

HEALTHWATCH SALFORD BOARD MEETING MINUTES

17th November 2021

Part 1 – Meeting held in public

10:00am – 11.00am

Zoom Video Link

Attendees

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

Apologies

Name	Designation
Sam Cook (SC)	Board Member

Part 1 (Meeting in public)

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 – Declaration of Interest
None.
Item 3 – Questions from member of the public
No questions from members of the public.
Item 4 – Minutes and Action Log
4.1 Minutes of the Meeting held on Wednesday 8 th September.



Achieved.
Valid Until
December 2022



Approved by the board.

4.2 Action Log update

None outstanding.

Item 5 – 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. He thanked everyone for attending the AGM and for Imelda Redmond from Healthwatch England for attending.

Next as can be seen from the list of meetings in the Chairs Report, meetings within Healthwatch's in Greater Manchester continues. PM was grateful to both AL and JL for their contribution to the discussions. A face-to-face facilitated meeting took place that agreed a series of Task and Finish Groups to work through the sections of the Quality Assured Framework (which provides broad headings which help). Both AL and JL are on other groups, and PM is on the Leadership and Decision Making Group which has now met twice.

PM explained how he is now on the HW England Board Governance Support Reference Group and that they discussed the future offer for HW Boards at the first meeting of the Group.

We have had two Board resignations since our last meeting in September. Jackie Booth who joined earlier this year has resigned due to pressure of work since gaining a full time role. Kate Simpson, who has been a Board Member for over 3 years has also resigned due to conflicting pressures on her time. Both departures are amicable and PM thanked them both for their contributions and wished them all the best for the future.

Item 6 – Chief Officers Report

AL went through his Chief Officers report which is available to read in full on our website.

AL explained how we are involved in the ICS Transition Board in Salford and sit on the governance subgroup. The role we currently play is influencing how patient and public voice is shaping the governance arrangements. We are also involved in a Healthwatch in Greater Manchester sub-group focusing on the quality assurance [QAF] domain of engagement to support our involvement at system level. We have developed our equality, diversity and inclusion action plan using the recommendations from the work conducted with the national centre for diversity. In the period we have attended the launch of Salford City Council's equality strategy launch.

The Annual General Meeting (AGM) was conducted on Tuesday 2nd November in line with our articles of association, this was planned well and offered an in person facility on the day to support with access requirements. We have attended our contractual commissioning meeting with Salford City Council. We have held a Financial Committee Meeting in the period and AL confirmed the accounts have now been finalised following adoption at our AGM. The staff survey has been launched and it has been completed by



Achieved.
Valid Until
December 2022



100% of the team. The report with the responses will be shared with the board and feedback will be provided to the team in terms of actions taken forward.

AL added that publication of the 'Virtual Support Group Toolkit' in partnership with Northern Care Alliance. The Community Forum [virtual] was held on Tuesday 28th September on the topic of Dentistry.

The Review of face to face engagement/outreach completed and report with recommendations has been published. The Dental Project engagement phase completed engaging with 447 people directly through our survey, focus groups, patient story interviews and on street conversations. In partnership with Healthwatch England and other local Healthwatch in Greater Manchester, we have completed the engagement phase of the NHS 111 looking at people's experiences and attitudes of the service generally, as well as the new timeslot booking service being rolled out through NHS 111 First. There have been a total of 13 patient stories [in line with ethnographic research requirement] collected from those who have used the Living Well service and changes to the services exit process as a result of the feedback. ML and HM added how well they felt their projects were going and the success of recent engagement events.

NK asked whether AL had considered publishing this wider. AL explained how our reports will be published wider along with recommendations and notes from Community Forums are shared with previous attendee's but agreed that this could perhaps be published on our website. ML added that he will be printing hard copies of our reports which will be available to read in local libraries across Salford.

AL then talked through some Volunteer feedback we have received since the last Board Meeting, all of which was very positive.

And finally AL went through the Involvement Projects planned for the months ahead and the Communications report which shows the growth in that area.

AL noted that it was Living Wage Week and that Healthwatch Salford is a Living Wage Accredited employer.

AL asked if there were any questions. None were asked. PM noted with thanks.

Item 7 – Presentation Virtual Support Group Toolkit

ML went through a presentation which showcased the Virtual Support Group toolkit which he had worked on alongside the Northern Care Alliance. This toolkit aimed at helping health and wellbeing support groups in Salford, Bury, Rochdale and Oldham to mobilise their meetings in the virtual world online. This toolkit will allow groups of people to get together, create and support each other in a digital space.

JL explained how she thought it was great and that it will be very useful for some groups.



Achieved.
Valid Until
December 2022



PM asked ML if there's anything that Healthwatch Salford can learn from this. ML didn't think so as he felt that we're quite a lead organisation in this area, such as our online Community Forum's and Public Board Meetings.

PM thanked ML for his work.

Item 8 - Business Plan 2020/21 RAG Assurance Report

AL highlighted how the majority of the plan was in green. The yellow ratings such as the Speak Up Salford Fund is still progressing forward and the Domiciliary Care Project has been delayed slightly due to pressures in that sector. The Dental Project will be green in December once the report has been published.

RB said how she thought it was great that the majority was in green and asked how AL planned to do the 360 review on the impact and influence. AL explained how that survey will be going out to service users, commissioners and service providers in the new year to reflect on their views on Healthwatch Salford.

The Board accepted this report.

Item 9 – Equality, Diversity and Inclusion [EDI] Action Plan

AL explained how this work originated from the work with the National Centre of Diversity, which came with a recommendation to do an action plan around the recommendations.

AL asked if there were any comments on the Action Plan. None were raised. The board agreed the Action Plan as a working progress.

Item 10 - Quality Assurance Framework [QAF] Action Plan Update

AL noted that the induction process for inducting Board Members has been approved and can be marked as Green. In the area of core funding AL has had a meeting with our commissioners and that this can now be marked as Green. The review of the reserves policy this will be reviewed in Part 2 of the Board Meeting. AL noted that we are in a green position for the actions in the QAF.

Item 11 - Representatives Feedback [anything exceptional to report]

JA explained how he was unable to make the Health and Care Scrutiny Panel. An additional representative will be discussed in Part 2 of the meeting as Kate Simpson has now left her role.

RB noted the Healthwatch Week and the sessions that she attended she felt were very useful and interesting.

Item 12 – Any Other Business

None.

The next meeting will be held on Thursday 20th January 2022 – 3pm – 4pm , via Zoom and live streamed on YouTube



Achieved.
Valid Until
December 2022

