Interim Chairs Report 3rd October

North West Healthwatch meeting 30th September

* There was a presentation from the [Chartered Society of Physiotherapy](https://www.csp.org.uk/). This outlined their role including the [Stronger My Way](https://www.csp.org.uk/campaigns-influencing/campaigns/stronger-my-way) campaign.
* There was also a presentation from NHS England on their [Peer Leader Programme](https://www.england.nhs.uk/blog/building-on-lived-experience-and-becoming-a-peer-leader/). This supports people becoming peer leaders, including a National Group where peer leaders are paid for their time.

Healthwatch in Greater Manchester meeting 30th September

* Dentistry update – continuing to be challenging. 1000 calls per week received – 30% are apparently abusive. We will share information within the HW in GM network.
* ICS update – meeting held in September with ISC leads went reasonably well. Some updates to the draft Partnership Agreement to help them understand our role better. A further meeting is due on 10th October (which I think Sam is attending) with the intention of finalising agreement before the Louise Ansari visit to Greater Manchester on 19th October.
* Edenfield – We agreed in principle to issue a shared statement on our websites. The draft has been circulated this morning and subject to changes covering contact numbers will be shared early tomorrow.
* Lived Experience Panel – this is a proposal for HW in GM to will be set up an Elective Care Lived Experience Panel which will cover strategic rather than personal issues for attendees. Sam and I briefly discussed this and she will identify any Board Members or volunteers who might be interested in joining the Panel (if agreed).
* Distilling our mental health and children’s services priorities. These were the two areas suggested by the ICS for HW to focus on this year (and overlap with our own Business Plan priorities). This process is on-going and Sam will complete our return alongside others for the next meeting to consider.
* ICS Strategy Phase 2 – following some discussion the ICS have agreed that Healthwatches gather feedback on ICS priorities through their own events (which we have already planned). We will get a share of the £10K available for this work.
* Healthwatch in Greater Manchester have received an invitation to attend the Integrated Care Partnership (not the ICB). Heather Fairfield, who shared the similar Health and Social Care Partnership role with me, will be the HW in GM rep.

HWE Chairs and Board members meeting 3rd October

* Sir Robert Francis attended what is likely to be his last Chairs and Board Members meeting as HW England Chair. There is a shortlist of replacement candidates although interviews will be deferred to November. There is likely to be a gap between his departing and a replacement and a CQC non-executive Director will cover the Chair role during the interregnum.
* There was discussion about winter pressures and references to plans in place to manage this.
* There was also discussion around the current ICB situation for Healthwatches with a wide spread of experiences. One of the issues faced by other Healthwatches is a more limited ‘observer’ status. HW England will continue to encourage non-voting participant status (which is what we have in Salford). The Annual survey did cover this area although how public this will be made remains to be seen.
* The cost of living crisis also featured, in terms of impact on patients and public (limited so far but may pick up in our signposting and intelligence work), on individual Healthwatches responses and finances (which we’ve covered separately) and potentially on wider funding for Healthwatches nationally and locally in funding cuts likely to be announced in November. For now we will continue to share information with Healthwatch England about the impact of the crisis on our work.