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**Minutes of Healthwatch Sandwell Advisory Board**

**4 May 2021, 2021**

*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
1	<p><b>Welcome and Apologies</b>                      HAB members present                      John Taylor (JT)                      Dave Bradshaw (DB)                      Pat Johnson (PJ)                      William Hodgetts (WH)                      Stephanie Thomas (ST)                      Valisha Malhi (VM)</p> <p>Staff                      Simon Fogall (SF)                      Alexia Farmer (AF)                      Anita Andrews (AA)                      Melissa Elders (ME)</p> <p>Apologies                      Sophie Shuttlewood (SS)                      Leanne Abbott (LA)</p> <p>AF advised that the meeting would be recorded to assist minute taking – there were no objections.                      JT asked about the vacancy for the Board clerk. <b>AF to review and update as to the outcome for this position</b>                      JT congratulated the HWS team for the professionalism during the staffing re structure.                      JT said that he had sent an email of thanks to Ian McGarry and had received a really positive response back from Ian about his time working with HWS. AF gave an update on the leaving gifts. JT said that hopefully Ian would accept an invitation to APM where Ian’s contributions to HWS could be acknowledged and celebrated.</p>	AF
2	<p><b>Declaration of Interests</b>                      There were no declaration of interest</p>	
3	<p><b>Health and Social Care Issues from the public</b>                      No public in attendance</p>	
4	<p><b>Minutes and Action log from Public Board Meeting held on January 27 2020</b>                      Minutes agreed                      Action log to be updated:</p> <ul style="list-style-type: none"> <li>• <b>Strategic relationship mapping (JT to speak to Board members individually about attendance at meetings).</b></li> <li>• <b>AF&amp;AA to discuss the Engage and Share Programme (enter and view) that has been piloted by HWWalsall. HWStoke and HWStaffordshire are also piloting the project.</b></li> </ul>	JT  AF
5	<p><b>Work Programme Project Updates:</b></p> <ul style="list-style-type: none"> <li>• Priority Projects 20/21 conclusion</li> </ul> <p>AF said that PP’s had received some positive comments from relevant stakeholders. Using Digital Technology in Primary Care Services was now on the web site. Access to Mental</p>	


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	<p>Health and Well Being Services in Sandwell during COVID-19 Pandemic was being transferred into the template and would be ready for the web site imminently. JT asked if there were issues with timescales for reports going into the appropriate template as there appeared to be a delay with this stage of the process. <b>SF to discuss with AF &amp; AA outside of the meeting</b></p> <ul style="list-style-type: none"> <li>Additional projects update</li> </ul> <p><b>BAME Project</b>                      AF fed back about the BAME project. This was delayed. PJ was positive about the progress with the project but commented that the timing of the project in the first instance was not good due to the many surveys and focussed work that participants were involved at that time. JT asked AF for an indication of the timescales for the project to conclude. <b>AF to liaise with DF and send an update to the Board.</b></p> <p><b>Mental Health First Aid Training</b>                      JT said this had taken place and details to found within the Youthwatch report</p> <p><b>Community Cash Fund</b>                      Awards have been granted and the projects are all underway.</p>	<p>SF</p> <p>AF</p>
6	<p><b>Meeting feedback reports by HAB members/ staff/ LHM</b></p> <ul style="list-style-type: none"> <li><b>Health and Well Being Board (JT)</b>                      Last meeting was in 31.03.21. Attendance from members was poor. The board approved The Local COVID Outbreak plan and Better Care fund allocation of funds. JT gave a summary of HWS work during 2020/21 and an update on the new work programme. The next meeting will be on June 16 – The Carers Strategy and Suicide Prevention Action Plan were on the agenda for this meeting.</li> <li><b>Health and Adult Social Care Scrutiny Board (JT)</b>                      JT &amp; DB attended on 29<sup>th</sup> March and reported on the learning disability day services, The Govt NHS White Paper – how services work at a system level and the Sandwell Air Quality Action Plan. There was a discussion about learning disability day services. DB felt that there was not much collation between the feedback from service users and the actual report that was presented. Transformation of services was required but the needs and wants of people who accessed services should be gathered, JT said that there was to be a further consultation period, and nothing had been formally agreed. JT said that he had raised the impact the service changes would have on carers. There had been recognition of this from senior staff within the LA who had agreed to further discuss with AA at a separate meeting. AA had requested a meeting with the said LA staff to which there had been no response to date JT asked that if there had been no response by the next OSC meeting then he would raise it at the meeting. <b>AA to keep John updated</b></li> <li><b>Provider Escalation Group (AA)</b>                      This meeting was on April 17. The meeting was to highlight and discuss areas of practice within care homes and domiciliary care</li> <li><b>Sandwell Integrated Care Partnership</b>                      JT said that this was making slow progress and that a Project Management Team was required to take this forward. There is another meeting in the next couple of weeks.</li> <li><b>CCG Commissioning Board – Sandwell (AA)</b>                      Board and staff had been updated in the attendance at this meeting</li> <li><b>ICP – Strengthening the Citizens Voice Group (AF/SS)</b>                      AF said there was little to update as the group were still waiting for plans from key stakeholders before agreeing on the forward plan for public engagement</li> </ul>	<p>AA</p>
7	<p>Intelligence/Feedback update – public issues                      JT asked board members for their feedback</p>	<p>Verbal</p>

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	<ul style="list-style-type: none"> <li>• WH asked what was happening with SWBHT board meetings due to the changes in senior staff – what was the frequency of the meeting? JT said that the meetings were monthly and virtual, these were advertised on the Trust web site together with agenda and supporting document</li> <li>• PJ said that there were comments about the Government Road Map staying on track. There was also a discussion about the impact that the pandemic on health and care staff and there needed to be strategy in place to support with the impact on mental health of staff. JT said that staff welfare was considered in the reset and recovery in some big organisation such as SWBHT.</li> <li>• DB agreed with PJ comments and that the Voluntary and Community Sector had been key players during the pandemic and a big support to LA. DB hoped that there would be recognition in the future for this work.</li> <li>• AF said that HWS were hearing quite a bit on access to primary care. The telephone appointment system was failing and there was issues with appointments available in a timely way through internet booking. There were also issues with electronic prescription not been received by Pharmacy from GP. AF also said that there were delays in orthopaedic surgery. AF said that she had lived experiences of the frustration with access to primary care and further treatment pathways. JT asked what HWS could contribute to getting this message through to senior stakeholders. AF said that the primary care access was not new to them but to continue in sharing patient experiences and encourage the patient views at meeting and events where their voices could make an impact</li> </ul>	
8	<b>Decisions to be made by the Advisory Board</b>	
8a	<b>Escalations to HWE/CQC etc</b> There have been no escalations	
8b	<p><b>Publish a report/ agree a recommendation made in a report</b></p> <ul style="list-style-type: none"> <li>• <b>Intelligence report October to December 2020</b> JT made comment regarding the low engagement figures and <b>asked that a comparison with other ECS HW be made</b>. AF said that there had been a changeover in CRM system where some of the data may have got lost in transfer. JT asked that we set a bench mark for engagement figures for the next report. <b>AF &amp; staff team to review</b></li> <li>• <b>Access to Mental Health and Well Being Services in Sandwell during COVID-19 Pandemic</b> This report was agreed by email. The report is not available on HWS web site at the moment due to transferring into the appropriate template. JT requested that the date be put on the front of the report. <b>AF to action</b></li> <li>• <b>Using Digital Technology in Primary Care Services</b> This report was agreed through email</li> <li>• <b>Youthwatch Report</b> Report was agreed. However, JT asked that recommendations to include the Youth Healthwatch Lead to continue in post on a permanent basis and that a Youthwatch work programme be developed for the coming year to include transition to board membership in the future. JT requested that wording on page 6 of the document ‘ethnic minorities’ to be reviewed, the comments after the recommendations to be explained and that the document be page numbered. JT asked if there could be photographs of Youthwatch members included in the report. <b>AF to discuss with LA</b></li> </ul>	<p>AF</p> <p>AF</p> <p>AF</p>
8c	<b>Request information from commissioners/ providers</b> No requests made	
8d	<b>Which premises to Enter and View and when</b> Enter and View suspended due to COVID-19	
8e	<b>Decision about subcontracting/ commissioned work</b>	Verbal

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	<p><b>CQC commissioned engagement work</b> AF said that HWS had been successful in receiving a small grant from CQC to establish the experiences of care from seldom heard from groups. Outline of the brief to be found here</p>  <p>20210119 HW regional engagemer</p> <p>AF said that there was a meeting scheduled in May with CQC to establish timescales for the project. It is envisaged that the project will conclude in Autumn 2021. HAB agreed this commissioned piece of work through email due to the short timescales for applications.</p>	
8f	<p><b>Report a matter concerning your activities to another person- e.g., CCG, Voluntary Sector, another Healthwatch, Advocacy services</b> No matters to report</p>	
8g	<p><b>Which health and social care services HW is looking at for priority project</b></p> <ul style="list-style-type: none"> <li>• Hospital Treatment Pathways</li> <li>• Hidden Impact on carers</li> </ul> <p>AF said that she was meeting with staff members to discuss PID for both projects. AF assured board members that the documents for each project would be available in around two weeks' time.</p> <ul style="list-style-type: none"> <li>• Black Country Young People's Mental Health – collaborative project with BCHW</li> </ul> <p>AF said that Youthwatch would be involved in this project. The PID has already been outlined and sent to DF for comments.</p> <p>JT asked if board members would like to champion any of the projects. AF said that this would be really positive if members had time to give, it would bring the staff team and board members together and enable board members to see how we work. PJ volunteered to champion the Hidden Impact on Carers project and VM Young People Mental Health project. John asked DB &amp; ST to consider championing the Hospital Treatment Pathways project and let JT know. WH was not able to commit to a project at this time.</p>	Verbal update
8h	<p><b>Refer a matter to Overview and Scrutiny committee</b> No referrals made and no referrals pending presently</p>	
8i	<p><b>Breach/s of the decision-making process</b> No breaches</p>	
9	<p><b>Any other business</b> <b>JT asked Board members and staff if there was any other business – there was not</b></p> <ul style="list-style-type: none"> <li>• <b>Annual Report</b></li> </ul> <p>AF said that the template was available to populate, and staff were in the process of pulling their reports together – this should be done by the end of May giving enough time for board approval. JT said JT was planning to use the annual report once published to inform MP's and Councillors about the role of HWS</p>	
10	<p><b>Date and Time of Next Meeting</b> The next meeting is an informal board meeting on June 16. <b>AF to send calendar invite to board members</b></p>	AF
	<b>Close private session and open Public HAB Meeting</b>	
	<p><b>Performance report for March 2021</b> JT explained that this document provided a service overview. There were no comments on the content. SF said that the reporting document had been reviewed and a new performance tracker would be in operation by the end of the Quarter. The reporting cycle using the new format would be once per quarter rather than monthly.</p>	

JT Chair

AF Manager

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AA Engagement and Information Lead

IM Engagement and Information Lead

SS Community Outreach Lead

ME Community Outreach Lead

LA Youthwatch Lead