

**Healthwatch Walsall Advisory Board (HAB) Public Meeting
held on Thursday 1 December 2022 1.00 p.m.
Blakenall Village Centre**

Present:

Mandy Poonia (MP)	HW Walsall Advisory Board (Chair)
Ross Nicklin (RN)	HAB Member
Dianne Beddows (DB)	HAB Member
Mark Hughes (MH)	HAB Member
Simon Fogell (SF)	ECS Chief Operating Officer
Elizabeth Learoyd (EL)	ECS Managing Director
Aileen Farrer (AF)	HW Walsall Manager

Apologies: Arun Venugopal (AV) HAB Member

Item		Actions
1.	<p><u>Welcome and Apologies</u></p> <p>Mandy Poonia welcomed members to the December public meeting of the Healthwatch Walsall Advisory Board.</p>	
2.	<p><u>Declaration of Interests</u></p> <p>No declaration of interests were made.</p>	
3.	<p><u>Minutes and Action Log from Public Board Meeting held on 4 August 2022</u></p> <p><u>Approval of Minutes 4 August 2022</u></p> <p>The minutes of the meeting held on 4 August 2022 were approved as a true record and an accurate reflection of discussions.</p> <p><u>Matters Arising from 4 August 2022</u></p> <p><u>Work Programme Project Update</u></p> <p>Visit schedule including staff and volunteers prepared.</p> <p>No further actions were outstanding from the August meeting.</p>	

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4.	<p><u>Work Programme Project Update</u></p> <p>AF gave a full up on the Healthwatch Walsall work programme as follows:</p> <p><u>Discharge Project</u></p> <p>Having mobilised the discharge project in later July, there is good momentum on this work. Staff and volunteers continue to have a regular presence at Walsall Manor Hospital in the Discharge Lounge and Elderly Frailty Unit. Current responses are in excess of 150 completed surveys. Intelligence garnered has been shared with the Trust on an interim basis and two safeguarding concerns have been raised.</p> <p>Links have been made with the Red Cross who will promote the work and will be distributing the surveys to patients and relatives. This will allow us to reach people that we do not have the details for to seek their views about the process once they have been discharged into the relevant pathway.</p> <p>There is to be an online Zoom session with Care Home Managers which is scheduled to take place on Friday 9 December 2022. This will give them an opportunity to share their experiences of how the discharge process is working from their perspective.</p> <p><u>Youth Healthwatch</u></p> <p>Members were advised that 2 new volunteers have been recruited, giving a cohort of 10 young volunteers.</p> <p>A focus group was held with 5 young people on World Mental Health Day (10 October) from which a lot of intelligence was received and was included in the Young Person Report which HAB approved offline. This report has now been disseminated through our networks and published online. From the findings it was evident that young people are experiencing barriers to communication when accessing services and are having issues in accessing primary care services. These two aspects have formed the basis of the Young Person Project which is currently being mobilised via a survey (online and hard copy) and through young people engagement within schools.</p> <p>The Youth Engagement Officer has made a lot of contacts in the Borough and is attending regular meetings.</p> <p><u>Outreach</u></p> <p>Board members were very pleased to note the extensive outreach undertaken in the Borough and the success achieved in reaching different communities and groups.</p> <p>HAB were advised that many new links have been made with various groups and that the Community Outreach Lead is a trusted face within these communities and is being recognised when out and about. This is leading to a higher profile within communities and partners.</p> <p>The Community Outreach Lead continues to support the 2022/2023 work project around discharge and has achieved a high success rate in</p>	

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	<p>obtaining the views of patients from all demographics about their discharge experiences. Three individual case studies have been forwarded to the Trust as these were issues that needed to be brought to their attention at the time.</p> <p><u>Enter & View</u></p> <p>During Quarter 2, there were 3 Enter and View Visits undertaken to Anson Court, Whitehorse Road and Castlehill. Two reports have been published but a decision was made not to publish the visit report to Castlehill as it was apparent that the generic questions used were not suitable for the acuity of service users residing in the Home.</p> <p>From the issues raised at Castlehill, new paperwork has been drafted to cover care/nursing homes and specialist facilities along with GP services, Pharmacies, Hospitals, Mental Health Units and Dentists. The paperwork is currently in the process of being completed and will be signed off by Engaging Communities Solutions for use in the new calendar year. It will be at this time that a revisit is made to Castlehill.</p> <p><u>Integrated Care Board</u></p> <p>The Healthwatch Walsall Manager represents the 4 Black Country Healthwatch at the Integrated Care Board. The Black Country HW have a MoU in place for the purpose of sharing intelligence.</p> <p>Board noted the contents of the report.</p>	
5.	<p><u>Decisions made by Advisory Board</u></p> <p>Decision made not to publish the Castlehill Enter & View Report (see above).</p>	
6.	<p><u>Escalation to Healthwatch England/CQC</u></p> <ul style="list-style-type: none"> • Escalation made to Walsall Manor Hospital regarding a serious medicines management error. The Trust investigated the incident and have issued an apology. • Safeguarding issue escalated to a Ward Nurse at Walsall Manor Hospital and this is being dealt with through PALS. 	
7.	<p><u>Publish a report/agree a recommendation made in a report</u></p> <p>Two reports were approved for publication as follows:</p> <ul style="list-style-type: none"> • Male Suicide Report • Young People Survey Report 	
8a.	<p><u>Request information from commissioners/providers</u></p> <p>No requests made for information from commissioners or providers.</p>	

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8b.	<p><u>Enter and View</u></p> <p>Forward Plan suggested as:</p> <ul style="list-style-type: none"> • 3 Pharmacy visits (yet to be identified once new paperwork has been ratified). • Visit to Blakenall GP Practice. • Revisit to Castlehill 	
8c.	<p><u>Decision about sub-contracting/commissioned work</u></p> <p>No decision about sub-contracting/commissioned work to be made.</p>	
8d.	<p><u>Whether to report a matter concerning your activities to another person- e.g. CCG, Voluntary Sector, another Healthwatch, Advocacy services</u></p> <p>No reports made.</p>	
8e.	<p><u>Which health and social care services HW is looking at for priority project</u></p> <p>Not applicable.</p>	
8f.	<p><u>Refer a matter to Overview and Scrutiny Committee</u></p> <p>No matters referred.</p>	
8g.	<p><u>Breach/s of the decision-making process</u></p> <p>No breaches to report.</p>	
9.	<p><u>Health and Social Care Issues from the public</u></p> <p>No members of the public present, so not applicable.</p>	
10.	<p><u>Any Other Business</u></p> <p>Members were advised that the current Chair's term of office ends on 31 December 2022 and that having gone through an internal recruitment process, Ross Nicklin will be the incoming Chair with effect from 1 January 2023.</p> <p>Thanks were extended to Mandy Poonia for all her hard work and leadership during her term of office and through the very difficult times of Covid-19.</p>	
11.	<p><u>Date and Time of Next Meetings</u></p> <p>Date and times of future meetings to be the subject of discussion.</p>	