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Healthwatch Sandwell Advisory Board

26th April 2022 Minutes

HW Advisory Public Board meetings include an opportunity for members of the public to feedback issues about local Health and Social Care issues at the beginning of the meeting.

| | Item | Action |
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| 1 | <p><u>Welcome and Apologies</u></p> <p>HAB: Dave Bradshaw (DB) Bill Hodgetts (BH) Stephanie Thomas (ST) Valisha Malhi (VM)</p> <p>Staff* Simon Fogell Chair (SF) Alexia Farmer (AF) Sophie Shuttlewood (SS) Anita Andrews (AA) Loretta Higgins (LH) Minutes Melissa Elders (ME)</p> <p>Apologies Pat Johnson (PJ)</p> | |
| 2 | <p><u>Declaration of Interests</u></p> <p>No declarations of interest to be recorded.</p> | |
| 3 | <p><u>Health and Social Care Issues from the public</u></p> <p>No public members present.</p> <p>Discussion took place with regard to engaging with the public, it was suggested perhaps a hybrid model e.g. face to face with the option to join virtually. It was noted that some people are wary to join public events due to being vulnerable to Covid 19.</p> | |
| 4 | <p><u>Minutes and Action Log</u></p> <p>Public Board Meeting held on 25th January 2022 Minutes from 25th January 2022 meeting proposed as a true record by SF and were seconded by HAB members. A copy will be signed by SF and sent to AF to distribute to HAB and Team.</p> <p>Action Log – all actions have been addressed</p> | SF and AF |
| 5 | <p><u>Work programme update</u></p> <p>2020/21 Priority Projects</p> <ul style="list-style-type: none"> • Young People’s Mental Health AF gave feedback – this is a joint project between Healthwatch Dudley, Walsall and Wolverhampton. Report in draft – just waiting for Dudley's input. Tracy Cresswell (ESC) co-ordinating. • Hospital Treatment Pathways SS explained that she has set aside writing this report as getting 2022/23 work programme off the ground. SS gave an overview of the insights: around delays, | |

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| | <p>people have not used their own initiative to get back into the system when they have dropped out. Administrative system needed so patients can see where they are – when waiting for surgery. Inconsistency around learning disabilities and accessible information for patients.</p> <p>AF also added that no one updates the patients or ‘checks in’ on them. There seems to be a whole gap in the service. You can check the waiting times for surgery on the NHS app – however there is just a time – no other support offered.</p> <p>SS explained that that these questions were asked during the project and the report will include feedback as to what patient's want. Report to be completed by May.</p> | <p>SS</p> |
| | <p>Work programme 2022/23</p> | |
| | <p>Priority Projects 2022/23</p> <p>AF explained that the overarching theme for the projects will be inequality. We will use all information, mini studies, and projects to then write 3 ‘bigger’ reports from these.</p> <p>SS – Gave an overview of the 3 projects:</p> <ol style="list-style-type: none"> 1 - Patient Experience of Accessing Primary Care. 2 - Accessibility – meeting information and communication needs. 3 – Exploring the impact of language barriers in health and care services. <p>DB – Asked what mechanisms are you going to use to quantify the fundamentals of care?</p> <p>SS – Explained this is being developed and is open to ideas.</p> <p>AF is meeting with Sandwell and West Birmingham NHS Trust to discuss further.</p> <p><u>Black Country Star Project.</u></p> <p>AF explained that this project aims to find out the experiences of accessing GPs for people with a learning disability. It is a Black Country Project, HWS is working with Dudley HW and others.</p> | <p>AF</p> |
| | <p>Community outreach engagement.</p> <p>ME is trying to engage with younger people more, it is slow as younger people do not always engage with services, plans to find a new angle.</p> <p>As the weather gets warmer is trying to engage with more outdoor groups. Is going to be part of Shine a Light festival and would like volunteer support with that as she plans to have a stall and do activities to draw people in.</p> | <p>ME/AA</p> |
| | <p>Enter and View.</p> <p>AA explained that the programme restarted in January 2022, 2 visits completed at pharmacies. Reports to be sent to LH to go on website/social media. It has been interesting going out to the services to speak with people about the pharmacy but also the communication between pharmacy and GP from a patient's perspective.</p> <p>6 visits planned for the year.</p> <p>Training for Authorised Reps has been organised. AA to circulate dates to HAB.</p> <p>DB stated that the report that AA sent was really good, much better than ‘wordy’ reports. DB queried whether E & V will tie in the work completed with dentists (Mystery Shopper)</p> <p>AA said that E & V will continue with Pharmacies, mainly because the Covid restrictions are easier to manage.</p> <p>The work with dentists will continue by being raised with Integrated Care Partnership.</p> <p>AA to liaise with PH.</p> | |

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| | <p>There is also a plan to have a call for evidence via social media for the public to tell HWS about their experiences of accessing dentistry. The work we did previously was from a dentist's perspective rather than the patients, so this is something we want to hear about.</p> <p>ST shared a patient's experience that was distressing. They could not get into a dentist during covid and by the time they got to see a dentist it was too late to save the teeth. There is a lot of fear around dentists.</p> | |
| | <p>Volunteers. AA explained there are 8 generic volunteers, 2 new ones (1 Adult and 1 younger person) and there are 12 volunteers pending. AA plans to try and recruit young people. There have been requested for work experience and this may be a route to obtain more young volunteers.</p> <p>1 young volunteer will be assisting with Projects (survey about accessing GP services). This will give us some insight into young people's experiences.</p> <p>Another volunteer will be doing a piece of work around GP websites, accessibility for deaf, hearing impaired, vision impaired and language barriers.</p> <p>Save the date for volunteer week has been sent out, we will be celebrating our volunteers with an event, possible virtual.</p> | AA |
| | <p>Signposting and Information. LH – working through the back log on the 'contact us' on the website – AA supporting LH with this. Promoting HWS via social media platforms. Plans to hold a hub in various parts of Sandwell for people who would like to access information and signposting face to face or for people who does not have electronic devices therefor need a face-to-face service.</p> <p>Plans to support AF with the Black Country Star Project</p> | LH |
| | <p>Project Officer - ICP Patient Voice. PH did not attend meeting.</p> | |
| 6 | <p>Meeting feedback reports by HAB members/ staff/ LHM</p> <ul style="list-style-type: none"> • Health and Well Being Board (AA) <p>AA and SS and AF gave feedback about the above meetings, including GP access and carers strategy.</p> <ul style="list-style-type: none"> • Scrutiny Board (AF) <p>AF – still going through mental health review. Workshops being set up virtually and face to face. Discussions around CAMHS, hopefully we can share our report with them.</p> <ul style="list-style-type: none"> • Adults Safeguarding Board (AF) • Local Commissioning Board (AF) • Any other | |
| 7 | <p>Intelligence/Feedback update – public issues. AF – GP access and hospital waiting times. Blood tests are not being delayed any longer.</p> | |
| 8 | <p>Decisions to be made by the Advisory Board. Sign off Work Programme 2022/23 – Priority Projects</p> <p>The HAB queried the scores for this document and agreed to approve the work programme.</p> | |
| 8a | <p>Escalations to HWE/CQC etc No escalation made</p> | |
| 8b | <p>Publish a report/ agree a recommendation made in a report</p> | |
| 8c | <p>Request information from commissioners/ providers No requests made</p> | |

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| 8d | Which premises to Enter and View and when. Discussed and HAB are happy with visit to pharmacies. | |
| 8e | Decision about subcontracting/ commissioned work No decisions to be made as this time | |
| 8f | Report a matter concerning your activities to another person- e.g., CCG, Voluntary Sector, another Healthwatch, Advocacy services. Nothing to report | |
| 8g | Which health and social care services HW is looking at for priority project Nothing to discuss at this meeting | |
| 8h | Refer a matter to Overview and Scrutiny committee No referrals made and no referrals pending presently | |
| 8i | Breach/s of the decision-making process No breaches | |
| 9 | Any other business. SF – Campaign to recruit a chair for HAB has been successful, Mr. Phil Griffin has accepted the role. He commences this month. He is currently the independent service user champion chairperson for Healthwatch Walsall. He has extensive experience within NHS at a senior level. Press release to follow. A minute of silent reflection and positivity was held for John Taylor (previous chair). | SF/AF |
| 10 | Board meeting Calendar – date and time of next meeting. To be confirmed when Phil Griffin is in post. | |
| | Closed private session | |

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SF Chair

AF Manager

AA Engagement and Volunteer Lead

ME Community Outreach Lead

SS Projects and Partnership Lead

LH Signposting and Information Officer

PH Project Officer - ICP Patient Voice