

**Healthwatch Walsall Advisory Board (HAB) Public Meeting**

**held on Tuesday 18 April 2023 1.00 p.m.**

**Blakenall Village Centre**

**Present:** Ross Nicklin (RN) HW Walsall Advisory Board (Chair)

Mandy Poonia (MP) HAB Member

Dianne Beddows (DB) HAB Member

Andrew Green (AG) HAB Member

Simon Fogell (SF) ECS Chief Executive

Aileen Farrer (AF) HW Walsall Manager

Tom Collins (TC) HW Walsall Engagement & Information Lead

Lynne Fenton (LF) HW Walsall Senior Insight Advocate

Loretta Higgins (LH) HW Walsall Youth Engagement Lead

**Apologies:** Marie-Claire Kofi (MCK) HAB Member

Mark Hughes (MH) HAB Member

| **Item** |  |  **Actions** |
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| **1.** | **Welcome and Apologies**Ross Nicklin welcomed members to the April 2023 public meeting of the Healthwatch Walsall Advisory Board. Introductions were made to the 2 members of the public present at the meeting.  |  |
| **2.** | **Declaration of Interests**Declarations of Interests noted as:Andrew Green – interest in 8C, Chair of Walsall Council Internal Audit Committee and member of Walsall Council Standards Committee. Mandy Poonia – representative of NHS Clinical Senate.Dianne Beddows – PPLG Chair |  |
| **3.** | **Minutes and Action Log from Public Board Meeting held on 1 December 2022****Approval of Minutes 1 December 2022**The minutes of the meeting held on 1 December 2022 were approved as a true record and an accurate reflection of discussions. **Action Points 1 December 2022**No actions from the December 2022 meeting. ----------------A query was raised around the decision made not to publish the Enter & View Report for Castlehill. Noted that this was due to the fact that following review, the paperwork was considered as not fit for purpose for the acuity of service user in Castlehill. Following the decision not to publish, Engaging Communities Solutions reviewed and upated the Enter and View paperwork for all care/residential homes and primary care settings. A revisit will be made to Castlehill using the new method of observation and revamped paperwork. |  |
| **4.** | **Work Programme 2022/2023 Project Update**AF gave a full update on the Healthwatch Walsall work programme as follows:Discharge Process from Walsall Manor HospitalThe fieldwork concluded at the end of February 2023 and the draft report is going through the process of approval. It is anticipated that once approved by HAB, the final report will be distributed and published.A query was raised about whether Healthwatch Walsall engaged with providers during the fieldwork and it was confirmed that feedback from the providers has also been included in the report. It was also confirmed that during the mobilisation of the project advocacy was not an issue.Youth Person ProjectFollowing the initial youth engagement project, the second work priority project was around communication issues being faced by young people when accessing health and social care services.The project concluded at the end of March 2023 with 136 responses being received. Data analysis and report writing is underway and once the report has been completed, this will be sent to HAB for approval prior to publication. Cost of Living CrisisHealthwatch Walsall wanted to know the impact of the cost-of-living crisis on service users and their families. A cost-of-living survey commenced in October 2022 and concluded in February 2023. There were 92 respondents to this survey. The data analysis and report writing is underway and it is hoped the report will be published early May.Members were advised that the Healthwatch Manager presented the draft report findings at the Local Authority Self Neglect Sub-Group and received some very positive feedback. Enter & ViewDuring January-March 2023, three Enter & View visits were made to:* Willow Rose Care Home
* Touchwood Pharmacy
* Blakenall Family Practice

As noted in previous discussions the new ECS Enter & View paperwork is now in use within Healthwatch Walsall.Community OutreachExtensive outreach continues throughout the Borough on a face-to-face basis and links have been established with seldom heard communities. Social Media/WebsiteThe year-to-date social media followers across all platforms reached 3,123. Healthwatch Walsall has a new website in place which is visibly different from the previous website. The Service Feedback Centre has been replaced by the “Have Your Say” platform which is being promoted as widely as possible when we are out and about in the Borough.National Adult Social Care SurveyThe Senior Insight Advocacy Lead undertook this work from December – March 2023 which was carried out by a hybrid approach. Approximately 230 people were identified by the Local Authority to be contacted and from this cohort c. 100 people took part in the survey. Any concerns noted at the point of visits were reported to the Quality in Care Team for investigation and action. Integrated Care BoardThe Healthwatch Manager represents the 4 Black Country HW at the Integrated Care Board Meetings in a participatory capacity. There is a Memorandum of Understanding in place between the 4 Black Country HW and the HW Manager provides feedback from the meetings to peers.Questions raised by the Commissioner:* It was queried whether it would be possible to confirm the number of people who have been asked to participate in surveys/projects as well as the number of responses received in order to get a percentage completion rate. It would be difficult to get this information as often surveys are online and individual members of staff are out and about. It should be noted that qualitative data is as important as quantitative data and patient experience is important.
* The need to reach all communities was noted and members of the public were advised that HW Walsall is becoming a trusted voice within seldom heard groups.

Board noted the contents of the report. |  |
| **5.** | **Work Programme 2023/2024**The proposals for the annual work programme for 2023/2024 were outlined in detail to members. The aim is to undertake 2 main projects during the year alongside running continuous surveys throughout the year together with the Enter and View programme.The first project proposal is around access to maternity services and post-natal care for black and minority ethnic groups. It is proposed that this be undertaken during the first half of the year.The second project to be undertaken will be a young person’s project which will take place in the second half of the year and has yet to be finally agreed from three potential options.It was noted that the annual workplan for 2023/2024 is a public document and will be uploaded onto the website. Questions raised by the Commissioner:It was queried how Healthwatch Walsall would plan engagement for the maternity project. HWW would go out to all local communities in person to undertake the work and look to have a media presence such as local radio. This work priority project has a HAB lead who will support this project. Board approved the work programme for 2023/2024 as outlined in the paper with the caveat that the young person project has yet to be confirmed.  |  |
| **6.** | **Escalations to HW England/CQC**No escalations were made to Healthwatch England or the CQC.**Other Escalations**As noted in previous discussions, three issues were escalated to the Quality in Care Team during mobilisation of the National Adult Social Care Survey. |  |
| **7.** | **Publish a report/agree a recommendation made in a report**Delves Court Enter & View report was approved by HAB offline in January 2023.  |  |
| **8a.** | **Request information from commissioners/providers**No requests made for information from commissioners or providers. |  |
| **8b.** | **Enter and View**Based on intelligence received, the forward plan put forward for approval is:* Pleck Health Centre
* Revisit to Castlehill
* Selwyn Court

Board approved the Enter & View forward plan.  |  |
| **8c.** | **Decision about sub-contracting/commissioned work**Board were advised that a tender will be submitted to the Local Authority to undertake work on the emotional and mental wellbeing of young people. Board will be kept updated on the outcome of the bid. |  |
| **8d.** | **Whether to report a matter concerning your activities to another person- e.g. CCG, Voluntary Sector, another Healthwatch, Advocacy services**No reports made. |  |
| **8e.** | **Which health and social care services HW is looking at for priority project**Refer to the work programme agenda item and discussions.  |  |
| **8f.** | **Refer a matter to Overview and Scrutiny Committee** No matters referred. |  |
| **8g.** | **Breach/s of the decision-making process** No breaches to report. |  |
| **9.** | **Health and Social Care Issues from the public**Issues raised at the time of the agenda item discussion. A query was raised about whether there is public attendance at Healthwatch Walsall Advisory Board public meetings. It was noted that prior to Covid meetings were attended by the public but that this had ceased during lockdown and now needs to be built back up. The need to provide a hybrid approach was also noted and will be actioned for future meetings. It was also noted that Board meetings are well publicised and will be held throughout the Borough in various locations with the necessary I.T. functionality. Members were advised that the Local Authority can publicise the meetings on the intranet and details will be sent to the Communication Lead for future dates/venues.  |  |
| **10.** | **Any Other Business*** Andy Green – queried if we could make a request to commissioners/ providers and requested the following requests be made:
	+ Walsall Health commissioners what they commission from provide healthcare providers.
	+ The current programme of statutory engagement from the Health Overview & Scrutiny Committee.
	+ Provider engagement including any public consultation exercises being undertaken.

Board approved that requests can be made but these need to be given further thought and formalisation.  |  |
| **11.** | **Date and Time of Next Meetings**Tuesday 18 July 2023 2.00 – 3.00 p.m.Tuesday 17 October 2023 2.00 – 3.00 p.m.Tuesday 23 January 2023 2.00 – 3.00 p.m.Venues across the Borough to be confirmed.  |  |