

Healthwatch Sandwell Advisory Board (HAB) Public Meeting
 Held on Wednesday 11 September 2019 2.30 p.m. – 4.30 p.m.
 Central Avenue, Tipton, Sandwell

PRESENT

John Taylor (JT)	Healthwatch Sandwell Chair
Bill Hodges (BH)	Healthwatch Advisory Board Member
Dave Bradshaw (DB)	Healthwatch Advisory Board Member
Manpreet Kala (MK)	Healthwatch Advisory Board Member
Alexia Farmer (AF)	Healthwatch Sandwell Manager
Ian McGarry (IM)	Healthwatch Sandwell Engagement and Information Lead
Liz Learoyd (LL)	Executive Director (Minutes)

APOLOGIES

		ACTION
1.	<u>Welcome and Introductions</u>	
	The Chair welcomed all members to the Healthwatch Advisory Board meeting and introductions were made.	
2.	<u>Apologies</u>	
	Apologies were received from Khush Chahal, Melissa Elders, Anita Andrews and Aileen Farrer.	
3.	<u>Minutes from the Meeting held on 18 July 2019</u>	
	The minutes of the meeting held on 18 July were agreed as an accurate record.	
4.	<u>Action Log from the Meeting held on 14 May 2019</u>	
	The action log is updated and attached to the Minutes. Discussion regarding a date for HAB induction took place and an induction date of 4 November was agreed upon.	
5.	<u>Work programme and projects update</u>	
	AF provided the “Ways of Working” document discussed at the last HAB meeting. Noted that the word “work” needed to be removed from the penultimate bullet point, but subject to this amendment, the document was accepted. The HAB agreed to adopt this document and JT requested that a poster be created to display at all future HAB meetings, and the document be uploaded to the website.	AF

Action: AF to ensure poster is created and brought to all future HAB meetings and the document is uploaded to the website

Priority Project 1- Carers

AF provided an update on the Carers project- confirmed the survey was set to close on Friday 13 September, with 215 responses received so far, in addition to focus groups and one to one telephone surveys. AF outlined that Anita had completed the focus groups and had done to complete these as she had encountered difficulties in getting attendees there due to it being the summer holiday period. AF provided the HAB with assurance that the project is on time and is due to be published at the start of November.

General Practice Nurse Project- AF confirmed this commissioned piece of work has been completed and published and tabled the completed report.

Decision on work programme priority 2 and priority 3 for 2019/20

AF presented the findings of the “What’s important to the people of Sandwell” survey. 204 surveys completed in total with five recommendations on priority areas of work for the remainder of the financial year. This report was presented in conjunction with paper 6- The Carer’s Project. AF outlined that the project is progressing well and the publication date and sign off for the HAB is scheduled for November.

A discussion took place on the future work priorities, based on the intelligence received, the Health and Wellbeing Board work programme and the survey results and the rationale behind the decision to be agreed. JT proposed the Youth Healthwatch be the second priority area as although the development of a Youth Healthwatch is a commitment which will take several years, the priority can incorporate a variety of special interest projects, the first of which would be a report into Young People’s experiences of Health and Social Care, branded “Youth Insight”. This proposal was universally agreed upon and adopted.

BH highlighted the survey results were surprising as they had not highlighted Oncology as a priority area which has encountered problems in Sandwell recently.

Following further discussion, it was agreed priority 3 would focus on Health Inequalities, focusing on access to Primary Care Services for rough sleepers and homeless people.

JT gave thanks to the staff and volunteers for creating the survey, getting the results and undertaking the analysis necessary to support the board in reaching the decision on the priorities and asked for an updated work programme and project plan for each new priority project.

The targets in the work plan were discussed and agreed as follows:

- 16 Enter and View visits to be completed in the financial year;
- three Public Insight/ Spotlight meetings to be held, with the first taking place on 24 September;
- 130 outreach activities to be undertaken;
- a quarterly report on people’s feedback and intelligence is to be created and published.

Subject to the above outlined amendments and additions, the yearly work programme was agreed and signed off by the HAB.

5.1	<p>Action: AF to update the work programme with the new priorities, add in the General Practice Nurse project and create a project plan for the two new priorities with key milestones and a detailed project plan by the end of September.</p>	AF
5.2	<p>Action: AF to present an update on the workplan at all future HAB meetings</p> <p>Enter and View Programme</p> <p>Ian McGarry presented the Enter and View Work Programme- outlining the intention to complete two visits per month. Currently, there are six volunteer Authorised Representatives and the staff team, and it was outlined the need for additional recruits to be sourced.</p> <p>Taking into out the implementation period, it was agreed that the target for Enter and View visits for 2019/20 is 16.</p> <p>AF explained the team are trying to recruit new volunteers to support the delivery of the programme and had been targeting Universities and Colleges. DB offered to promote E and V to get volunteers.</p>	AF
5.3	<p>Action: AF to forward details to DB to promote volunteering for E and V and to review where we are advertising for volunteers and broaden the reach of the advert.</p> <p>JT highlighted that there are only four people currently on the website as named Authorised Representatives and it was a requirement for all AR's to be named on the website.</p> <p>Also, as there are potential new recruits, training needs to be arranged. AF to check if HW England are delivering training and to liaise with HW Staffs and Wolverhampton to do a joint training session as soon as possible.</p>	AF
5.4	<p>Action: AF to liaise with other ECS HW re: training and IM to arrange a new training date and to update the website with all names of AR's as soon as possible.</p>	AF and IM
6.	<p><u>Intelligence Report</u></p>	
	<p>The intelligence report presented by AF was discussed and its content noted. Feedback give from the board members included the needs to document the comments received from the public and explain what happens to insight receive to evidence the impact.</p> <p>JT highlighted the fact that HAB members need to have a report to table at strategic meetings to have evidence as to what people are saying to HW.</p> <p>Discussed the audience of the intelligence report and agreed it is stakeholders and providers. It needs to be able to be presented at the Health and Wellbeing Board as it is a public document on what people are telling Healthwatch.</p> <p>Agreed the frequency of this report needs to be quarterly (July- September) October-December) and (January-March).</p>	

	<p>LL outlined that once the Feedback Centre on the website has 100 reviews, an insight report can be prepared and a template report has been prepared by the website provider, EKKO.</p> <p>Action: LL to contact EKKO and get a copy of the template insight report and once 100 reviews have been left, commission them to create the insight report.</p>	LL
7.	<p><u>Chairs Actions</u></p>	
	<p>JT confirmed there were no actions to update on.</p> <p>JT recommended that we recruit additional members to the HAB and outlined that there needs to be an ongoing advert for the HAB members, distributed widely.</p> <p>Action: IM to promote the advert on the website and AF, with Aileen Farrer are to promote the HAB advert in a variety of publications throughout Sandwell.</p>	AF and AF
8.	<p><u>Board Issues</u></p>	
	<p>Overview and Scrutiny Committee</p> <p>BH outlined that there is a reconfiguration of the respiratory services- with services moving to the city from Sandwell. There is an upcoming information and engagement session on this.</p> <p>The next Overview and Scrutiny Committee is on 12 September. And this will be attended by JT.</p> <p>Agreed going forward the HAB need to share the agenda for any strategic meeting they are planning to attend, with AF so HAB are briefed with any intelligence to raise in the meeting and return a meeting capture form to the staff team.</p>	
9.	<p><u>Health and Social Care Issues from the Public</u></p>	
	<p>No members of the public were in attendance- session closed.</p> <p>JT explained in future, all public board meetings need to be publicised on the website and the minutes for the public session published on the website. Agreed that public attendance requires advance booking, so we know the numbers planning to attend. Agreed this will be reviewed on an ongoing basis.</p> <p>Action: IM to publicise the next board meeting on the website and to ensure the minutes form the last meeting (public session only) are published on the website.</p>	IM
10.	<p>Any Other Business</p> <p>Stakeholder mapping- the roles were allocated between the Board and staff team ad it was agreed to review the allocation of roles in 3-4 months.</p> <p>DB asked if Healthwatch has any representation on the Safeguarding Children’s Board. JT explained that he and AF met the Independent Chair who outlined it was not required at this time, but this position will be revisited in 6 months’ time.</p>	

	Action: review stakeholder mapping roles at next HAB meeting- include on the agenda	AF
6P	<u>Date of Next Meeting</u>	
	The next meeting will be held on 7 November at 2pm at Walker Grange, Central Avenue. Action: AF to send out calendar invite for the next HAB meeting	AF