**HEALTHWATCH SALFORD BOARD MEETING MINUTES**

14th September 2022

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) |
| J Ahmed (JA) | Board Member |
| Rimpy Batta (RB) | Board Member |
| Sam Cook (CK) | Chief Officer |
| Holly Mansoor – (minutes) (HM) | Engagement Officer |
| Nisa Khan (NK) | Board Member |
| Scarlett Ash (SA) | Volunteer and involvement Officer |
| Ali Macleod (AM) | Engagement Officer |
| Yen Siang-Tan (YS) | Board Member |

Apologies

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| Name | Designation |
| Jackie Leigh | Board Member |
| Mark Lupton (ML) | Engagement Officer |

Part 1 (Meeting via Zoom)

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| **Item 1 - Welcome and Introductions** |
| PM welcomed everyone to the public Board Meeting and introduced YS, potential new Board Member of Healthwatch Salford. All the attendees greeted YS, YS introduced her current role and interests in community engagement.  There was a one minute silence in memory of Queen Elizabeth the Second. |
| **Item 2 – Minutes and Action Log** |
| The minutes of the previous Board Meeting were agreed. PM discussed the actions from previous meeting. SC shared that the annual report had been shared with Counsellor Morris, but the GP project has been delayed and that report will be shared once completed.  PM commented on the action Valerie, a member of the public and a volunteer, had brought to the previous meeting regarding Healthwatch involvement in the meeting for the ambulance service for the Salford Patient and Public Panel, GM and Northwest. SC shared that she has conversed with Valerie that this is being looked in to. ML was attending Northwest Ambulance service AGM, SC has been in contact with Sue, Chair of Healthwatch Stockport about transport in GM. SC stated the patient panel is no longer running, although the patient transport is. SC shared that she will continue to look into this. |
| **Item 3 – Declaration of Interest** |
| No declaration of interest. |
| **Item 4 – Questions from the public** |
| No members from the public. |
| **Item 5 – Chairs Report** |
| PM discussed the ongoing situation at GM level for Healthwatch, they are continuing to make progress with having a collective regarding finance and recognition. Yet, nothing is signed and confirmed.  At a local level on Salford locality board, Healthwatch Salford have been stated as a regular attender, this is a new arrangement set up by the integrated care board. Regular attender status means that they will be aware of what is happening but not part of decision making which enabled criticisms.  PM noted JL resignation of vice chair and a member of the board and thanked her for her contribution to Healthwatch Salford after 5 years with Healthwatch Salford.  PM discussed appraisals and their completion, the outcomes of these will be discussed in part 2 of the meeting.  The Northern Care Alliance to note that an appointment of a new chair has been achieved, PM shared he will aim to email them congratulating them and offering to meet up to make introductions. PM noted the help of the departing NCA contact, Andrew, who resurrected the partnership board which allowed partners to have a voice.  NK asked if somebody would be taking over the role of Andrew after he had departed. PM explained that this is not clear at the moment, but he will email reminding of the role’s importance. 6 |
| **Item 6 – Chief Officer update** |
| SC introduced the team update and ML work on the d/Deaf Champions and the upcoming HWE engagement event which is arranged for the 19th October where Louise Ansari and Sir John Oldham will attend from HWE.  The GP project time scales have been reviewed and the report is now arranged to be published 3rd October. Mind Over Matter project is live and has been extended up to 25th September due to annual leave and other setbacks. The focus on this survey is reaching out to minority communities. The final report is aimed to be in November/December. Pharmaceutical Needs Assessment is in the process of recruiting a volunteers readers panel to assist with a collective response from HWS.  AM shared that the Homecare report has been published and completed in August. AM has begun the Enter and View project with the focus on care homes. Discussed being in contact with the CQC to understand what work has already been done to avoid duplication. AM shared her work with SA recruiting volunteers to work on the project. AM has been involved in a cancer JSSNSA (joints strengths and strategic needs assessment) being a representative for HWS. AM continues to cover part of EP role whilst she is on maternity, she has been doing the e-bulletin.  SA shared her work and interviews for the enter and view project with AM. Expressed difficulties with the Lived Experience Panel due to the time of year and annual leave, plans are now to meet virtually in September and in person in November. Feedback from the volunteer who is a lived experience panel member about communication and highlighted that they did not receive updates from the project lead. This allowed for feedback to be shared with AQUA. On Youthwatch there was a volunteer induction with a young person who heard of HWS through the Life in Salford magazine. Plans are now to create a bespoke volunteer role for the individual. A video report for the Speak up Salford fund will be created and an internal evaluation of how the project went and will share this in a future board meeting. SA shared volunteer hours of involvement and some positive feedback from a volunteer which was involved in the GP project.  HM shared the update on the Living Well project, feedback overall being very positive towards staff members. A leaflet has been created for Living Well to show the outcomes of the work. Living Well has been submitted for the HWE award. HM updated on the CMHT work and attending meetings to get this progressed. HM shared that there are 3 people who have shared their Living Well journeys and showed interest in being involved in the lived experience of Living Well which will support with design of the service.  SC commented on the support from the team whilst EP is on maternity leave. SC stated some changes to the Libraries Listening Tour which will continue in September, the engagement event will involve staff moving around the library rather than being stable, in hope that they gain more engagement.  Yellow Jigsaw (YJ) continue to pick up social media whilst EP is off, the team are also posting on social media. Due to the volume of work due to EP being off, YJ went over usual hours by 5 more.  SC shared that she will be having a meeting with Jon Turner from HWE about the progress against the quality framework.  Investors in Diversity Surveys will be sent out for the board and staff team from next week.  SC shared all meetings which she attends.  RB commented on the innovative work the HWS team are doing. NK agreed with RB, pleased to see the impact HWS are making. NK asked for clarification on the pharmaceutical needs, SC shared that it was a survey that ML circulated to the wider public and pharmacy contractors and explained the pharmaceutical needs assessment.  RB shared in her ICS area; she attends a pharmacy working group which looks into the pathway from primary care to secondary care. RB shared that what she is not seeing locally is people accessing local pharmacies to remove pressure from primary care.  SC aims to work with public health closer to align communications.  YS asked SA how HWS show appreciation to volunteers for all of the that work they do. SA shared how their efforts are recognized and what plans are in place. |
| **Item 7 – Home Care Report** |
| AM shared a presentation on the Home Care project and report which included recommendations to the service for improvements.  NK asked if there is a process to review the service in a year or two to help drive demonstration of change. AM said there would be a benefit to this but it will be up to the Board to decide this.  RB agreed it is good practice to review progress in the future, commented that she is pleased to see carers mentioned separately. RB asked if AM had used services of shared lives, which is a program from local authorities which offers respite to carers. RB also pointed out that in her ICS area they work on ‘dare to care’, recruiting volunteers who have interest in developing a career in health and social care.  SC followed on RB point about shared lives, Salford have similar called Adult Placement.  YS agreed it was a positive report, she asked AM about specific data about those who answered ‘unsure’ on the question ‘do you find office staff helpful?’, AM confirmed that this was those who were unsure if they were helpful.  JA agreed with the points made on checking in on progress of recommendations further than 6 months. |
| **Item 8 – Representatives Feedback** |
| PM mentioned the report from himself and JA from the Health and Social Care Scrutiny Panel meeting, continuing to encourage them for new structures and patient and public engagement.  RB asked if PM is involved in the integrated care strategy with the ICB. Mandated that Healthwatch are involved with this, RB local Healthwatch do a model around engagement with communities, RB asked if PM had been asked to do this with the GM collaborative. RB also asked if PM had been involved in Fuller workshops which is around primary care. PM said he had not encountered Fuller workshops and discussions were ong-oing within Healthwatch in Greater Manchester about the links with the ICS and strategy. |
| **Item 9 – AOB** |
| YL shared her enjoyment for the meeting and her involvement in part 1 of the Board Meeting. |

**The next meeting will be held on Wednesday 7th December 2022 – 3pm – 4pm , via Zoom.**