

Healthwatch Sandwell Advisory Board (HAB) Public Meeting

Held on Thursday 9th January 2020 2.00 p.m. – 4.00 p.m.
Central Avenue, Tipton, Sandwell

MINUTES

PRESENT

Bill Hodgetts (BH)	Healthwatch Advisory Board Member
Dave Bradshaw (DB)	Healthwatch Advisory Board Member
Khush Chahal	Healthwatch Advisory Board Member
Alexia Farmer (AF)	Healthwatch Sandwell Manager (Acting Chair)
Ian McGarry (IM)	Healthwatch Sandwell Engagement and Information Lead
Melissa Edwards	Healthwatch Sandwell Community Outreach Lead
Sophie Shuttlewood	Healthwatch Sandwell Community Outreach Lead

APOLOGIES

John Taylor (JT)	Healthwatch Sandwell Chair
Manpreet Kala (MK)	Healthwatch Advisory Board Member
Liz Learoyd	Engaging Communities Staffordshire Executive Director
Anita Andrews (AA)	Healthwatch Sandwell Engagement and Information Lead

		ACTION
1.	<u>Welcome and Introductions</u>	
	AF welcomed all members to the Healthwatch Advisory Board meeting and explained that JT was unable to attend to Chair. The Board accepted proposals for AF to be Acting Chair.	
2.	<u>Apologies</u>	
	Apologies were received from John Taylor, Manpreet Kala, Elizabeth Learoyd and Anita Andrews	
3.	<u>Minutes from the Meeting held on 7th November 2019</u>	
	AF highlighted that the minutes had omitted a conversation in regard to the HAB induction processes. AF confirmed that she would be emailing slides to board members from Engaging Communities Staffordshire. The minutes of the meeting held on 7 th November 2019 were otherwise agreed as an accurate record. Declaration of Interest – None.	

4.	<u>Action Log from the Meeting held on 7th November 2019</u>	
	The action log was updated with completed items removed. (New Action Log attached to the Minutes).	
5.	<u>Work programme and projects update</u>	
	<p>AF presented an update on the work programme:</p> <p>Priority 1 - Support for Carers Final report sent to Local Authority for comments, delayed in responding affected report timescale. A summary is to be inserted then the report will be published on HWS website next week. The contents will feed into the Carers Strategy and go as information to the Health & Wellbeing Board.</p> <p>Priority 2 – Young people’s experience of health and social care services Is within the current timescales, deadline end of Feb 2020. Target 381 surveys, so far 127 completed. There is quite a lot of interest in the focus groups. DB asked about the content of the questionnaires AF explained they are intentionally broad questions re awareness, use and experiences of services. The focus groups may expand upon areas and the survey results may inform 2020/21 priorities. DB suggested an engagement opportunity over ½ term with Sandwell Advocacy ACTION: AF to contact Helen Charles BH asked if HWS was improving on young people engagement. AF responded that the survey work intended to build steps towards the Youth Healthwatch. Also updated on relationship building with Health Futures college West Bromwich and a community outreach event SS held at the college. AF also introduced work emerging re a 21st Century Child project in Sandwell and that HWS are planning to recruit a sessional worker to help support upcoming projects, which ECS need to ratify. BH provided contact details for a young person who may like to volunteer ACTION: ME to contact.</p> <p>Priority 3 – Reducing Inequalities - Rough Sleepers and Homeless people Surveys and rewards distributed, completed surveys returning. Focus group work planned next with homeless individuals. The Homeless lead for ECS who was allocated to assist now has other priorities, but AA has a mitigation plan.</p> <p>Enter & View activities Target 16 visits by end of March. At 9th Jan 2020 conducted 8, 2 more booked for Jan, 3 Feb & 3 March, confident will hit target though may not all be published. AF advised E&V venues are adjusted according to requests or intelligence received such as GP appointments or complaints. The LA is collating CQC & HWS plans to avoid duplication. AF advised a request from Public Health to undertake an E&V at Hawthorns Medical Practise due to issues raised had been well received by the practice and is now on the website. A group discussion was held re PPG’s in practises, AF responded that HWS may do a piece of work in future to raise awareness.</p> <p>Insight Events The next Insight event planned to be an update on HWS & the Midland Metropolitan Hospital and Digital Ambitions. No named speaker yet but from MMT project team. To be held at Jubilee Park Community Centre, Tipton 23rd January 2020. Board members confirmed attending.</p> <p>Reporting No major issues arising to generate publication.</p> <p>Community Engagement 115 Engagement events to date, target 130 by end of March. New focus groups emerging such as Sickle Cell and new venues such as pharmacies. ME & SS work approaches are providing a complimentary expanded range for community engagement. . AF asked SS to</p>	<p>AF</p> <p>ME</p>

	<p>inform Board on current relationship building work with Sickle Cell & Thalassaemia (SCaT) patients, the OSCAR support groups Sandwell & Birmingham, SCaT Centre at City Hospital & HWS Birmingham. SS advised there are 600 patients across Sandwell & Birmingham and provision at the Midland Met Hospital includes for a larger SC&T department and ward allocation. The patients voice focus is on inconsistent services if presenting in acute pain at A&E instead of SC&T (not 24 hr)</p> <p>Promotion Social media figures are very good at 2839, target 3200. The feedback centre is fully operational on the new HWS website. AF advised things are going well but there is work to do to raise HWS profile more so and recent work on a HWE Quality Framework has helped identify this.</p> <p>Strategic Influencing AF advised that the Health & Wellbeing Board and Health & Wellbeing Scrutiny are in transition which includes trying to encourage collaboration within the board. Things are quiet but positive. Discussion within board about Scrutiny panel effectiveness.</p> <p>Healthwatch Advisory Board (HAB) Discussion about challenges of recruiting to Boards generally. Suggestions that could include within promotion work re HWS and agreed better to strategically identify potential Board members and approach them rather than waiting for people to come forward.</p> <p>Volunteers Aim for additional 6 by end of March 2020. Currently 3 @ DBS stage, 1 awaiting reference, 1 informal stage. AF advised 1 volunteer may be suitable as a potential Board member. AF thanked DB for assistance with recruitment of 1 volunteer who will be available shortly following recovery from surgery.</p> <p>Youth Healthwatch Aim for 10 reps by end of March 2020, the target may not be met. Recruitment work is ongoing in line with the youth surveys work.</p> <p>Additional funded projects Target 6% extra income. Had funding from NHS Nurses project. National express bid not successful. Discussions re funding pots but no identified project to bid for currently.</p>	
6.	<u>Feedback from Contracts & Monitoring Meeting for Qtr 2</u>	
	AF provided an update and advised there are ongoing challenges of living under the shadow of the previous HWS but the LA are broadly supportive of what HWS is doing. AF meets LA contract's and monitoring team quarterly and the named commissioner monthly.	
7.	<u>Intelligence Report October to December</u>	
	AF introduced and advise the issues being heard about are generally the same i.e. waiting times for appointments and communications. There is an increase in intelligence gathering re mental health issues. The Board confirmed approval of the report format.	
8.	<u>Lead Roles & Relationships updates</u>	
	BH fed back on attendance at the Hospital Trust Board. There are new services re midwifery with dedicated midwives to follow patients through the system, well regarded service noticed at National level. MM Hospital discussions ongoing re public transport provision. Paediatric Emergency unit 24/7 opening soon at City Hospital. Staff vacancies across services a shortage of applicants. Flu vaccine take up has been low. Emergency	IM

	Care times still higher than target but lower than National average. Walk in centres closing by 2021, replacing with GP surgery @ Sandwell Hospital. Public consultation 6/1/2020 – 14/2/2020 ACTION: IM to promote on website/ Facebook. AF suggested the Board could ask a question on the plans at the Insight Event. DB advised he & JT attended H&WB Scrutiny, main items was changes in DOLS, no other major issues raised to contribute to.	
9	<u>Chairs Actions – Public</u>	
	None to report as Chair not present	
10.	<u>Health & Social Care Issues from the Public</u>	
	No public in attendance	
11.	<u>Insight Event – public meeting</u>	
	Details covered above in Agenda item 5. IM confirmed publicised and 6 confirmed attendees in past few days. Board members confirmed as attending.	
12.	<u>Any other business</u>	
	<ul style="list-style-type: none"> • Discussion about future staff attendance at Board meeting. Suggested the next meeting in March to include full attendance and thereafter to trail attending for attendance for Work Programme Update and any other items as required. • Date and time of next Board meeting March 10th 2-4 pm Walker Grange Tipton ACTION: IM to promote on website/Facebook 	IM