

HEALTHWATCH SALFORD BOARD MEETING MINUTES

17th March 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
Jacqueline Leigh (JL)	Board Member (Vice Chair)
Sam Cook (SC)	Board Member
J Ahmed (JA)	Board Member
Kate Simpson (KS)	Board Member
Elyse Peacock – (minutes) (EP)	Knowledge and Support Officer

Apologies

Name	Designation

Part 1 (Meeting in public)

Item 1 - Welcome and Introductions
<p>PM welcomed attendees to the meeting, and informed members this meeting is held in public and currently being lived streamed on YouTube.</p> <p>PM welcomed guest to the meeting who has applied to join the Board:</p> <p>Jacqui Booth (JB)</p> <p>Board agreement under 41(6) of HWS constitution to the Board meeting being conducted by electronic means.</p>
Item 2 – Declarations of interest
<p>PM explained that his son has been appointed as the new Chief Executive of Black Health Agency for Equality.</p>
Item 3 – Questions from members of the public
<p>None</p>



Achieved.
Valid Until
December 2022



Item 4 – Minutes and Action Log

4.1 Minutes from the meeting held on the 19th January 2021.

The minutes were agreed as accurate reference of the meeting.

4.2 Action Log update

All actions have been completed apart from the tracking outcomes of our impact. AL will have the Impact Tracker in place from the 1st April and will be brought to future Board Meetings. This item has been closed from the Action Log.

Item 5 – Chairs Report

PM went through his Chairs Report sent in advance to the Board and discussed two points in more detail with the Board.

Board member appraisals happen annually and PM asked if there were any collective issues that the Board wishes to raise in advance of the appraisals. None were raised. PM asked EP to arrange a Doodle Poll for Board Appraisals in May.

The creation of the Greater Manchester Integrated Care system was discussed and Healthwatch's role within this. PM asked if there were any further questions. KS said how she felt that the change in structure may take a while and she doesn't believe it will happen anytime soon. JL thanked PM for his role in this.

PM asked if there were any further comments or questions. None were raised.

Item 6 – Chief Officers Report

AL explained how his report covers from the last Board Meeting in January to early March.

AL said how we are continuing to virtually engage with the community and also via postal engagement. There are a number of external meetings that AL attends such as the Health Protection Board and the Engagement Cell meetings, feeding in our data to these meetings.

The Leadership Development Session took place earlier in the year which AL explained and how this has fed into internal meetings with staff and volunteers, looking at our impact and how we priorities our work going forward.

Our priorities report for 2021/22 is now complete and has been given to the Board to review.

Our engagement with the Digital Exclusion Project has now ended and a report will be completed shortly and findings shared with services.



Achieved.
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The Equipment Services survey has now closed and over 300 people have completed the survey. A report is being put together currently and will be brought to the Board to review for recommendations.

The Speak Up Salford Fund is now live and is aiming to gather more peoples experience of health and social care in Salford via grant funding.

The Healthwatch Salford Community Forum is growing every month with more people attending. The next Forum in April will be on mental health.

The Safer Salford Lived Experience Panel has been put on pause due to challenges from COVID-19 and we are looking at restarting the work and what it will look like and we will bring an update to the Board on this and our involvement with it.

The Trusted Voices Champions are still continuing to share messages within the community.

We are currently recruiting for the Engagement Officer role within the Living Well programme.

We have now set up a regular 'brew and a catch up' sessions for our volunteers to meet regularly for a catch up via Zoom. Our volunteers have also been supporting us with data entry with our Equipment Services survey and our virtual readers panel with the NCA's What Matters To You document.

AL explained that we are continuing to increase the amount of feedback and signposting cases received from the public, with a growing trend in the public wanting to find an NHS dentist in Salford taking on patients and this is something that will be looked at as a collective Greater Manchester Project.

AL then looked at the Digital statistics from the past two months, where there has been over 3,600 people visit our website and a continuing growth of reach across our Facebook and Twitter accounts which is increasing year on year.

AL asked if there were any questions.

KS thanked AL for a comprehensive overview. KS also mentioned the CCG's current survey on the vaccination programme. AL said how he has agreed with the CCG that they will focus on who has received the vaccine and that we will look at those who have not yet received the vaccine and their perceptions of it.

AL to look at if we are able to get the data on what demographics are not taking up the vaccine in Salford.

JL asked how does Healthwatch Salford's engagement differ to those across Greater Manchester. AL explained that he hasn't done a direct comparison but that most are looking at COVID-19 related engagement projects and that there is now a working group on Dental services in Greater Manchester.



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JA said how at the Adult Scrutiny Board they are looking at communications and that a resilience group may be formed as the correct communication channels weren't in place at the beginning of the pandemic. He also said that he believes not much work has been done on Care Homes and communications and that it could be something that as a Healthwatch we could look at further. JA also added that he was pleased that the Speak Up Salford fund is now launched.

AL added that there will be a Zoom meeting for the public to attend to ask questions about the Speak Up Salford fund and details will be launched shortly.

PM asked if everyone was clear about the mechanisms to plug into the resilience group that JA mentioned. JA said how Jane Hamilton and Bruce Poole are the two people to speak to regarding this.

JB said how it was really interesting to hear about the feedback received about the COVID-19 vaccinations and that she hopes to attend the next Community Forum.

Item 7 – Business Plan Update

AL went through the document and updated at where we are progressing.

AL explained how this will be the last time we report on this Business Plan from 2020/2021.

The business priority around Governance – we have carried out our sessions on the Quality Assurance Framework and we have an action plan to discuss with the Board around taking this forward.

The staff team – The wellbeing and training policy is to be discussed in the Part 2 section of the Board Meeting.

Volunteers – This has stayed neutral and not increased, but now that Scarlett has started we hope that this will increase and that it has been great to keep our volunteers engaged during this challenging time.

Projects – Two out of the four projects are green and we will refocus on them in the year ahead.

The Opportunities Fund is now called the Speak Up Salford Fund is launched and is now in a green position.

Strategic Engagement is now in a green position as we are part of the locality programme group which we input into.

PM asked if there were any questions or comments from the Board.



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PM added that he believed we were in a good position given the circumstances.

Item 8 – Priorities Report

This is a project which our Engagement Officer worked on which aimed to find out from the public what areas they would like us to focus on in the year ahead. The survey went out through Salford CVS's channels, Salford CCG and via our own channels.

We had 54 respondents who in summary felt that we should focus on Primary Care, Adult Mental Health and Adult Social Care. Key themes across these areas included delayed appointments, waiting times and access to care.

SC asked what areas of Adult Social Care in particular did the survey find in terms of delayed appointments and waiting times. AL explained how the survey just gave an oversight and that it would be something we would look into those specific areas and that comments from the survey will be looked at to give insight. SC offered her support in that element.

JL asked who we plan to share the report with. AL explained how the report will be put on our website alongside our Business Plan, shared on our newsletter, eBulletin and shared with partner organisations.

Any other business

There was no other business raised.

The next meeting will be held on Wednesday 19th May 2021 – 10am – 11:00am, via Zoom and live streamed on YouTube



Achieved.
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