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HEALTHWATCH SALFORD (HWS) ANNUAL GENERAL MEETING MINUTES

Tuesday 5th November 2024

2pm

Zoom

Present	Apologies
Board Members Phil Morgan (PM) – Chair J Ahmed (JA) - Vice Chair Yen Tan (YT) Ian James (IJ) Nisa Khan (NK)	Sam Cook (SC) – Chief Officer Zac Wilde (ZW) Amy Lasen (AL) – Volunteer and Involvement Officer
Staff Elyse Peacock (EP) – Knowledge and Support Officer – Minutes. Ali Macleod (AM) – Engagement Officer Mark Lupton (ML) – Engagement Officer	
Company Members Marian Wilson (MW)	
1. Welcome, Introductions And Apologies The Chair (PM) welcomed everyone to the meeting and invited all attendees to introduce themselves. PM then read the apologies and advised of the housekeeping matters.	
2. Confirmation of Quorum and minutes of the last meeting JA read the Confirmation of Quorum statement and confirmed there were enough members present to be quorate and that the Annual General Meeting could go ahead. The AGM unanimously adopted the minutes.	
3. Trustees Report PM then made the following points from his Trustees Report: PM shared how as Chair he was immensely grateful for the contributions from staff, the board and volunteers which allow to ensure the voice of patients and the public are heard within health and care provision within Salford. Staff - PM explained how our role is based on our team of staff: Sam Cook, our Chief Officer, Mark, Elyse, Ali and Amy. Amy joined us earlier in the year as our Volunteering Officer. Lara Mills, our Mental health engagement worker, left us during the year. Lara leaves with our thanks for the work she has done and our	

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best wishes for the future. As a result of her departure, and our changing funding, we decided not to refill her time-limited post.

Volunteers – PM thanked our volunteers who bring their experience and enthusiasm to our work as a Healthwatch. And shared how they allow us to do more, with deeper understanding of the issues faced by patients and public alike and gain insight and understanding as part of our commitment to ensure volunteer development.

Board – PM went on to say how Healthwatch Salford also relies on our Directors to provide strategic leadership and good governance. One departure during the year was our Vice Chair Rimpay Bhatta, who has gone on to become the Chair of Mind in Salford. She goes with our profound thanks for her role as Vice Chair, Board Member and Chair of our Finance Committee and our best wishes for the future. PM shared how he was grateful to J Ahmed for becoming our new Vice Chair and that he is pleased to welcome two new members to our Board – Ian James (IJ) and Zac Wilde (ZW). Ian is the Managing Director of Conspicuous Marketing and Zac has been an active member of our Men's Mental Health Commission. PM added how we are still open to new Board Members and if you are interested, please indicate during or after this meeting.

We remain well governed and compliant with the Healthwatch England Quality Framework for good governance. We hold annual Chair and Board Member appraisals.

Contract – PM was pleased to confirm that we were successful in bidding for the "Healthwatch Salford" contract through an open tender process. This allowed us to work with Salford CC on updating the contract and review how best we fulfil the requirements of the Council. The contract is now in place for 5 years with a further 2 years option for extension.

Salford - Healthwatch Salford continue to participate at the main three Salford based Boards covering health and social care – the Integrated Care Partnership Committee, and Health and Wellbeing Board, which Sam attends – and the Health and Adults Scrutiny Panel, which PM and JA attend. They also attend many other related Boards and Groups within Salford.

Greater Manchester - The creation of the Greater Manchester Integrated Care Partnership has resulted in changes both locally and regionally. As previously reported the financial position of the Partnership continues to remain a matter of deep concern, as will the likely impact on provision of services over the next few months. Our role in ensuring an understanding of the impact of cuts in services will become more important as a consequence. For Healthwatch in Greater Manchester we now have a full-time Chief Officer and a Chair supporting our collective work. There is now a Healthwatch in Greater Manchester website and publication of projects across the Greater Manchester area as a whole.

Northern Care Alliance - The drop from 'outstanding' to 'requires improvement' of the Northern Care Alliance was of profound interest to patients, the public and us

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at the four Healthwatch covered by the Alliance. Despite various promises the Partnership Board, set up to allow communication and accountability of the Alliance to the Healthwatch, has again fallen into abeyance. Having written, again, on behalf of all Healthwatch, PM was pleased to report he is meeting the Alliance with two of his fellow chairs to discuss a reboot of the Partnership Board.

GMMH - Likewise the successive downgrades from the GM Mental Health Trust to requires improvement and then inadequate are of deep concern. The Panorama investigation into Edenfield showed a toxic mixture of bullying and indifference for some of our most vulnerable citizens. We now meeting on a quarterly basis with the Trust alongside our fellow Healthwatch and have emphasised the importance of listening to patient voice, the top priority of the Shanley Report. PM was pleased to report that new patient and carer structures have been set up by the Trust.

Funding - Our funding from Salford City Council has remained at the same level since 2014. Through both ad hoc funding for projects and the time taken to fill staff vacancies we have built up a good level of reserves. However, inflation has slowly taken its toll and we have a net drop in reserves during the past year. Whilst reserves are still at a healthy level for now, we have started discussions with the City Council about our funding going forward. These issues are not restricted to our Healthwatch alone. Nationally Healthwatch England have identified the cumulative losses faced by all Healthwatch over the past few years and are starting a conversation with the new Government about how best we are funded and commissioned.

Future - The election of a new Government offers an opportunity to review funding for our health and care systems. Our role remains to ensure that funding is well spent, with patient and public voice at the forefront on decisions on services.

4. Highlights from and Adoption of Annual Report

The staff team talked through highlights from the Annual Report April 2023 – March 2024.

- 2113 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.
- 3062 people came to us for clear advice and information, about topics such as mental health and the cost-of-living crisis, via our information and signposting service and our website.
- The National Centre for Diversity listed us as Number 38 in the Top 100 Most Inclusive Workplaces Index 2023.
- We're lucky to have 5 board members and 16 volunteers who gave over 225 hours of their time in the past year, to make care better for our community.
- We published 4 reports, about the improvements people would like to see in health and social care services. Our most popular report (most views on our website) was our Updated Home Care Report which looked at the home care service provided in Salford, i.e. the provision of care workers providing care for people who receive support in their own home.

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- We launched the Men's Mental Health Commission in Salford. It is a group of male volunteers, who aim to explore what support is available for men and what could be improved. With this report being published in the next few weeks.
- We held our Health Fair at Eccles Town Hall, a drop-in event which gave members of the public the opportunity to speak to health and care services in Salford about their experience, and had over 200 attendees.

How we've made a difference in the community:

- 50% reduction in the number of 15-minute home care visits in Salford.

Our Home Care report looked at the home care service provided in Salford, i.e the provision of care workers providing care for people who receive support in their own homes. The visits have been replaced over the period through an increase in 20 and 30- minute visits.

- Giving the public an opportunity to speak to services face to face.

Our Health Fair gave the people of Salford a chance to speak to health and care organisations in Salford and share their experiences directly with them. Some members of the public may not want or be able to share their feedback with services online or via email, so the event gave those people an easier way to have their voice heard. With over 200 attendees, the Health Fair was such a success that it was organised again for June 2024, with plans to make it a repeat annual event.

- We built connections with marginalised groups in Salford, to hear their voices.

We successfully made 45 new contacts in the first quarter of the year. Among these, 19 were community groups that were established to support individuals from marginalised backgrounds. These included groups that cater to people who identify as asylum seekers and refugees, those who identify as LGBTQI+, individuals from different religious backgrounds, people of all ages, those who are disabled, and people from various ethnic backgrounds. These new connections enable us to hear their experiences about health and social care in Salford.

IJ thanked the staff team for their hard work this past year.

The Annual Report was adopted.

5. Adoption of Accounts and Independent Examination

PM asked if there were any questions regarding the accounts. None were raised.

The accounts were then adopted.

6. Re-Election of Trustees

JA noted that there are no trustees up for re-election this year.

The AGM appointed Zac Wilde and Ian James to the board of trustees, including two proxy votes.

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7. Responses to questions

PM stated that there were no questions submitted in advance and no attendees had further questions.

8. Close of AGM

PM thanked all for attending and brought the meeting to a close.