**HEALTHWATCH SALFORD BOARD MEETING MINUTES**

20th January 2022

Part 1 – Meeting held in public

3pm – 4pm

Zoom Video Link

Attendees

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| Name | Designation |
| Phil Morgan (PM) – Chair | Board Member (Chair) |
| Alex Leach (AL) | Chief Officer |
| J Ahmed (JA) | Board Member |
| Jackie Leigh (JL) | Board Member |
| Rimpy Batta | Board Member |
| Holly Mansoor | Engagement Officer |
| Elyse Peacock – (minutes) (EP) | Knowledge and Support Officer |
| Nisa Khan (NK) | Board Member |
| Scarlett Ash (SA) | Volunteer and Involvement Officer |
| Mark Lupton (ML) | Engagement Officer |
| Hannah Swadkins (HS) | CQC – Guest Speaker |

Apologies

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| Name | Designation |
| Sam Cook (SC) | Board Member |

Part 1 (Meeting in public)

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| **Item 1 - Welcome and Introductions** |
| PM welcomed everyone to the public Board Meeting and all attendee’s on the Zoom call introduced themselves. |
| **Item 2 – Guest Presentation: Care Quality Commission [CQC]** |
| HS is an Primary Medical Services Inspector for the CQC and presented to the meeting the role of the CQC, its core functions and how it holds providers to account. The presentation is available to view upon request.  HW asked the board if they had any questions. PM asked for HS to explain her role within Salford. HS explains how she takes a lead on GP practices in Salford and monitors the data on those practices and works closely with Healthwatch Salford and Salford CCG to hear about any feedback that may have been received.  MS asked if HS were aware of a pilot project of concurrent visits between the CQC and Healthwatch. HS said she was unsure and that she would look into whether this has happened or not and would report back to AL.  RB asked over the pandemic has there been any additional considerations for GP practices during this challenging time should they not meet CQC standard requirements and provide additional support if needed. HS said that not currently in Salford as its not been required, but she has support colleagues in other areas outside Salford.  JA asked what HS thoughts were on the best ways for Healthwatch and the CQC to work together. HS explained how the current format of meeting AL monthly to discuss upcoming projects and sharing of any relevant feedback that has been received works well.  JL shared how sometimes when we think of the CQC we think of the negative feedback and she wondered about sharing more of the positive feedback and what is working well in Salford. HS agreed that this is really important and that we need to celebrate the great work that has been done and agreed that she would share this with AL in future meetings. |
| **Item 3 – Minutes and Action Log** |
| 3.1 Minutes of the Meeting held on the 17th November 2021.  Approved by the board.  3.2 Action Log Update  No matters arising in the action log. |
| **Item 4 – Declaration of Interest** |
| PM shared that he is on the Newton with Clifton village hall committee as a guardian Trustee and on the interim resident panel for the Building Safety Executive. |
| **Item 5 – Questions from the public** |
| None. |
| **Item 6 – Chairs Report** |
| PM went through his Chairs report which is available to read in full on our website. PM talked through a few of the points within the report.  PM explained how there is a substantial amount of information on the ICS development in Greater Manchester. And added that there is some discussion nationally about Healthwatch having a place on the ICS Board and how Healthwatch would be funded for their work with the ICS.  At the Healthwatch North West meeting they had a presentation from ADASS (Association of Directors of Adult Social Services) and they highlighted the importance of patient voice in adult social care.  PM shared how long Covid is now on more peoples radar and will become a much bigger issue over time.  PM asked if there were any questions. RB asked about the new Chief Exec at Healthwatch England and wondered if there were any details on her plans. PM said that he has not heard anything yet as she will start her role in March/April and he may know more then.  RB asked about long covid and whether this may become something we work on in Salford or Greater Manchester. AL added that there has been a Healthwatch in GM that has already looked at long covid and that there has been a request for more Healthwatch to look at this. AL explained that we may review if we could look into this if it is aligned to our business plan and strategic goals. |
| **Item 7 – Chief Officers Report** |
| AL went through his Chief Officers report which is available to read in full on our website. AL talked through a few of the points within the report.  AL shared how due to increasing Covid-19 cases in Salford all face to face engagement and working in the office was paused, but that AL hopes to review this at the end of the month alongside Government guidance and Healthwatch England guidance.  AL explained how the report covers the updates to our current projects. AL shared how we have taken on an additional commissioned project which looks at unmet need in adult social care which has come from Healthwatch England and this work is ongoing.  In December the Community Forum was held which looked at equality in health and social care. There is also the Libraries Listening Tour which is scheduled to start at the end of February and will see the return of face to face engagement with the public.  There are currently 25 volunteers on our list and they have supported 37 hours of their time in this period and the report shares their feedback on the work they have been doing.  We have published four eBulletins and our quarterly newsletter in this period.  AM shared more details on the Unmet Need Project and how we were one of the five successful applicants for the project grants. AM explained how the project involves three in depth case studies from carers and service users.  PM asked if there were any questions on the report.  RB asked about the Unmet Need project and whether the case studies have been given from Healthwatch England or have we found them locally. AM explained that they have been found locally by Healthwatch Salford.  PM asked when the Dental Project would be published. ML explained how the report will be published the following week and will be linked to the current media coverage. ML added that he can present the report at the next Board Meeting.  PM thanked AL for his report. |
| **Item 8 - Business Plan 2020/21 RAG Assurance Report** |
| AL explained that we are currently on target to achieve 90% of the Business Plan.  AL updated on the GP project and that it has been on hold due to the lack of resources in primary care to work with on this project and it would be incredibly challenging. It has been agreed to delay this piece of work and it would be reviewed in February.  There may be an opportunity to look at long Covid and look at this in the Business Planning session in February.  The social prescribing project has also been delayed due to resource issues within the voluntary sector and following conversations with colleagues in the sector it has been decided to review this in early April.  The Speak Up Salford fund has been heavily promoted and that it won’t reach the figure of funding given out but this is due to external issues.  AL thanked the team for their hard work in achieving these targets. PM agreed.  RB asked if there are any new issues in the JSNA that we are directly influencing via our projects and if there is any feedback from the Trustee skills audit. AL explained how all our reports go to the Health and Wellbeing board and the LPG subcommittee that we do influence at that level. AL shared how the skills audit will be brought to the business planning session in February.  JL asked about the social prescribing project and whether delaying it may work well alongside the area of long Covid and their support with this. AL agreed.  The Board accepted this report. |
| **Item 9 – Representatives Feedback (Anything exceptional to the report)** |
| JA shared how the Adult Scrutiny panel was cancelled in January but should be back in February.  JL updated on the work she is doing with the Quality Assurance Framework across Greater Manchester Healthwatch and that it has been great to see the cohesion of work across GM.  RB gave an update on the EDI Healthwatch England Learning Set. RB explained how each member of the group needs to present an issue that their board is currently challenged by and asked the board for their thoughts on what to present. It was agreed that AL and RB will look into this together. |
| **Item 10 – Any Other Business** |
| None. |

**The next meeting will be held on Wednesday 23rd March 2022 – 3pm – 4pm , via Zoom.**