding to existing pathways and processes where possible;
- (3) That further discussions take place between the RBFRS and Primary Care Networks to coordinate arranging support for vulnerable patient groups.

23. UPDATE ON ACCESS TO GP SERVICES IN READING

Helen Clark submitted a report and gave a presentation on access to General Practice (GP) services in Reading and the work being undertaken to improve telephone access and build resilience over the winter period. The presentation set out the latest data on access to general practice (GP) services, provided an update on the progress made with the Improving Access Workplan that had been put in place with the Urgent and Emergency Care Programme Board and explained the intention to commission and open a pilot Urgent Care Centre in Reading over the next 18 months. A copy of the presentation slides had been included in the agenda papers.

The presentation noted that the demand for primary care services had been high across the Berkshire West area with an average of 806,560 contacts per month over the last year compared to 771,582 in 2019. At the same time, Emergency Department (ED) attendances by patients with minor illnesses requiring minimal or no investigation or treatment had increased and Westcall had reported a 11-13% increase in activity compared to last year. It was noted that 58% of GP appointments had been taking place in-person compared to 73% immediately prior to the pandemic; this level was similar to the national average and reflected a greater use of remote consultation methods. Results from the national GP Patient Survey had shown a decline in satisfaction levels in relation to telephone access and overall satisfaction levels with GP services had also declined. Both declines mirrored national trends. It was noted that, whilst GP numbers per head of population in the Berkshire West area compared favourably to other areas in the South East region, levels in Reading were less favourable. Schemes were in place to recruit and retain GPs and recruitment through the Additional Roles Reimbursement Scheme (ARRS) had helped to strengthen PCN workforces by recruiting specialist staff including clinical pharmacists, physician associates, social prescribers and paramedics.

READING HEALTH & WELLBEING BOARD MINUTES - 7 OCTOBER 2022

The presentation explained that, following changes to access arrangements during the Covid-19 pandemic and in response to the findings of a Healthwatch Reading report on telephone access, an access improvement plan had been put in place the previous year overseen by the Urgent and Emergency Care Programme Board. Actions from this plan had fed into the same day access workstream within the wider UEC strategy. Progress included:

- Implementation of phone message recommendations and audit, including callback options;
- Implementation of NHS 111 call handler booking;
- Work done with practices to reinstate online appointment booking;
- Piloting of predictive modelling - agreed to continue through Connected Care;
- Implementation of the 'Everyone Welcome' campaign to increase GP registrations;
- Work done with practices to build referrals to Community Pharmacy Consultation Service;
- Practices supported to provide online consultation offer as an alternative to telephone access;
- PCNs engaged in 2021/22 Winter Communications campaign;
- Commencement of an advanced telephony project to improve call handling and reporting functionality;
- Supporting practices to access national training programmes on managing demand/capacity and support/training offered to reception staff.

Work had also been carried to increase capacity. Between November 2021 and June 2022 between 135-250 additional appointments had been commissioned per day across Berkshire West practices of which 50% had been face-to-face. The 2021-22 Winter Access Fund for primary care had also been used to pilot two overflow hubs in Reading between September 2021 and June 2022 providing up to 29 appointments per day of which at least 16 were face-to-face. Consideration was being given to the additional capacity requirement for winter 2022/23. An indication that funding would be available had been received, but the level of funding was expected to be lower than in the previous year.

The presentation provided an outline for the proposed opening of an Urgent Care Centre (UCC) for minor illness in Central Reading. Building on the existing pilot the ICB had commissioned the UCC to run for 18 months from October 2022. The centre, located in the town centre, would be open 7 days a week between 8am and 8pm. The centre would be GP-led but staffed by a multidisciplinary team and would have the capacity to see up to 100 patients per day, including 50 walk-ins and 50 referrals from EDs or primary care. Professionals at the centre would have full access to patient records to enable completion of episodes of care. The centre aimed to reduce the number of unnecessary ED attendances and would support the primary care network by providing overflow capacity. The previous walk-in service would remain suspended with future need to be assessed as part of the evaluation of the original pilot.

The presentation concluded by listing the current areas of focus. These built on the previous actions carried out by the access improvement plan but also included some new areas of focus. Some of the areas of focus included:

- Ongoing monitoring of all access indicators (including reinstated Friends and Family Test) - obtaining feedback and follow-up as appropriate. Working with

READING HEALTH & WELLBEING BOARD MINUTES - 7 OCTOBER 2022

Healthwatch Reading and others to consider how to support intelligence gathering;

- Working with PCNs to use Connected Care data to understand demand and patient utilisation of other services to inform capacity planning. Exploring stratification of on-the-day demand;
- Increasing referrals to Community Pharmacy Consultation Service;
- Complete the advanced telephony roll-out with a further 12 Reading practices due to go-live by end of financial year;
- Contribute to 2022/23 Winter Communications campaign;
- Implement revised delivery arrangements for Enhanced Access with interoperable IT solutions also having potential to support wider PCN resilience;
- Launching a new registration campaign focusing on young males;
- Build peer support approaches to improving access alongside promotion of national training programmes;
- Digital literacy programme to support use of online access methods.

Resolved - That the report be noted.

24. ICB AND ICP UPDATE

Belinda Seston and Catherine Mountford gave a presentation on the development of the Integrated Care Board (ICB) and the Integrated Care Partnership (ICP) in Buckinghamshire, Oxfordshire and Berkshire West (BOB). A copy of the presentation slides had been included in the agenda papers.

The presentation updated on ICB and ICP governance arrangements and gave the following key definitions in relation to the constituent parts of the Integrated Care System (ICS) which had been established following assent of the Health and Care Act 2022:

- **Integrated Care System (ICS)** - a partnership of organisations that come together to plan and deliver joined up health and care services, and to improve the lives of people who live and work in their area.
- **Integrated Care Partnerships (ICP)** - A statutory committee jointly formed between the NHS Integrated Care Board (ICB) and all upper-tier local authorities that fell within the ICS area.
- **Integrated Care Boards (ICB)** - A statutory NHS organisation responsible for developing a plan for meeting the health needs of the population, managing the NHS budget and arranging for the provision of health services in the ICS area.

The presentation noted that the ICP founder members had agreed the ICP Committee membership and that the first meeting of the ICP was planned to take place on 28 October 2022. The ICP had commenced strategy development and formation of the ICP's secretariat was under way.

The presentation explained that the ICB's establishment meeting had taken place on 1 July 2022. At the meeting the ICB Board's governance arrangements had been decided and the Board had received the 2022/23 Operational and Finance Plan, the BOB Green Plan and the System Delivery Plan. It was noted that the ICB Board's next meeting had taken place in public on 27 September 2022 and development of the ICB's website was under way.

READING HEALTH & WELLBEING BOARD MINUTES - 7 OCTOBER 2022

The presentation highlighted the importance of Placed Based Partnerships (PBPs). It was noted that the ICS consisted of three smaller areas known as 'places' with Reading located within the Berkshire West place. 'Place' arrangements would evolve and develop over time, with all three of the Place Directors starting by the first week of October 2022. Councils and Trusts would be asked to devolve decision-making to representatives on PBPs and an update paper outlining the development of PBPs had been submitted to the ICB Board meeting on 27 September 2022.

At the meeting Belinda Seston introduced Sarah Webster, who had been appointed as the Executive Director for the Berkshire West Place within the BOB ICB area and who would attend future Health and Wellbeing Board meetings.

Resolved - That the presentation be noted.

25. BERKSHIRE WEST UNIFIED EXECUTIVE UPDATE

Andy Ciecierski presented a report from the Chair of the Berkshire West Unified Executive which detailed key issues discussed at meetings of the Unified Executive held between June and September 2022. At the meeting it was noted that the Berkshire West Unified Executive could eventually become the Place Based Partnership Board covering the Berkshire West area under the new ICS arrangements.

The report covered the following topics:

- Multi-Disciplinary Team (MDT) - Mental Health
- Additional Roles Reimbursement Scheme (ARRS)
- Heart Failure
- Emotional Health and Wellbeing - Young People
- Intermediate Care Review (formerly Rehab and Reablement)
- ICB Development
- Delivery Group
- Community Nursing Service
- Joint Commissioning
- GP Representation
- Adult Social Care
- Physical Activity

Resolved - That the report be noted.

26. BETTER CARE FUND PLAN 2022/23 PLAN AND NARRATIVE

Bev Nicholson submitted a report outlining the Better Care Fund (BCF) 2022/23 Plan submission for Reading Borough Council.

The report explained that the Reading Integration Board (RIB) had agreed its priorities in June 2022 and the Better Care Fund Plan 2022/23 had been drafted to reflect these priorities. Several key stakeholders had been consulted during the plan's development phase and an initial draft had been submitted to NHS England (NHSE) to obtain feedback. The feedback received from NHSE had been good with a few areas identified as needing improvement. The draft plan had been adjusted to implement NHSE's recommendations and, after receiving sign-off from the Executive Director of Social Care and Health in consultation with the Chair of the Health and Wellbeing Board under

READING HEALTH & WELLBEING BOARD MINUTES - 7 OCTOBER 2022

delegated authority from the Board, the final version had been returned to NHSE on 21 September 2022 ahead of the deadline.

The following documents had been submitted as part of the final return:

- **The BCF Plan Template (2022/23)**- this document set out who was responsible for sign-off, the BCF's income and expenditure, the metrics that had been set along with the rationale and the activities that would be used to achieve them and the four National Conditions. (*Appendix 1*)
- **The BCF Narrative** - detailing the development of the BCF Plan and explaining how the plan met the BCF's objectives. (*Appendix 2*)
- **The Capacity & Demand Plan Template** (not part of the NHSE Assurance process but a mandatory part of submission) - giving an overview of the demand on hospital discharge and intermediate care. (*Appendix 3*)

The report set out the BCF National Conditions for 2022/23. The report explained that the BCF Plan and Narrative documents provided confirmation of how the National Conditions were being met and would continue to be met for the period covered by the fund (April 2022 to March 2023).

The report also set out the BCF national metrics for 2022/23. The four agreed metrics remained the same as those used in previous years as follows:

- **Metric 1: Admission Avoidance** - Unplanned hospitalisation per 100,000 population;
- **Metric 2: Discharge to usual place of residence** - Percentage of people, resident in the HWB, who were discharged from acute hospital to their normal place of residence;
- **Metric 3: Residential Admissions** - Long term support needs of older people (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population;
- **Metric 4: Reablement** - Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services.

The report explained that the national metrics had been aligned with local targets which had been agreed by local system partners based on previous performance. The agreed targets for 2022/23 were set out in the report, which also included details of the initiatives designed to meet them. It was noted that, whilst not a metric for 2022/23, local systems had also been asked to continue to monitor 'Length of Stay' which had been introduced as a new metric in 2021/22 but had not been included in the plan for 2022/23.

Resolved -

- (1) That the content of the Better Care Fund Plan and Narrative for 2022/23, including the National Conditions and Metrics against which the BCF's performance would be measured, be noted and endorsed;
- (2) That it be noted that, having utilised the Executive Director of Social Care and Health's delegated authority for sign-off, in consultation with the Chair of the Health and Wellbeing Board, in order to comply with national

READING HEALTH & WELLBEING BOARD MINUTES - 7 OCTOBER 2022

deadlines outside of the Health and Wellbeing Board's meeting cycle, the final BCF Plan and Narrative for 2022/23 had been submitted to NHS England ahead of the 26 September 2022 deadline.

27. INTEGRATION PROGRAMME UPDATE

Bev Nicholson submitted a report giving an update on the Integration Programme and its performance against the Better Care Fund (BCF) targets covering the period April to June 2022 (Quarter 1).

The report noted that the BCF metrics had been updated for 2022/23 and that targets for each of the metrics had been agreed with system partners during the BCF Planning process (see Minute 26 above). It was noted that the 'Length of Stay' target had been removed for 2022/23 but was still being tracked locally. The four remaining metrics and their outcomes as at the end of June 2022 were as follows:

- The number of avoidable admissions (unplanned hospitalisation for chronic ambulatory care) (Met);
- An increase in the proportion of people discharged home using data on discharge to their usual place of residence (Met);
- The number of older adults whose long-term care needs were met by admission to residential or nursing care per 100,000 population (Met);
- The effectiveness of reablement (proportion of older people still at home 91 days after discharge from hospital into reablement or rehabilitation) (Not Met).

Further details of the delivery against the targets for each metric were set out in the report which also included several performance indicators for local schemes funded through the BCF which demonstrated the effectiveness of collaborative work with system partners.

The report also provided an update on the Reading Integration Board (RIB) Programme Plan which had been developed in collaboration with partners from Health, Social Care, and the Voluntary Care Sector. The four priorities and key projects for 2022/23 were detailed and included seven new projects for the year.

Resolved - That the report be noted.

28. HEALTH AND WELLBEING STRATEGY QUARTERLY IMPLEMENTATION PLAN NARRATIVE UPDATE REPORT

Bev Nicholson presented a report that provided an overview of the implementation of the Berkshire West Health and Wellbeing Strategy 2021-2030 in Reading and gave detailed information on performance and progress towards achieving local goals and actions set out in both the overarching strategy and the locally agreed implementation plans.

The Health and Wellbeing Implementation Plans Update was attached at Appendix A and contained detailed narrative updates on the actions agreed for each of the implementation plans and included the most recent update of key information in each of the five priority areas.

- Priority 1 - Reduce the differences in health between different groups of people;

READING HEALTH & WELLBEING BOARD MINUTES - 7 OCTOBER 2022

- Priority 2 - Support individuals at high risk of bad health outcomes to live healthy lives.
- Priority 3 - Help families and children in early years;
- Priority 4 - Promote good mental health and wellbeing for all children and young people;
- Priority 5 - Promote good mental health and wellbeing for all adults.

Paragraph 2.1 of the report set out details of updates to the data and performance indicators which had been included in the Health and Wellbeing dashboard since the last report.

Resolved - That the report be noted.

29. LOST FOR WORDS - HEALTHWATCH EVIDENCE ON HOW LANGUAGE BARRIERS CONTRIBUTE TO HEALTH INEQUALITIES

The Board received a report by Healthwatch England providing evidence of how language barriers contributed to health inequalities.

It was reported that Healthwatch Reading had been involved in the research for the report, which explored the experiences of people from minority ethnic communities who found it challenging to communicate with the NHS because they did not speak English well or at all and investigated the issues faced by healthcare staff when caring for such people. Having interviewed patients and staff, the Healthwatch report had concluded that people who experienced language barriers struggled at all points of their healthcare journeys. The report highlighted the lack of interpretation support and noted that many people had not been aware of professional interpreters or how to access them. As a result, many people had not received the healthcare that they required.

The report explained that staff, patients and family had made suggestions for change to improve their experiences. These suggestions included the use of automatic alert systems to flag people's language needs, easier access to translated resources and flexible support based on individual needs. The report recommended that the existing guidance for commissioning interpreter services in primary care should become a statutory obligation for all healthcare providers. It also recommended providing more coordinated interpretation and translation services at the new Integrated Care System level.

Resolved - That the report be noted.

30. HEALTHWATCH READING ANNUAL REPORT 2021/22 - CHAMPIONING WHAT MATTERS TO YOU

The Board received Healthwatch Reading's Annual Report for 2021/22 which gave details of the work carried out by Healthwatch Reading in 2021/22. The report explained who Healthwatch Reading were, included a message from the Chair and provided an overview of the past year. Achievements included receiving a national award at the Healthwatch Awards 2021 for a project that exposed the difficulties asylum seekers faced when accessing healthcare. The report detailed the organisation's engagement and support work including Healthwatch's involvement in projects to:

READING HEALTH & WELLBEING BOARD MINUTES - 7 OCTOBER 2022

- Improve access to GP services;
- Create empathy about health inequalities;
- Continue to inform the pandemic response;
- Help the public evaluate new services.

The report also described Healthwatch Reading's public advice and information and advocacy services, set out its financial situation, governance arrangements and summarised future priorities. The report also noted that, as of 1 June 2022, a new provider would be taking over the Healthwatch Reading contract.

Resolved - That the report be noted

31. DATE OF NEXT MEETING

Resolved - That the next meeting be held at 2.00 pm on Friday, 20 January 2023.

(The meeting started at 2.00 pm and closed at 4.37 pm)