

## HEALTHWATCH SALFORD BOARD MEETING MINUTES

7<sup>th</sup> December 2022

Part 1 – Meeting held via Zoom

3pm – 4pm

Zoom Video Link

### Attendees

Name	Designation
Phil Morgan (PM) – Chair	Board Member (Chair)
J Ahmed (JA)	Board Member
Rimpy Batta (RB)	Board Member (Vice-Chair)
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
Mark Lupton (ML)	Engagement Officer
Yen Siang-Tan (YS)	Board Member
Valerie Ivison (VI)	Member of the public
Geoff Yates (GY)	Member of the public
Nancy Griffin (NG)	Member of the public

### Apologies

Name	Designation

### Part 1 (Meeting via Zoom)

Item 1 - Welcome and Introductions
PM welcomed everyone to the public Board Meeting and allowed each person to introduce their selves.
Item 2 – Minutes and Action Log
PM asked if minutes from 14 <sup>th</sup> September Board Meeting were accurate. All Board Members agreed.
SC discussed the action log from the previous Board Meeting. SC discussed the action regarding the Ambulance Patient and Public Panel, SC explained that she had spoken with people GM footprint services are aligned with this. Northwest ambulance service has a patient and public panel which is open for all members of public to join. SC explained that there is a representative from GM Healthwatch network, a colleague from Healthwatch



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Stockport, who liaises with the Ambulance Service and there has been a request for an update from the panel. SC discussed it is something Healthwatch are trying to be involved with, not particularly Healthwatch Salford at this moment. VI shared her thoughts on importance of representing people of Salford and giving people a voice. VI asked who represents Salford on the committee, SC stated it is not a Salford committee but a GM committee. VI asked if she could have information about the committee.

ML discussed that the previous committee that VI was involved in was hosted by the CCG, which is no longer existing in the same form, this is an explanation for why things have changed. ML shared that the Northwest Ambulance Service run a patient forum which is a great way of discussing services and HWS are aiming to establish contacts. ML advised VI that it would be good for members of the public to feedback experiences of patient transport to us and we can link in with chair of Stockport who sits on the committee.

**Item 3 – Declaration of Interest**

YS shared that she is a Board Member for Salford CVS, if anything related to that topic arises YS will exclude herself from the discussion.

**Item 4 – Questions from the public**

VI shared an experience of being at a Carers group and the attendees not being aware of Healthwatch and what it does. VI asked how Healthwatch can raise their profile and let more people know about it. ML thanked VI for this point and explained that it is on the radar for the new year to try and raise engagement and profile of Healthwatch Salford.

PM shared that the point is well taken and pointed out that Healthwatch Salford received nearly half of the funding they should have when Healthwatch was set up which put a strain on resources.

**Item 5 – Chairs Report**

PM outlined main points of his Chairs Report for Part 1 of the Board Meeting.

PM gave overview of Edenfield Centre mental health care facility, which was on Panorama, he shared that it is receiving the highest level of intervention available from NHS England. PM attended the GMMH Partnership Board on behalf of Sam for the Foundation trust, there are several actions taken from this including Healthwatch being clear of their role within this.

PM stated that there is an ongoing CQC inspection which hasn't been formally reported yet but some letters which concern this have been shared in the public domain.

PM added that he has raised on behalf of HW affected by NCA the need to reintroduce the Partnership Board which exists for Healthwatch to raise concerns with it. PM shared he had received apology for this not being active at present but has yet to receive notification of a future date.



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RB asked for an update on why the CQC report for Edenfield may not be published, PM explained that the report has not been published but not been put in public domain. HW colleague has asked if it will be put in the public domain and is yet to receive response. CQC will be in public domain but has not been published yet, PM shared that at the AGM HWS discussed that when the CQC report is published it will be shared on the Healthwatch Salford website and shared with members.

#### **Item 6 – Chief Officer Report**

SC gave an overview of the Chief Officer report. SC clarified that the Investors in Diversity award is an award that Healthwatch Salford has already been accredited and the aim is for reaccreditation.

SC allowed the team to give an update on their work. ML discussed his work including the Deaf Champion event which was successful and had attendance from Louise Ansari and Sir John Oldham from Healthwatch England. ML shared that he is co-leading on the Mind Over Matter mental health project with HM, aiming to publish report in January. ML leads on the Libraries Listening Tour, which is ongoing, although it is paused throughout December. ML shared he has been assisting team members with the Enter and View project.

AM shared her work on the Enter and View project in Care Homes in Salford, the team have visited 7 different homes throughout Salford. AM focusing on CAMH's project in the new year. AM shared she has been leading on some marketing whilst EP has been on maternity leave.

SA gave overview of volunteering activity and especially within the Enter and View project. SA shared that there have been 132 hours given by volunteers to the organisation between 1<sup>st</sup> September and 30<sup>th</sup> November. SA stated that the new aim of Youthwatch is to try and engage in existing youth groups to try and gain experiences.

HM shared her ongoing work with Living Well and the ethnographic research. HM discussed the focus being within the CMHT's in Salford and the Listening Lounge. HM shared that there are themes arising within these and explained there are plans to arrange meetings to share feedback with the teams to make improvements. HM discussed supporting ML with the Mind Over Matter project and her attendance with Living Well at the HSJ Awards.

SC shared EP has been doing keeping in touch days which has been a positive way to ease back to work. SC discussed that yellow jigsaw have been continuing to support with marketing.

SC gave an overview of Elfwatch which is a new idea to raise awareness of Healthwatch Salford over social media which has been a fun way to communicate with people and grow presence.



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SC gave a description of what Civi is and explained that team members have been looking at alternative databases to store information.

SC shared all meetings which she attends as Chief Officer and shared that the team have weekly team huddles which are virtual, however there is going to be one in person wellbeing huddle and the first one is planned for January at RHS Bridgewater.

SC asked the Board if they had any questions, NK showed appreciation for the work of the team. NK discussed Irwell the Elf and asked if this could be used as a hook to increase engagement for younger people. SC agreed that this is a good suggestion and that there is still time to take this on board. RB commented on the staff team and the interesting projects which are currently running.

**Item 7 – How was your appointment? GP Report**

ML gave an overview of his GP report which he has worked on throughout the year. ML gathered feedback from people in Salford mainly through questionnaires with 3 main qualitative questions to gain information on how to improve the service. ML shared that he had done a main project report and an individual practice report which has been a success in making improvements.

ML asked the floor if there were any questions, JA commented on the greatness of the report and the importance of feeding back to the public on how the recommendations are acted upon. PM thanked ML for the report and asked when he does the review in Summer 2023 he comes back to the board and give a overview.

SC added that the report will be presented to Health and Wellbeing Board and Salford Locality Meeting in December. PM asked if the report could be shared with the scrutiny panel too.

NK discussed the engagement approach being used in the GP report could be used in all projects as the simple approach of three questions was effective. ML shared that it gave good results but learning from it was how difficult it was to analyze, which is time consuming.

YS asked for clarity about 27% of participants being positive about the staff member, ML shared that this meant positive comments. YS asked about the use of pharmacies trend since COVID, ML confirmed this was not specified.

**Item 8 – Representatives Feedback**

PM shared there being representatives feedback from the Health and Social Care scrutiny panel, discussing that there is a deep dive in to social care. JA shared that they have based their work around Living Well. JA discussed prevention being a focus within communities and getting the lived experience voice heard. JA shared that health and



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social care people haven't been working as closely together but there was passion for networking in the meeting shown to ensure greatest care for people in Salford.

**Item 9 – AOB**

VI asked ML when the next report for the follow up of the GP report will be, ML shared that it will be Summer 2023 will be an update, in the meantime ML will be liaising with GP surgeries to support with ideas on improving the surgeries.

VI shared that she had a negative experience in hospital recently and witnessing there being a difficulty of releasing patients which are ready to be discharged. VI shared that she was supposed to have a carer whilst recovering at home, but there were no Carers available. VI shared that this is a national problem.

VI asked AM when the Home Care report recommendations will be followed up. AM explained that the Home Care project recommendations will be followed up at the end of February/beginning of March.

NG stated that she found the meeting very interesting and asked if the doctors of the GP were spoken to about their experiences. ML shared that all staff of the surgeries had opportunities to feedback on the surgeries and all shared that it was a challenging time for staff members but they all wanted to get back to face to face work.

ML offered to send hard copies of the GP report for NG.

GY shared that SC handed hard copies of the Annual Report to him which he shared with six people, he stated that 4 of those 6 did not know who Healthwatch were. PM discussed that the business planning meeting should discuss ways to raise the Healthwatch Salford profile.

**The next meeting will be held– 3pm – 4pm , via Zoom.**



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