

**HEALTHWATCH SALFORD BOARD MEETING MINUTES**  
**11<sup>th</sup> November 2020**

**Part 1**  
**10:00am – 11.30am**  
**Zoom Video Link**

Item	Actions
<p><b>Welcome and Introductions</b></p> <p><b>Present:</b> Phil Morgan (PM) - Chair Alex Leach (AL) J Ahmed (JA) Sam Cook (SC) Elyse Peacock - (minutes) (EP) Jacqueline Leigh (JL) Kate Simpson (KS)</p> <p><b>Apologies:</b></p> <p>Board agreement under 41(6) of HWS constitution to the Board meeting being conducted by electronic means.</p>	
<p><b>1.1 Minutes of the 9<sup>th</sup> September Board Meeting</b></p> <p>Approved</p> <p><b>1.2. Action Log update</b></p> <p>All updates complete. David Backhouse's funeral has taken place.</p>	
<p><b>2. Declaration of Interest</b></p> <p>None</p>	

<p><b>3. Chairs Report</b></p> <p>PM went through his Chairs Report sent in advance to the Board and discussed three points in more detail.</p> <ul style="list-style-type: none"> <li>- Recruitment of trustees. Currently advertising and 4 potential new applicants have come forward. PM explained how we need to ensure we are clear about the role and the time commitment required to those who apply.</li> <li>- Part 1 and Part 2 of the Board Meetings are to allow members of the public to attend Part 1 of the meeting to allow transparency. Questions can be sent to the Board in advance but must be made clear that it is not an open forum. Part 2 of the meeting is where more confidential items can be discussed such as HR or health and safety as it will allow compliance with GDPR. Discussed changing the names of the meeting to the Public and Business Board Meetings. And whether the Public meeting could be recorded and then uploaded to the website to allow anyone to access it. AL to describe the differences of Part 1 and Part 2 and when relevant subjects should be raised going forward in a document.</li> <li>- NCA Partnership Board. PM raised the issue of the suspension of the Board and the need to have a forum with them to discuss issues. In the event of the next meeting not taking place he proposed a joint letter to the NCA about the partnership board.</li> </ul>	<p>AL</p>
<p><b>4. Chief Officers Report</b></p> <p>AL explained to the Board how all the team are still working from home, with this working efficiently and effectively.</p> <p>AL then ran through his Chief Officers Report and opened them up to the Board for questions or comments:</p> <ul style="list-style-type: none"> <li>- Governance - The Quality Assurance Framework has been issued by Healthwatch England, this will be for the Board to monitor and review, helping to plan ahead for future months.</li> <li>- Women's Health Report - This report is now completed and is with Yellow Jigsaw for the design and PR element. Comments have been added from Salford CCG and Public Health. Once the report is</li> </ul>	

<p>complete it will be shared with the Board and will be uploaded onto our website.</p> <ul style="list-style-type: none"> <li>- The COVID-19 Insight Project has been launched. This project will be run on a monthly basis with a report created at the end of each month showcasing the results. October's report will be on the website shortly.</li> <li>- Healthwatch England launched a project on Digital Inclusion in Primary Care. AL plans to use their methodology to work on a project that looks into this with Salford CCG.</li> <li>- Healthwatch Salford Community Forums have been running well, with guests speakers from the North West Ambulance Service and Salford CCG.</li> <li>- Salford's Big Reset Conversation - We have been helping Salford CCG promote this survey across our social media channels and in our newsletters.</li> <li>- NCA project on What Matters To Me - We have been working on with our volunteers and have given some very useful feedback.</li> <li>- Volunteers have been helping with the research and readers panel, reviewing reports and work and giving feedback.</li> </ul> <p><u>Staffing and Volunteers:</u></p> <p>Recruitment for all three roles are now complete and HR processes are underway. AL thanked the Board for their help with the shortlisting and interviews.</p> <p>The National Centre For Diversity report will be shared with the Board shortly along with any actions that have been suggested.</p> <p><u>Feedback and Signposting:</u></p> <p>The new website has launched and AL thanked EP for her work on the website. AL explained that we are looking at new ways of reporting more clearly what feedback we are receiving from the public.</p> <p>SC asked if those who work within Social Care have been invited to the Community Forums. AL explained how the next speaker at the Forum in December is from the Carers Forum but welcomed suggestions on who to invite to future ones.</p>	
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<p>JL asked how do we plan to engage with those who are digitally excluded. AL described how we would work with the HWE framework that they have recommended and speak with staff who work within primary care.</p> <p>KS asked whether we have seen a drop in survey responses since COVID-19 began. AL explained how our survey response levels have been very similar to Salford CCG's but that they were still a reasonable amount and that there are plans to use more of the marketing budget on paid social media posts to promote higher survey responses.</p> <p>KL asked whether we plan to organise anything for our volunteers over Christmas. AL said how ML and EP plan to organize an online festive event for the volunteers in December. JA said how he would like to invite the volunteers to his poetry event in December and would send over the details to be shared with the volunteers. JA also asked if details of future Community Forums could be shared with him to promote.</p> <p>PM added that he acknowledged the hard work from the team recently and the solid work that has been done.</p>	
<p><b>5. Business Plan Update</b></p> <p>AL talked through the Business Plan update sent to the Board in advance. He explained how due to capacity not all of the projects can be run at the moment, such as the Wheelchair Access in Salford project which will be look at in January.</p> <p>AL said how he felt that it was perhaps not the right time to run the Voluntary Sector project due to the sector working very differently at the moment but welcomed thoughts from the Board. JA suggested that now would be a great time to run the Voluntary Sector project as it would capture the success of their adaptations. SC suggested that perhaps the project could be split into two, with a report done during the current climate and one once some normality has resumed.</p>	

<p><b>6. Lone Working Policy</b></p> <p><b>6.1 Recruitment Policy</b></p> <p>KS said how it was challenging for her to commit to helping with the recent interviews as she is not able to have that much time out of work and suggested could external HR support help with any future interviews. SC added that is in a similar position and was unable to help on these occasions.</p> <p>It was agreed by the Board that for any future recruitment the shortlisting would take place in the panels own time and they would come together to discuss the outcomes in a short meeting. The interview panel would consist of AL, PM (or a nominated Board Member) and ideally a colleague from a GM Healthwatch who is in a similar role.</p> <p><b>6.2 Delegation of Authority to the Chief Officer</b></p> <p>No questions or comments from the Board. Agreed by the Board.</p> <p><b>6.3 Decision Making Policy</b></p> <p>No questions or comments from the Board. Agreed by the Board.</p> <p><b>6.4 Health and Wellbeing Policy</b></p> <p>AL thanked KS for sharing her Health and Wellbeing Policy. KS suggested that this policy is made into a user-friendly format and shared with new employees. AL agreed that this would be done.</p>	
<p><b>7. AOB</b></p> <p>AL explained how (as mentioned in the Chief Officers report) that AQuA have asked for a Safer Salford Lived Experience Panel to be created which would cover two themes; Care Homes and GP Providers. AQuA have asked for us to host the panel internally and a worker from Salford CCG which is funded till March 2021.</p> <p>KS and JA said how they felt this was a great opportunity and support this.</p> <p>Agreed by the Board.</p> <p>PM added that he was very pleased with how the AGM went and how interactive it was, he thanked the team for their work in organizing it. SC added that she was really pleased with the turnout and JA suggested that depending on our situation next year whether the AGM could be held face to face but have the option for guests to join online to observe too.</p>	

<b>Next Meeting</b>  TBC	