

## Healthwatch Sandwell Advisory Board Meeting Minutes

**Microsoft Teams Virtual Meeting 27<sup>th</sup> January 2021**

Agenda Item	Minutes	Action
1	<p><b>Welcome and Apologies Present</b></p>	
	<p>Board:</p> <p>John Taylor (JT) Stephanie Thomas (ST) Bill Hodgetts (BT) Dave Bradshaw (DB) Pat Johnson (PJ)</p>	
	<p>Staff</p> <p>Alexia Farmer (AF) Anita Andrews (AA) Sophie Shuttlewood (SS) Melissa Elders (ME) Leanne Abbott (LA) Ian McGarry (IMG) Simon Fogell (SF)</p>	
	<p>Other:</p> <p>Valisha Malhi (VM)</p>	
	<p><b>Welcome:</b></p> <p><b>JT</b> Welcomed Board Members, staff and Valisha Malhi who was attending as an observer.</p> <p><b>JT</b> – Confirmed that we had reached a ‘tragic milestone’ this week, of reaching in excess of 100,000 deaths due to Covid-19. That the NHS was being overwhelmed and struggling, and that we all need to play our part in combating this. JT advised that Covid-19 was having a big impact on families and individuals and thanked everyone at the meeting for their commitment and motivation in their roles, at a very difficult time. The good news was that vaccinations were now underway and commended the work of Health Professionals in their efforts to vaccinate the large numbers of elderly and vulnerable that they were doing. JT thanked everyone at the meeting for attending.</p>	
	<p><b>Apologies</b></p> <p>None</p>	
2	<p><b>Declarations of interest</b></p> <p>There were none</p>	
3	<p><b>Health &amp; Social Care Issues from the Public</b></p> <p>No matters were raised</p>	
4	<p><b>Minutes and Action Log from public board meeting 12 October 2020 – (Enc1)</b></p> <p><b>JT</b> – Advised there were some discrepancies, however these were minor and suggested the minutes were accepted and we move on from this. – Accepted.</p> <p>The action log was reviewed and updated:</p>	

	<p><b>Decision Making Policy</b>  <b>JT</b> – Confirmed the new decision-making policy had now been adopted so the matter was now closed.</p>	
	<p><b>Lead roles and responsibilities</b>  <b>JT</b> – Advised that HW Sandwell had some new Board Members who had joined since the last meeting and that lead roles would be allocated in April 2021.</p> <p><b>HAB recruitment.</b>  <b>AF</b> – HW Sandwell had worked hard to attract and recruit new Board Members, and there were others interested in joining the Organisation shortly. Matter closed.</p> <p><b>Insight programme of events</b>  <b>AF</b> – A date was to be proposed for the end of March 2021; however, a topic had not been selected at the moment. AF and IMG to consider topic and circulate details to Board Members and Staff once a decision had been made.</p> <p><b>Quality Assessment</b> – Now Closed.</p> <p><b>Work Programme</b> – Closed.</p> <p><b>Enter &amp; View.</b>  <b>SF</b> - Walsall HW have now started the pilot scheme, however this is slow because of the Covid-19 situation. We will review how this is progressing in March 2021 and provide an update in the next meeting in April 2021.</p>	<p>JT/AF</p> <p>AF/IM</p> <p>AF</p>
5	<p><b>Work Programme (Enc 2)</b>  <b>Projects Update for Current Financial Year.</b></p> <p><b>JT</b> – Each year HW Sandwell selects three main projects to work on. This year the topics selected were:</p> <ul style="list-style-type: none"> <li>• Covid-19 Impact on Accessing Mental Health &amp; Wellbeing Services</li> <li>• Impact Covid-19 has had across Primary Care Services</li> <li>• Youth Healthwatch Activity</li> </ul> <p><b>Covid-19 Impact on Accessing Mental Health &amp; Wellbeing Services</b>  <b>AA</b> – This work was undertaken via an online survey and AA had the following update on how work was progressing, and targets were being met.</p> <p>Fieldwork – Survey reply date ends on 29.01.21. HW Sandwell have had 50 responses to the 303 surveys sent out. There were also 30 replies from focus groups/virtual meetings.</p> <p>Data received will be sent to Deborah Faulks at ECS Research for analysis – to be received by HW Sandwell in the early part of February 2021 – slight delay to schedule due to current national circumstances.</p> <p>AA will then produce a report with recommendations by the end of February for circulation in early March 2021.</p> <p><b>AA</b> – Advised survey responses reflected that the public was very anxious about the current situation, not wanting to go out for fear of catching the virus. The situation for Carers was also poor – many feeling the stress of little or no support and concern for levels of future support for mental health services. Both groups asked how the funding was being spent for the current year.</p>	<p>AA</p>

	<p><b>JT</b> – Asked AA how confident she was that she would meet the timescales set.</p> <p><b>AA</b> – Fairly confident – we have experienced some delays but are on track again now.</p> <p><b>DB</b> – Commented that there had been an impact on service users. Feedback from service users included – concerns for future services/domiciliary care and questions on how the funding for the current year was being used as there have been restrictions on provision of services with Covid-19. Service users of day centres and their families were concerned that Local Authorities would close Day Centres when the Covid-19 risk was over, and they would be left with no respite facilities at all. He added that current services were not ideal, and this raised the anxiety levels of Users, Carers and Providers.</p> <p><b>AA</b> – Added that Service Users were unhappy there were currently no respite facilities which was adding to strain on the families. There was also a feeling of resistance to change and uncertainty for the future. Many wanted to know what the level of consultation would be if there were going to be changes.</p> <p>AA advised that they had a new Leader for Primary Care Services and they could ask what actions they were taking to consult with Service Users and their families with regard to changes.</p> <p><b>The Implications of COVID-19 in accessing Primary Care - Using technology.</b></p> <p>Fieldwork for this survey from November 2020.</p> <p><b>ME</b> – Confirmed 149 surveys had been returned (paper copies) out of 1800 copies distributed. Distribution points included: Citizens Advice Bureau, Boots, Independent Pharmacies, Sandwell Advocacy and Rights and Equalities Sandwell and Agewell. Phone calls had also been made to the Blind/Autistic/Refugees and those with Learning Disabilities. It was felt there had not been a good response, as Staff had been restricted in how they could engage. The project had difficulties because of the pressure Covid-19 had brought</p> <p>Concerns from data received included:</p> <ul style="list-style-type: none"> <li>• Education issues</li> <li>• Lack of motivation</li> <li>• Poor skills.</li> <li>• No public facilities - the pandemic has meant that the facilities at Public Buildings such as Libraries cannot be used, which has added to problems for some Users.</li> </ul> <p>HW Sandwell has developed links with voluntary inclusion projects and the feedback from them has been insightful.</p> <p><b>JT</b> – Are you confident with keeping to your timetable?</p> <p><b>ME</b> – For the work we are undertaking, yes. Authorities we have no control over – they are under pressure because of the vaccine immunisations and the resources this is taking.</p> <p><b>SS</b> – The digital divide is a problem for a large section of the Community in Sandwell.</p>	
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**Youth Healthwatch Activity**

LA – HW Youthwatch currently has 9 young members, with the possibility of 2 more joining us. HW Sandwell is to run a ‘Young Carers’ project which we hope they will play an active role in. We hope to target others to increase the diversity of the group. We plan to attend black forum meetings. I have a meeting with the young carers on the 28.01.21 to discuss their priorities.

**Additional Projects**

Other projects to be undertaken include:

- Mental Health Services in the BAME community.
- Community Cash Fund.
- Young People Interaction.

**Mental Health Services in the BAME community.**

AF said that the project was delayed and due to feedback received from the steering group members the project proposal was going to be amended. PJ is a member of the steering group and has contributed to the feedback regarding the project

AF said that the project was out of timescales but was confident that once the project proposal had been amended it would be pulled back on track

**Community Cash Fund**

AF said that this had been advertised through the web site, newsletter, and social media. Voluntary sector organisations had been emailed directly. It was decided that this should not be advertised in the SVCO bulletin due to the timescales for applying.

There have been two applications to date, THE CLOSING DATE OS 12.02.21

JT said that in his experience applications forms are sent near or on the closing date.

DB said that he would support with the shortlisting

AF said that there would be more coms sent re the fund.

**Mental Health Training for Young People**

LA – This course will run in March 2021. It will be a big commitment, and we want to ensure the right people are on the course. The plan is that a member of staff from the organisation that the young person – is attached to will also undertake the course. It was recognised that due to the ages of the young people attending the course, they would need a mentor and also a support network.

JT - The Projects are broadly on track to set timescales. Does anyone have any updates or questions? No. Then we will accept that the work progress is being followed. OK? – Yes.

Our thanks to the Healthwatch Team for their updates.

**Feedback for work programme 21/22 (Enc 3)**

There was a discussion about how feedback would be obtained from the public to determine/steer the work programme for next year.

	<ul style="list-style-type: none"> <li>• AF said that there would be an online survey going live sometime during the week beginning Feb 1 2020.</li> <li>• AF said there is existing intelligence that HWS have been collecting through 2020 and also emerging themes from the priority projects from 2020</li> <li>• There have been themes emerging from some of the focus groups HWS have facilitated</li> <li>• AF said that there would be communication with senior stakeholders to establish if there could be some consideration/alignment to those objectives, with HWS future projects</li> </ul> <p>It was agreed that there would be a HAB/staff workshop, where hopefully HAB will agree the projects for the future work programme</p> <p><b>JT/AF</b> – We need to have the findings by 01.03.21 so that the intelligence can be reviewed before the Board Meeting on the 24.03.21. This will shape the projects undertaken for the new Financial Year. Can everyone attend the meeting on 01.03.21, we can then look at signing off work projects for the new year on 24.03.21.</p>	
6	<p><b>Meeting feedback – reports by HAB members/staff</b></p> <p><b>Health and Wellbeing Board</b>  <b>JT</b> - Meeting 25.11.20 – Covid-19 response – good tracing results – 88% on tracing, though Sandwell is an area with high number of Covid-19 cases. Next meeting 31.03.21. The Carers Strategy is on the agenda and HWS should be prepared due to the contribution that were made to the strategy.</p> <p><b>Joint Health and Overview Scrutiny Board</b>  <b>AF</b> - Nothing to report.</p> <p><b>Health &amp; Adult Social Care Scrutiny Board</b>  <b>JT</b> - Meeting 14.12.20. Report on Primary Care Services. Advised how Sandwell Hospital was coping – High input of Covid-19 Cases. Reported high amount of Staff illness. Increasing of younger Covid-19 patients (in 20's). Next meeting 08.02.21.</p> <p><b>Engagement Board</b>  <b>AF</b> – This board is made up from embers of HWBB. The aim is that there is alignment in coms from all stakeholders so that the public are kept informed and up to date. There have been two meetings to date. Elizabeth Learoyd has attended meetings and updates have been given. There is no date set for the next meeting due to the ill health of the Chair</p> <p><b>Sandwell Safeguarding Adults Board</b>  <b>AF</b> – Attended last meeting, there were updates on their work, and information will be sent out to Organisations on Safeguarding.</p> <p><b>Black Country Healthcare NHS Foundation Trust Board</b></p>	

	<p>AF attended this meeting. The main focus was how staff had been supported during COVID-19 -19. There were case studies of staff with lived experience</p> <p><b>SWWB Hospital Trust</b>  <b>JT</b> – Meeting 04.02.21. JT asked BH if he would be able to join this, however BH advised he has been unable to access this meeting online – would someone else see if they could do this. JT asked if others could try to do this and confirm meeting details.</p> <p><b>Provider Escalation Group</b>  <b>AF</b> – They have been assisting Care Homes in Sandwell. There has been considerable concern about Covid-19 outbreaks in Homes for Residents and Carers in the region. The CQC made inspections and put in measures to support the Homes.</p> <p><b>ICP and Citizens Forum</b>  <b>JT</b> – This forms part of the development of a Sandwell Integrated Care Partnership (ICP) to collaborate on health and social care. The next meeting of the ICP is on the 16.02.21. There will be a focus on the opening of the Midlands University Hospital and questions can be put forward in advance. Colleagues to email JT with any questions.</p> <p><b>CCG</b>  There will be a new and single CCG organisation – the Black Country and West Birmingham CCG from 01.04.21. This will be made up of individual CCG groups from Walsall, Dudley, Wolverhampton, Sandwell, and West Birmingham.</p> <p><b>Hospital Trust</b>  Richard Beeken is the acting Chief Executive Officer now – he has taken over from David Carruthers who was the Acting Officer for Toby Lewis. TL is likely to be off for some time due to health reasons.</p>	
7	<p><b>Intelligence &amp; Feedback Update – Public Issues Concerns &amp; Views being Heard.</b></p> <ul style="list-style-type: none"> <li>• Location and accessibility of vaccination centres.</li> <li>• Postponement of Operations.</li> <li>• Postponement and Cancellation of appointments at Hospitals.</li> <li>• Delayed care for Mental Health Service Users.</li> <li>• Lack of Day-care and Respite Provision.</li> <li>• Teachers should have priority for vaccinations.</li> <li>• How are the Government/Local Authorities prioritising the Public for vaccination groups?</li> <li>• How are the vaccinations going – is there wastage?</li> <li>• Strategies for allaying fears of BAME communities regarding having the vaccine.</li> <li>• How effective is the vaccination proving to be?</li> <li>• Are the Local Authorities undertaking follow-up vaccinations to ensure its effectiveness?</li> </ul>	

	<ul style="list-style-type: none"> <li>Vaccine availability – European threat to supplies and vaccine shortages so 2<sup>nd</sup> injection not given or delayed.</li> </ul> <p><b>JT</b> - According to BBC reports 70% of BAME community don't intend to take the vaccination for Covid-19. It's important to demystify and challenge misinformation. BBC showing BAME community groups and reinforcing message for vaccinations. Educational videos being shown directly aimed at BAME community on prime-time TV.</p> <p><b>SS</b> – Communities need straight facts about Covid-19 and the vaccine. Councils are looking to appoint 'Vaccine Champions' and have advised there is funding for this. Details to be circulated.</p>	
8	<b>Decisions to be made by the Advisory Board</b>	
8a	<b>Escalations to HWE/CQC etc</b> <b>No escalations</b>	
8b	<p><b>Publish a report/ agree a recommendation made in a report Intelligence Report October 0 December 2020 (Enc 4)</b></p> <p>Happy to approve and comment. Formally agree to publish report. The comments figure of '33 comments in 3 months' on page 5 of the report does not reflect fully, the amount work undertaken by the team and we need to consider how we can reflect this.</p> <p><b>Escalation Report (Enc 5)</b></p> <p>Independent Living Provision – recommendations in report agreed:</p> <ol style="list-style-type: none"> <li>The escalation detailed in the background be retrospectively approved and recorded as such in the public minutes of the Healthwatch Sandwell Advisory Board meeting</li> <li>That this does not need reporting to the Healthwatch Sandwell commissioning officers</li> </ol> <p><b>Breach of Decision-Making Policy (Enc 6)</b></p> <p>There is no blame of Staff for this. The breach was on a technicality. The report gives 5 recommendations. Board approved a 6<sup>th</sup>, that a flow chart for staff showing the decision process is developed by ECS, detailing what should be done. All recommendations were agreed.</p> <ol style="list-style-type: none"> <li>In the end analysis the issues shared with Healthwatch Sandwell would have been escalated to the CQC, therefore, the Healthwatch Sandwell HAB are recommended to note this report.</li> <li>The Manager of Healthwatch Sandwell to remind and refresh the knowledge of the whole team at the next team meeting of the DMP and relevant decision that must be taken by the Healthwatch Sandwell HAB</li> <li>The escalation to the CQC of the issues detailed in the background be retrospectively approved and recorded as such in the public minutes of the Healthwatch Sandwell Advisory Board meeting</li> <li>That this report be published on the Healthwatch Sandwell website</li> <li>That this does not need reporting to the Healthwatch Sandwell commissioning officers as the decision to escalate would have still been taken and the DMP was not breached recklessly.</li> <li>To create a Flowchart to support the DMP to guide colleagues when needing to escalate issues.</li> </ol>	ECS

8c	<b>Request information from commissioners/ providers</b> No formal requests	
8d	<b>Which premises to Enter and View and when</b> This decision has been suspended due to present circumstances.	
8e	<b>Decision about subcontracting/ commissioned work</b> None	
8f	<b>Report a matter concerning your activities to another person- e.g., CCG, Voluntary Sector, another Healthwatch, Advocacy services</b> Nothing to report	
8g	<b>Which health and social care services HW is looking at for priority project</b> Process plan agreed	
8h	<b>Refer a matter to Overview and Scrutiny committee</b> Nothing pending	
8i	<b>Breach/s of the decision-making process</b> Covered in 8b	
9	<b>Any other business</b>  <b>BH</b> – I would like to endorse/support the actions of Staff. <b>PJ</b> – I would like to attend the work progress meeting on 01.03.21 with AF & JT. Please advise your existing commitments. <b>ST</b> – Considering a Focus Group – In the pipeline still. <b>JT</b> – We have developed a draft calendar for HW Sandwell (see paper x). There will be a Board Meeting every 3 months, and Informal Board meetings in between meetings.	
10	<b>Date and Time of Next Meeting</b> The next meetings will be on 01.03.21 & 24.03.21 to discuss work progress. Please advise if you have any clashes with other meetings by 02.02.21.  <b>JT</b> - Many thanks to All and keep talking to each other.	