**HEALTHWATCH SALFORD BOARD MEETING MINUTES**

8th August 2023

Part 1 – Meeting held via Zoom

3pm – 4pm

Zoom Video Link

Attendees

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| Name  | Designation  |
| Phil Morgan (PM) – Chair | Board Member (Chair) |
| Rimpy Batta (RB) | Board Member (Vice-Chair) |
| J Ahmed (JA) | Board Member |
| Sam Cook (SC) | Chief Officer |
| Elyse Peacock (EP) - Minutes | Knowledge & Support Officer |
| Scarlett Ash (SA) | Volunteer and Involvement Officer |
| Holly Mansoor (HM)  | Engagement Officer  |

Apologies

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| Name  | Designation  |
| Mark Lupton (ML) | Engagement Officer |
| Ali Macleod (AM) | Engagement Officer |
| Nisa Khan (NK) | Board Member |
| Yen Siang-Tan (YS) | Board Member |

**Part 1 (Meeting via Zoom)**

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| **Item 1 - Welcome and Introductions** |
| PM welcomed everyone to the public Board Meeting and allowed each person to introduce themselves. |
| **Item 2 – Minutes and Action Log** |
| PM asked if the minutes from the 27th June Board Meeting were accurate. All Board Members agreed. Action Log – All actions can now be closed, except the ongoing action for the Salford Board and meeting structure being added to the website. |
| **Item 3 – Declaration of Interest** |
| None. |
| **Item 4 – Questions from the public** |
| No questions from the public had been submitted in advance. |
| **Item 5 – Chairs Report**  |
| PM discussed some of the points from his Chairs Report.PM noted the ongoing issues with GMMH and their repeat CQC visit. Having regular meetings with the Northern Care Alliance and due to meet the new Greater Manchester HW Chair soon.The GM Healthwatch Annual Report has now been published and has been included in SC’s Chief Officer Report. The new Chair and Chief Officer for GM Healthwatch are starting shortly. JA asked what Healthwatch Salford is doing about mental health services in Salford should somebody ask him. SC explained how this will be covered in more detail in her Chief Officer Part 2 papers, but following the latest CQC inspection SC has come up with some suggestions of what we can do. One of the suggestions includes more engagement with mental health services and asked the board what they would like to do. PM shared that we should do something with Woodlands, but that we should look at exactly what that is once we know our resources. JA suggested that we talk to the staff and offer anonymity with the feedback that they share. SC agreed that we need to raise our profile with both patients and staff within those services. |
| **Item 6 – Chief Officer Report** |
| The staff team first gave updates on the work they had been doing since the last board meeting.SC gave an update on behalf of ML’s work, which included an update on the Q1 engagement project, with a follow-up report to be produced shortly. ML is working on the Salford Men’s Mental Health Commission and a meeting with those who fed into the Mind Over Matter project about the next steps. Silent Voices is still ongoing, working closely with the Northern Care Alliance. The GP report project follow-up timing is dependent on resources and finding the most appropriate time of year given the challenges over winter in GP practices. SC gave a report on behalf of AM’s work, work has begun on planning for the Young People’s Mental Health Project, with the approach being ethnographic research, with a meeting planned with commissioners in September. The Homecare follow-up report is now published and included within the papers, with positive responses to the recommendations. SA gave an update on her work, including the Safer Salford Lived Experience Panel which is coming to an end. The six volunteers who have been on the panel are still Healthwatch Salford volunteers and are being offered volunteer opportunities. In July there were lots of volunteer activities, including the Have your say Health Fair event and the readers panel, giving 40 hours of their time. Three volunteers have left, but three new volunteers have joined. SA shared positive feedback from some of the volunteers. HM shared an update on her work with Community Mental Health Teams and the themes that she has found from 27 stories, which have also been shared with the management of CMHT. These themes included how they preferred face-to-face appointments to over-the-phone, and issues around appointment letters. JA raised a point about making sure service users are involved in all steps, including recommending improvements and changes.EP shared her update on her work, including keeping up the momentum from the Have Your Say Health Fair on social media which had had a positive impact on engagement. EP had to postpone the most recent Intelligence Subgroup meeting due to low attendance and is now working with SA to get more volunteers involved in the group to prevent this from happening again. EP is also working on updating the website with more useful information and making it more Salford-relevant. EP is now the Well-being Lead for Healthwatch Salford and as part of this role, she is organising the monthly staff well-being huddles, which this month involved litter picking in Eccles, followed by an informal coffee and catch-up. The AGM is now booked at the Salford Innovation Forum for Tuesday 17th October 2023.JA commented on how much he liked the idea of the staff well-being huddles. SC reflected on the Team Away Day in July, and how the team reflected on the work we had done and plans going forward. And that we have achieved the GM Good Employment Charter supporter status and that we plan to work towards the next level. PM thanked the team for their updates. |
| **Item 7 – EDEI**  |
| SC gave an update on the EDEI action plan, which will be reviewed by the team at the next Team Meeting to get their ideas. This will then be made into a document published to the public. SC is going to work on a mission statement for the EDEI action plan and asked if the board had any suggestions for this to be emailed over to her. Progress noted by the board.  |
| **Item 8 – Volunteer Strategy** |
| SA presented to the board her SWOT analysis for the Volunteer Strategy, which included why we have volunteers, the value they bring to the organisation, and how they get involved. The Volunteer Strategy will be presented at the next board meeting and then shared publicly. RB thanked SA for her presentation. RB asked if volunteers are given a confidentiality agreement for if they leave. SA explained within the volunteer agreement as part of the on-boarding process this is covered.  |
| **Item 9 – Representative’s Feedback** |
| JA shared how the Scrutiny Panel are still formulating how it is going to work with the change in Chair. PM will be joining the next one in September. RB is on the Salford Autism Partnership Board, the Chair has asked for someone who is keen to be involved as a lived experience champion for Salford and has passed this on to her colleague in GM.  |
| **Item 10 - AOB** |
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**The next meeting will be held TBC 3pm – 4pm, via Zoom.**