

**Healthwatch Walsall Advisory Board (HAB) Meeting  
held on Thursday 23 July 2020, 2.00 p.m.  
Virtual Meeting**

<b>Present:</b>	Mandy Poonia	HW Walsall Advisory Board Chair
	Sylvia Bailey (SB)	HAB Member
	Teresa Tunnell (TT)	HAB Member
	Aisha Khan (AK)	HAB Member
	Dianne Beddows (DB)	HAB Member
	Ross Nicklin (RN)	HAB Member
	John Taylor	HAB Member
	Simon Fogell	ECS Executive Director
	Aileen Farrer (AF)	HW Walsall Manger
	Tom Collins (TC)	HW Walsall Engagement & Information Lead
	Karen Kiteley (KK)	HW Walsall Community Outreach Lead (Minutes)
	Paul Higgitt (PH)	Walsall Together Engagement Lead
	Lynne Fenton (LF)	HW Walsall Insight Senior Lead Advocate (Part Meeting)
	Phil Griffin (PG)	Walsall Together User Group Chair (Agenda Item 13)

**Apologies:** No apologies

Item No		Actions
1.	<p><b><u>Welcome and Apologies</u></b></p> <p>All members were welcomed. There were no apologies.</p> <p>MP informed members a new HAB member had been appointed, but unfortunately could not make the meeting today.</p>	
2.	<p><b><u>Declarations of Interest</u></b></p> <p>JT declared he was Chair of Healthwatch Sandwell. DB declared she was Chair of the PPLG.</p>	
3.	<p><b><u>Minutes and Action Log from Meeting held on 14 May 2020</u></b></p> <p>Approved for accuracy. No subsequent actions. It was noted the Action Log is now included in the minutes.</p>	
4.	<p><b><u>Walsall Together Governance</u></b></p> <p>Members of the Board agreed more clarity was needed. There needs to be significant independence between what Walsall Together does and what Healthwatch Walsall does.</p> <p>SF informed members the Service Specification detailed the relationship between Walsall Together and Healthwatch Walsall.</p>	<p><b>Action:</b> SF to forward AF a copy of the email he sent to Andy Green. Action: AF to send out a composite set of emails to HAB members.</p>

Item No		Actions
	<p>SF read item 2.3 from the Service Specification - Interdependencies -</p> <p>“The Chair of the Walsall Together User Group will be accountable to the Integrated Care Partnership (Walsall Together) by the SMT and to the HW Walsall Advisory Board (HAB) Walsall Together fully understands the independent role of Healthwatch in the health and social care system. Undertaking this work no way constrains or limits the role of Healthwatch as the strategic voice of consumers of health and social care in Walsall and as a critical friend to local providers”</p> <p>SF said the above answered the relationship aspect between Walsall Together and Healthwatch as cited in the contract.</p> <p>It was confirmed Phil Griffin attends the Walsall Together Board. Discussion took place as to whether Healthwatch Walsall should also have a place on the Walsall Together Board.</p>	<p><b>Action:</b> Look at the initial contract and to see how it affects all roles to get clarity of what data HWW can use and produce a summary document.</p> <p><b>Action:</b> MP and AF to investigate if HWW can have a place on the WT Board.</p>
5.	<p><b><u>Healthwatch Walsall Financial Information</u></b></p> <p>Members noted the updated finance information.</p>	
6.	<p><b><u>Intelligence/Feedback Update - Bi-Monthly Intel Report May-June 2020</u></b></p> <p>It was noted everyone had received the Bi-Monthly Intel Report for May-June 2020.</p> <p>JT thanked Healthwatch Walsall Team for producing a good report.</p>	
7.	<p><b><u>Health and Wellbeing Board Update</u></b></p> <p>MP attended the virtual Health and Well Being Board.</p> <p>The Board are proposing a remit to how they run their meetings and what the meetings are about. They are going to look at the statutory functions under the 2012 Health and Social Care Act. It is about encouraging and delivering more integrated work services through working with commissioners of NHS public and health and social care services. They mentioned Healthwatch as a third sector to work on this.</p> <p>In September 2020 they are going to hold a development session to investigate the proposed new remit.</p> <p>Healthwatch Walsall have increased their target to 100% attendance at this meeting.</p>	
8.	<p><b><u>Overview and Scrutiny Update</u></b></p> <p>No meeting held.</p>	

Item No		Actions
9.	<p><b><u>Enter &amp; View Programme - Temporarily suspended from 11/3/20</u></b></p> <p>Alternative ideas were being sought as how we can continue with Enter and View, such as speaking to residents in the Care Home grounds/gardens.</p> <p>Technology was also being looked at in terms of iPads for residents, but this would need support from the Carer's. Putting questionnaires into Care Homes may also be an alternative method of engagement.</p> <p>AF informed members she would like to recruit more volunteers to help with Enter and View.</p> <p>Due to Covid-19 no targets had been set for Enter and View visits for 2020/2021.</p>	
10.	<p><b><u>Chairs Actions - Public</u></b></p> <p>MP informed members of the meetings she has attended these being:</p> <ul style="list-style-type: none"> <li>• NHS Reset meetings</li> <li>• West Midlands Chairs Meetings</li> <li>• Health and Wellbeing Board.</li> <li>• CCG Governing Body in Common</li> <li>• Informal meetings.</li> <li>• Weekly catch up with AF (Healthwatch Walsall Manager)</li> </ul> <p>It was noted that since the Summer of 2020 that:</p> <ul style="list-style-type: none"> <li>• MP is the Healthwatch Walsall Representative at the CCG Governing Body in Common.</li> <li>• AF is the Healthwatch Walsall Representative at the Primary Care Commissioning Committee in common.</li> </ul> <p>AF informed members of Healthwatch Walsall's strengthening relationship with the CQC. CQC hold quarterly meetings with all Healthwatches and bi-monthly meetings with the Black Country Healthwatches. AF and TC attend these meetings.</p>	
11.	<p><b><u>Work Programme 2020/21</u></b></p> <p>It was noted that everyone had received a copy of the Work Programme 2020/2021.</p> <p>JT informed members that he felt the heading for Project 1 is a bit narrow, it just states telephone phone access, however if you read further it includes digital access. He would want to make sure the project is as wide as it can be, and it is not narrowed by its headline. Members agreed the title for Project 1 was vague and that it would be amended to reflect HAB comments.</p> <p>As a result of concerns raised at the APM regarding GP access for people with barriers such as being deaf it was agreed that AF would contact Geraint Griffiths-Dale (Managing Director Walsall CCG) to see what steps they have taken to help users who have barriers to access GP's.</p>	<p><b>Action:</b> AF to contact Geraint Griffiths-Dale</p>

Item No		Actions
	<p>It was noted the Formal Project Proposals is work in progress and would be available soon. The Project Proposal, DPIA and Gantt Chart had been completed. It was agreed that the Work Programme can become a fluid document. However, any changes to the Work Programme would need to be documented for Public Interest.</p>	(MD Walsall CCG)
12.	<p><b><u>Healthwatch Walsall Reports published</u></b></p> <p>It was noted the reports outlined below had been published</p> <ul style="list-style-type: none"> <li>• Evaluation of the Repeat Prescription Hub</li> <li>• Annual Report 2019/20</li> </ul>	
13.	<p><b><u>Walsall Together - Update</u></b></p> <p>It was noted everyone had received a copy of the Walsall Together update (Enc. 6)</p> <p>JT thanked PG and PH for the report.</p> <p>JT asked PG and PH to consider the changes outlined below:</p> <p>1.3 - Acknowledge the Independence of Healthwatch Walsall.</p> <p>2.1 - Refers to the work being undertaken by PH with the support of the Healthwatch Walsall Team - we need to be careful what we are stating if we are saying independent of Healthwatch.</p> <p>2.5 - Terms of Reference - Can this be an appendix to the report and to consider sharing with Healthwatch Walsall.</p> <p>3.1- Rag Rating - Self assessment, JT asked if the Commissioner broadly agrees with this assessment? PH informed members the paper had not been shared with Walsall Together. PH asked HAB for their approval, subject to the above changes, to disseminate to Walsall Together so they can put their view on the Rag Rating. It was agreed a meeting would take place with AF, MP, PH, PG to discuss the report and definitive guidelines about Walsall Together.</p> <p>It was noted PH and PG attended the Walsall Together Board on 22 July 2020 where the full summary report was tabled and was received very well.</p> <p>It was noted that there needs to be an agreement on sharing data relating to Patient Stories that have been gathered by Walsall Together.</p>	<p><b>Action:</b> AF to set up a meeting with PH, PG, MP to discuss clarity and definitive guidelines relating to Walsall Together.</p>
14.	<p><b><u>Meeting / Relationship Mapping July 2020</u></b></p> <p>Item Deferred.</p> <p>AF and MP in the process of reviewing the meetings Healthwatch are attending, including which members sit on each board according to their skills set.</p>	
15.	<p><b><u>Health and Social Care Issues from the public (15 minutes duration)</u></b></p>	

Item No		Actions
	No Public Members attended. No action.	
16.	<p><b><u>Any Other Business</u></b></p> <p>AF thanked the Healthwatch Walsall Team for their hard work during difficult times.</p> <p>MP wanted it noted that the First Friday Focus Coffee Mornings were working very well in gathering Patient/Users intelligence in the community. MP thanked the team.</p>	
17.	<p><b><u>Date and Time of Next Meeting:</u></b></p> <p>17 September 2020 2.00 p.m.</p>	