



**Healthwatch Walsall Advisory Board (HAB) Meeting
held on Friday 6 August 2021 02:15 p.m.
Virtual online digital platform Zoom**

Present:

Mandy Poonia (MP)	HW Walsall Advisory Board Chair
Ross Nicklin (RN)	HAB Member
Dianne Beddows (DB)	HAB Member
Val Sarai (VS)	HAB Member
Aileen Farrer (AF)	HW Walsall Manager
Paul Higgitt (PH)	Walsall Together Senior Engagement Lead
Lynne Fenton (LF)	HW Walsall Insight Senior Lead Advocate
Karen Kiteley (KK)	HW Walsall Community Outreach Lead/HAB Clerk (Minutes)
Tom Collins (TC)	HW Walsall Engagement & Information Lead

Observers: Pat Etchells - Member of the public.

Apologies: Teresa Tunnell (TT) HAB Member
Simon Fogell (SF) Chief Operating Officer

Item No		Actions
1.	Welcome and Apologies Members were welcomed to the public meeting of the Healthwatch Walsall Advisory Board Meeting.	
2.	Declaration of Interests There was no declaration of interests.	
3.	<p>Minutes and Action log from Public Board Meeting held on 19 April 2021</p> <p>Approval of Minutes 19 April 2021 The minutes were approved as a true record and a reflection of discussions from the meeting held on 19 April 2021.</p> <p>Matters Arising from 19 April 2021</p> <p>Rethink Mental Health Survey Members were informed Janet Lilley had been contacted and offered a slot at this meeting to present the findings of the Rethink Mental Health Survey, but no reply had been received. PH confirmed Janet Lilley had presented her Mental Health Report to Walsall Together. PH to disseminate the report to HAB Members and HWW Team.</p> <p>Decision Making Workshop It was noted the Decision-Making Workshop had taken place.</p> <p>Care Plans PH confirmed the Commonalities Report highlighted that patients did not understand what pathway they were on.</p>	PH to circulate JL Mental Health report to HAB Members and HWW Team

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	<p>FACE TT had sent her apologies to the meeting and therefore was unable to give an update</p>	
4.	<p>Minutes from the Extra-Ordinary HAB Meeting held on 6 May 2021 - Enc 2 Members were referred to Enc 2. The minutes were approved as a true record and a reflection of discussions from the meeting held on 6 May 2021.</p>	
5.	<p>Work Programme Project Update - Enc 3</p> <p>Members were referred to Enc 3. AF confirmed the Work Programme will be published on HWW's website.</p> <p>HWW's work plan for 2021/2022 includes two major lines of enquiry. This allows for flexibility in the year to address any other issues that may arise. Both work priorities were agreed by the Healthwatch Advisory Board at the Extra-Ordinary Meeting held on 6 May 2021.</p> <p>Work Priority 1 - Urgent Treatment Centre This work will commence in the next 2 weeks and will run for 2 months. The project lead is Tom Collins (TC). The work will be undertaken by an online survey and focus groups.</p> <p>Work Priority 2 - Black Country Healthwatch Young Person Mental Health Project This collaborative piece of work commenced at the end of July 2021. The project lead for HWW is Karen Kiteley (KK) The work is being undertaken by online survey, face to face surveys, focus groups and interviews. HWW need to hold 2 Focus Groups and undertake 10 interviews. One Focus Group has taken place on 5 August 2021, the second Focus Group will take place on Saturday 7 August 2021. Surveys had already been completed online and hard copies.</p> <p>Diabetic Eye Screening Procurement This piece of work ended this week. 52 completed surveys have been forwarded to Commissioning Manager NHSE. Despite every effort made to reach the target of obtaining 100 responses, this had not been achieved..</p> <p>Stroke Rehabilitation Unit -Hollybank House Following AF's attendance at the Social Care & Health OSC where a presentation was made about the stroke rehabilitation service since its move to Hollybank House, one of the local Borough Councillors suggested that it would be a good idea to obtain patient experience about the service. AF informed members this is a small cohort of services users that stay at the unit. This piece of work will be commenced shortly and run to the end of February 2022.</p> <p>Volunteer Recruitment HWW supported Volunteer Week 1-7 June 2021. HWW held a virtual coffee morning on the last day of the campaign. HWW now have a cohort of 20 volunteers.</p>	<p>AF and TC to meet to commence the UTC project.</p>

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	<p>Enter and View Visits These ceased in March 2020 because of the pandemic. Pat Etchells informed members she knows some Care Homes HWW can go into. AF requested that any intelligence be sent through to HWW.</p> <p>Promotion of Healthwatch - social media AF confirmed TC had continued to promote HWW on social media.</p>	
6.	<p>Additional Workstream AF asked HAB Members to put forward suggestions.</p> <p>Suggestions raised were hospital discharge, health inequalities and care plans.</p> <p>AF to send HAB/Team a proforma for submitting any further suggested areas of work. These to be sent back by 19 August 2021.</p>	
7.	<p>Meeting feedback reports by HAB Members For noting only: -</p> <ul style="list-style-type: none"> • Information Sharing Meeting - previously circulated. • Community Mental Health Meeting - previously circulated. • Information Assurance Operational Group - previously circulated. 	
8.	<p>Intelligence/Feedback update May June Bi-Monthly Intelligence Report - Enc 4</p> <p>HAB received the report the contents of which were noted. The report will be sent to stakeholders and uploaded to the HWW website.</p>	
9.	<p>Walsall Together Assurance Report - Enc 5</p> <p>PH confirmed the Walsall Together Assurance Report for June/July 2021 had been circulated to members (Enc 5) and the report was taken as read.</p> <p>Verbal assurance from the Walsall Together Commissioners had been given, that the programme will continue into year 3.</p> <p>Phillip Griffin had temporarily stepped down as WT Chair due to personal circumstances. An interim Chair, Andy Green had now been appointed.</p> <p>End of Life Survey - It was noted 15 surveys had been completed and another 2 to follow up. The survey should close 10 August 2021.</p> <p>Walsall Together continue to work with whg to look at resilient communities.</p> <p>There is demand for patients and service users to access peer support services. Peer support specifically to allow people to come together and share experiences, information on managing strategies, and to access advice from specialists. This has been highlighted through the development of the Walsall Diabetes Peer Support Group.</p>	

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	<p>The Commonalities report was discussed, and this was seen as a positive opportunity to present to Walsall Together Programme Board where potential changes in care pathways redesign could be supported.</p> <p>A Learning Disability Virtual meeting had taken place. PH to write the notes from the meeting.</p>	
10.	<p>Healthwatch Walsall Annual Report 2020/21 It was noted the above report was submitted within the timeframe. It had been sent to Healthwatch England and was now available on HWW website.</p>	
11.	<p>Resuming Face to Face Engagement including Enter and View It was noted HWW Team will recommence face to face engagement following the Government, HWE and ECS guidelines.</p>	
12.	<p>Decisions made by the Advisory Board</p> <ul style="list-style-type: none"> • Approval of Engage & Share Reports - Approved offline • Approval of Engage & Share Recommendation Reports - approve offline. <p>The above approvals were officially recorded at this meeting.</p>	
12a	<p>Escalation to HW England/CQC AF informed meeting members due to the number of concerns raised by the public to HWW and several complaints made to Cllr. P Smith about Blakenall Family Practice and Harden Health Centre an escalation had been made to HW England and CQC on 21 May 2021. CQC confirmed both GP Practices were already on their radar. Modality have confirmed they have changed telephone providers. A new telephone system will come into effect by the end of August 2021 which should alleviate the current problems. It was also noted more clinical staff had been employed.</p>	
12b.	<p>Publish a report/agree a recommendation made in a report</p> <ul style="list-style-type: none"> • Engage & Share Reports x 4 • Engage & Share Recommendation Reports x4 • WT Cardiology Report • Walsall Manor Communications Report <p>The above reports were endorsed and received.</p>	
12c.	<p>Request information from commissioners/providers</p> <ul style="list-style-type: none"> • No requests made. 	
12d.	<p>Which premises to Enter and View and when (completion of the Enter & View visit checklist is required)</p> <ul style="list-style-type: none"> • Return to face to face Enter & View Programme • <p>It was agreed this needs to be looked at in terms of staff being safe and not being a risk to residents.</p>	
12e.	<p>Decision about sub-contracting/commissioned work</p> <ul style="list-style-type: none"> • Not applicable at this moment 	
12f.	<p>Whether to report a matter concerning your activities to another person - e.g., CCG, Voluntary Sector, another Healthwatch, Advocacy services</p> <ul style="list-style-type: none"> • No reports made 	
12g.	<p>Which health and social care services HW is looking at for priority project</p>	

Item No		Actions
	For noting.	
12h.	Refer a matter to Overview and Scrutiny Committee <ul style="list-style-type: none"> • No matters referred. 	
12i.	Breach/s of the decision-making process <ul style="list-style-type: none"> • No breaches to report. 	
13.	Health and Social Care issues from the public <ul style="list-style-type: none"> • No issues were raised. 	
14.	Any Other Business Healthwatch England Awards AF informed members she will be submitting 3 projects for awards. <ul style="list-style-type: none"> • Engage & Share • First Friday Focus • Walsall Together - ICP GP Appointments - 08:00am PE asked HWW to investigate what the impact is on other services when all GP appointments have gone by 08:00 am	AF to find out if the conference for 2021 is virtual or face to face.
15.	Date and Time of Next Meeting 7 October 2021 11:15am	