

Healthwatch Sandwell Advisory Board (HAB) Public Meeting

Held on Thursday 7th November 2019 2.00 p.m. – 4.00 p.m.
Central Avenue, Tipton, Sandwell

MINUTES

PRESENT

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

APOLOGIES

		ACTION
1.	<u>Welcome and Introductions</u>	
	The Chair welcomed all members to the Healthwatch Advisory Board meeting and introductions were made. SS was introduced as a new staff member – Community Outreach Lead.	
2.	<u>Apologies</u>	
	Apologies were received from Elizabeth Learoyd and Anita Andrews	
3.	<u>Minutes from the Meeting held on 11 September 2019</u>	
	The minutes of the meeting held on 18 July were agreed as an accurate record. Declaration of Interest – None.	
4.	<u>Action Log from the Meeting held on 11 September 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>	

AF presented an update on the work programme:

Insight Events

Discussion held on learning from September Insight event including reasons for time over runs. Agreed keeping to the Agenda timescale important for ensuring audience remain in attendance. Ensure style of format of presentations matches the audience. JT suggested that future speakers should be briefed to consider that the subject reflects the difference it can make to the people of Sandwell. 32 attendees and positive feedback received.

The next Insight event planned to be an update on the Midland Metropolitan Hospital and Carers Project. Toby Lewis invited to attend. To be held at Jubilee Park Community Centre, Tipton **23rd January 2020**. JT stated that all Board Members should make every effort to attend all Insight events. **ACTION: AF to send out Invites**

AF

Priority Project – Youth insight into accessing and using health and social care services

AF introduced and advise that communication groups had been set up already with the Albion Trust, Westminster School, Young Carers and Bangladeshi Islamic Centre. A range of workshop approaches are planned with a survey target of 381 young people. JT asked that the project resources could be identified and included in the project reports in future. Noted that the DIAP has yet to be signed off. JT queried the deadline in light of this and survey work pre-Christmas. AF felt dates could be met. MK agreed to be Board Member project sponsor. JT stated the project demonstrated good work from everyone. This work will complement development of the Youth Health Watch. JT suggested seeking funding streams for the Youth Health watch AF felt this was at too early a stage.

Priority Project – Reducing Inequalities – Rough Sleepers & Homeless People

AF introduced the project and advised AA was leading and had contacted several organisations that support homeless people with the aim of them assisting directly with completion of surveys. JT queried the survey sample size stating it seemed a bit high at 267. AF advised the team would aim towards the target. Noted that the DIAP has not yet been signed off. SS raised on behalf of AA that Health & Safety aspects such as staff working approach need to be considered in the project. DB stated that a fuller Risk Assessment would need to be completed. JT enquired re resources for the project and asked for them to be collated. ME advised on behalf of AA advised that it was felt appropriate to offer consultees a reward for taking part such as thermal socks or hats. The board agreed this should be included.

JT enquired re the field work start and completion dates and stated that the project timescales felt tight for the complexities of the project. AF advised the original project completion date had been 21st March. JT summarised that the as an action the Board required an update of the project to include identified project resources, risk management and consideration of project timeframes for the Board to then consider approval. **ACTION: Project Proposal update to be submitted to the Board**

AA

Enter and View Programme

IM presented the E&V programme and advised some would be conducted by staff due to few volunteers and a conflict of interest in regard to Regis Medical Centre. JT asked if the E&V target of 16 pa was still realistic. AF said Yes for delivery to end of March 2020. AF advised re E&V training delivered this week which included staff and 3 volunteers. IM advised that the Enter & View report formats had been improved recently but disappointingly no feedback had been received yet from recipients. IM advised that Lyndon 4 ward E&V report was being drafted and should go out next week.

	<p>Community Engagement ME updated on Community Engagement work and advised above target at moment. SS advised thoughts on including Opticians, Dentists and Pharmacies in future. SS mentioned patient experience for non-English speaking people. IM informed re social media platforms and commented they had not yet got full outreach. Facebook has recently had a good level of hits. JT queried whether the positive sides were identified when a National news story was publicised. IM confirmed Yes. Discussions re promoting the Sandwell story on the back of National news.</p> <p>Volunteers ME updated on Volunteers recruitment and advised that out of 15 people interested 6 had not responded to several communications, 4 were in references stage and current applicants included 3 expressing an interest in admin and 1 Punjabi/Urdu. References are awaited the training is to be set up for late November.</p>	
6.	<u>Support for Carers Project</u>	
	AF gave an update on the current situation. AF advised that the project had been sent to the Commissioner for comments, which in turn had gone to DF for amendments. The project is back with the Commissioner for comments – deadline date given for return 14.11.19. AF to circulate to HAB – once approved copies sent to stakeholders and published on web site	AF
7.	<u>Performance Report for Quarter 2 - July – September 2019</u>	
	AF presented the Performance Report for Quarter 2 (July – September 2019) and advised a meeting is to be held with Sandwell MBC shortly which will include review of the format of the report and differing data collation methods. AF advised that a contracts meeting is due to be held in December. ACTION: Feedback on meeting on next Board Agenda	AF
8.	<u>Intelligence Report</u>	
	AF presented the Intelligence report. Suggestions were made by the board to improve the layout format which was otherwise agreed in regard to content and framework. ACTION: To upload to website	IM
9.	<u>Lead Roles and Relationships</u>	
	A review of Board members roles and representations was held. JT confirms he attends the Sandwell Health & Wellbeing Board and reported on the last meeting of 19 th Sept. JT feedback from the meeting: - <ul style="list-style-type: none"> • Joint Dementia Strategy for Sandwell was approved • A focus on Thrive – Mental Health support • A focus on youth services • Criticism of STP LTP JT advised of other upcoming council meetings. BH confirmed he represents HWS at Sandwell & West Birmingham Hospital Trust and Overview & Scrutiny Committee. JT asked BH to take the Intelligence Report to the next meeting 18 th Nov. KC agreed to be Board Rep for the Homelessness Project	BH KC

	<p>MK agreed to be Board Rep for the Youth Project</p> <p>The current political purdah position was discussed – JT advised to be careful in dealings but robust in monitoring on behalf of patients.</p> <p>JT asked that quarterly meeting with Toby Lewis – CEO SWBHT be arranged</p>	<p>MK</p> <p>AF</p>
10.	<u>Chairs Actions – Public</u>	
	Non to report	
11.	<u>Health & Social Care Issues from the Public</u>	
	JT confirmed there were no issues raised by the public at the last meeting.	
12.	<u>Any other business</u>	
	<ul style="list-style-type: none"> • Media Policy – JT introduced the policy and advised that communications with media must be initiated by, and enquiries from the media forwarded to, the local Healthwatch Manager and/or Chair of the Healthwatch Advisory Board, or in their absence, the Executive Director. <p>Press and media releases or contact relating to matters of a local Healthwatch, or which are judged to be controversial or sensitive by the Healthwatch Manager must be approved by the Chair of the local Healthwatch Advisory Board, or in their absence, the Executive Director.</p> <ul style="list-style-type: none"> • • Volunteers Handbook – AF introduced and advised the handbook had passed Investors in Volunteers quality mark. ACTION: AF to circulate copies. • IM advised re the HWS Xmas get together (11th Dec 12pm-2pm Walker Grange) – that the event is an opportunity to collect for Foodbank donations. 	AF
	<u>Date of Next Meetings</u>	
	<ul style="list-style-type: none"> • Christmas Get Together (Board, Staff & Volunteers) 11th December 12pm- 2 pm Walker Grange. • HAB – 9th January 2020 – 2pm – 4pm – Walker Grange • HAB – 10th March 2pm – 4pm – Walker Grange • HAB – 14th May 2pm -4 pm – Walker Grange 	