**HEALTHWATCH SALFORD BOARD MEETING MINUTES**

7th July 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 |
| Jackie Leigh (JL) | Board Member |
| Rimpy Batta (RB) | Board Member |
| Sam Cook (CK) | Chief Officer |
| Holly Mansoor – (minutes) (HM) | Engagement Officer |
| Nisa Khan (NK) | Board Member |
| Ali Macleod (AM) | Engagement Officer |
| Mark Lupton (ML) | Engagement Officer |
| Valerie Ivison (VI) | Member of public |

Apologies

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| Name | Designation |
| Scarlett Ash (SA) | Volunteer and Involvement Officer |

Part 1 (Meeting in public)

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| **Item 1 - Welcome and Introductions** |
| PM welcomed everyone to the public Board Meeting and congratulated Elyse Peacock on birth of Etta Mae. PM welcomes SC as new Chief Officer. PM welcomed VI to the meeting. |
| **Item 2 – Minutes and Action Log** |
| 2.1. RB asked for changes to made on minutes where her new role within Healthwatch Together is mentioned, to state it is within Lancashire and South Cumbria ICS, not Greater Manchester.  PM asked if there were any other changes to be made and none were required.  2.2. No actions outstanding for previous meeting |
| **Item 3 – Declaration of Interest** |
| No declaration of interest |
| **Item 4 – Questions from the public** |
| VI stated her concern about no longer being involved in the passenger transport service committee at Salford Royal Hospital. VI stated it is important as an outsider to question the decisions. VI stated she used to be involved but after COVID-19 the meetings had not been reinstated. VI emphasised the importance of someone representing Healthwatch Salford attending the committee.  ML thanked VI for her question and asked if she had looked at the documents that he had shared with her previously with the registration process for the committee. VI stated she does not remember, ML stated he would forward her the e-mail again.  PM asked if the link would solve the query, ML stated he was unsure due to the committee changing its structure and stating it is more of a layperson committee rather than an organizational one to attend. The committee was not sure on representatives attending and only welcomed members of the public.  ML stated he will take this as an action and liaise with SC and VI. PM stated that if this needed to be escalated it will be done with help from a counterpart at Healthwatch Stockport as they are on the Northwest body at the ambulance service and will be able to advise.  ML let VI know he had found the link and forwarded it to VI. |
| **Item 5 – Annual Report** |
| PM invited the Board and Staff to comment on the Annual Report. PM stated he was reminded how much the team do by reading this and thanked staff.  RB thanked staff for their work in the past year, shared that there was a lot of activity going on and engagement considering still recovering from Covid-19. RB also said well done to staff on their performance.  J highlighted that the report was great and the excitement for the upcoming year due to even more being done.  PM commented on the photos on the annual report including staff members which was a pleasant change. |
| **Item 6 – Chairs Report** |
| PM presented his Chairs Report to the board, highlighting some of the main points from the report.  PM updated the board with the transitional arrangements discussed within the previous Board Meeting, Bright HR is up to date with SC being manager of all staff.  Unity Trust form has been completed and sent via email and post to ensure it is received.  PM stated that him and SC have been in touch following his return to work after annual leave.  PM added that there has been some progress within Healthwatch in Greater Manchester, stating they are doing all they need to but this has not yet been acknowledged in a financial sense by the ICS.  PM picked up on a notice to improve safety for GMMH and stated that we have projects being proposed to look into adult mental health.  RB also picked up on CQC rating for GMMH. RB also noted to all that she was contacted by Tracey in Greater Manchester and is now a member of Healthwatch in Greater Manchester conflict resolution panel. RB stated she gave items for suggestion on the agenda, one being to establish a term of reference for the panel and one asking what you do if it is your own Healthwatch in dispute.  PM shared that he thought it was positive that RB was involved in this, although there is no expectation for conflict within the Healthwatch teams this is a good mechanism for if it does happen.  J stated the importance of the CQC rating and the upcoming projects to look into the safety of staff as well as service users.  RB commented that she was at the Chairs and Board members network meeting at Healthwatch England yesterday and Tracey was invited to present the collaborative arrangement for Healthwatch in Greater Manchester and this was cited as a positive example.  PM stated Tracey had done an excellent job as Chair and is happy she is now permanent Chair. |
| **Item 7 – Chief Officer update** |
| SC opened by thanking the Healthwatch Salford team for making her feel so welcome from day one and was pleased with her first day meeting in person for the team meeting. SC stated she had 1 to 1s with each staff member to build working relationships.  SC also stated that she has been working her way through Alex Leach’s handover report and stated if anyone wanted details for what this looks like they are welcome to ask.  SC gave a brief overview of the work the staff have going on at present.  AM shared that the homecare report had been delayed more than expected, the data was gathered through November and December 2021, all data has been analysed and report produced but the difficulties are with getting it signed due to the complexities of adult social care and the number of departments. AM is hoping it will be published in the next few weeks.  ML updated all on GP survey, 954 surveys completed but as it is qualitative free text data it is taking a while to analyze. ML also stated the feedback page for those who are deaf or use BSL will be soon to be going on to the website making it more accessible to them to share feedback. There has also been a silent voices meeting set up with d/deaf champions end of month to test it and get their feedback.  SC shared SA update and the aims to go through all volunteers to ensure they are still actively volunteering.  SA shared how she is working on plans for an event during Volunteers week at the start of June and that she will share details of the event with the board so that they can attend if they wish.  HM shared update on work for Living Well, stating that she regularly attends meetings with the team sharing themes and stories. HM shared the positive feedback for Living Well and how active the team are with making changes to the constructive feedback shared. HM commented on ISA’s to be set up between other organisation to see the handover process from Living Well to the organisation e.g., Society Inc. HM also added the pleasantness of being at engagement events supporting ICS.  PM asked HM to clarify what an ISA is, HM stated it is an Information Sharing Agreement to ensure service users details are stores securely.  SC added the difficulty with ISA’s as we need to ensure that they are correct. Shared she has a meeting planned with Sam Alford to ask for checklist for ISA’s to ensure they are up to standard.  SC stated EP is on Maternity Leave and congratulated the Healthwatch team on winning the Boat Race for Dementia week.  SC shared all meetings that she is now attending and commented on a meeting she had with John Turner from HWE and HWE’s plans to visit to Manchester in October, they plan to do a GM meeting first. Asked to visit local HW to observe local engagement activity 19th October and asked HWS to host this. SC commented it will be excellent opportunity for team and asked team for ideas on an engagement activity.  RB commented Louise from HWE attended Healthwatch Blackpool recently and was impressed with the engagement activity and partnership working they have with local partners. RB thought it was great for her to come to Salford.  PM stated this was a great opportunity for Healthwatch Salford, SC stated she will confirm that the team are wanting the engagement event to go ahead and will be deciding on what engagement activity it will be.  SC shared that as part of her induction she would like to meet with each board member for an informal 1 to 1.  JC welcomed SC to the team and shared that it seems she is fitting in to the team nicely.  AM shared that it is International Pronouns day being on the 19th of October and this being an idea for the engagement event. |
| **Item 8 – Representatives Feedback** |
| PM stated that the report circulated earlier for Health and Social Care Scrutiny panel has brought opportunity to share our annual report. Interest is parallel to HWS with GP surveys and aims to share it with them directly once it is published. If there is the opportunity to present the GP report at their meeting, J and PM will liaise with SC and ML.  SC agreed to take this as an action to ensure it is sent to the Chair of the Panel. |
| **Item 10 – AOB** |
| VI shared she had received the link from ML which is regarding a patient and public panel for the ambulance service. VI shared it was to be representative of Healthwatch Salford on the committee. VI asked if this is in place of the old committee and questioned why there is not a representative of HWS to sit on the panel for the people of Salford. VI stated she wanted PM or SC to investigate this.  VI shared she represented Healthwatch on the Greater Manchester Voluntary service on their transport committee which is important to the people of Salford. VI said that this is as important for Healthwatch Salford to be represented at.  PM shared that this will be looked in to as well as other meetings to see which is necessary for Healthwatch Salford to attend. |

**The next meeting will be held on Wednesday 14th September 2022 – 3pm – 4pm , via Zoom.**