

**Healthwatch Walsall Advisory Board (HAB) Public Meeting
held on Thursday 3 February 2022 at 12:00 midday
Virtual online digital platform Zoom**

Present:	Mandy Poonia (MP)	HW Walsall Advisory Board Chair
	Teresa Tunnell (TT)	HAB Member
	Mark Hughes (MH)	HAB Member
	Sylvia Bailey (SB)	HAB Member
	Aisha Khan (AK)	HAB Member
	Ross Nicklin (RN)	HAB Member
	Dianne Beddows (DB)	HAB Member
	Arun Venugopal (AV)	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
Apologies:	Elizabeth Learoyd (EL)	ECS Managing Director
	Val Sarai (VS)	HAB Member

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.	Minutes and Action log from Public Board Meeting held on 9 November 2021 Approval of Minutes 9 November 2021 The minutes were approved as a true record and a reflection of discussions from the meeting held on 9 November 2021. Matters Arising from 9 November 2021 Work Priority 1-Urgent Treatment Centre It was noted the Urgent Treatment Centre project had been mobilised. Diabetes Support Group PH informed members he was going to meet with the Lead for Community Diabetes for Walsall Healthcare NHS Trust to discuss other organisations that support people with diabetes. Diabetes Awareness Event Following on from the success of the Living and Managing Diabetes Awareness Event held on 9 th November 2021 at Beechdale Community	

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	<p>Centre there are discussions taking place to hold this event again in a more ethnically diverse location in Walsall.</p> <p>PH confirmed additional funding for diabetes had been made available and that more staff have been recruited to the service. Walsall Healthcare NHS Trust are trying to get more GP Leads focussing on diabetes through training. A meeting is being arranged with PH and DC to see if a Directory of Organisations offering services to Diabetic Patients can be developed.</p> <p>Theory of Change AF confirmed a definitive date was not agreed.</p> <p>The Theory of Change Training will be undertaken by Healthwatch England. HAB Members were asked if they still wanted the training.</p> <p>It was agreed AF would inform HAB Members of the training date. If a minimum of 5 members can attend the training will go ahead.</p> <p>POST MEETING NOTE: Due to insufficient EoI, this training will not be being pursued on this occasion.</p>	<p>AF to inform HAB Members of the Theory of Change training date.</p>
4.	<p>Work Programme Project Update - Enc 2 It was noted the 2 work priorities for 2021/2022 had been signed off by HAB members on 6th May 2021.</p> <p>Urgent Treatment Centre</p> <p>UTC project was mobilised in December 2021. Engagement commenced online and copies of paper surveys were available in the UTC for people to complete. Now Covid - 19 restrictions for Healthwatch have been lifted TC is going to book a series of face-to-face sessions in the UTC commencing 4th February 2022.</p> <p>To date 38 UTC surveys have been completed, this is broken down into 30 paper copies at the UTC and 8 online. HWW will continue to push the survey.</p> <p>A First Friday Focus was held on 7th January 2022 where the topic discussed was the UTC. A concern was raised by a member of the public about cleanliness in the UTC which was relayed to Walsall Place and a direct impact from this is that additional cleaning services have been commissioned with immediate effect for the UTC.</p> <p>Black Country Healthwatch Young Person Mental Health Project Dudley, Wolverhampton, Sandwell, and Walsall Healthwatch collaborated to undertake a piece of work around young people's experience of mental health in particular transition from child mental health services to adult mental health services. Healthwatch Wolverhampton is the lead Healthwatch on this project.</p> <p>Healthwatch Walsall held 2 Focus Groups in August 2021. Between 5 - 10 young people attended each group. 10 individual interviews with young people have also taken place.</p>	

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	<p>An online survey was available for people to complete. The online survey was advertised via Walsall College, Walsall Community Mental Health Partnership, and local schools via sixth forms.</p> <p>Healthwatch Walsall attended an online workshop on 29 September 2021 organised by West Midlands CAMHS and attended by YP. The YP's voice was heard, stories were shared. HWW advertised the MH project via this platform.</p> <p>HWW attended the Mental Health Awareness Day at Walsall College taking place on Friday 8th October 2021.</p> <p>KK is the HWW lead on the mental health project. KK has met the targets set for this project and has forwarded the results to Healthwatch Wolverhampton who will collate the findings.</p> <p>The report will be written by the end of March.</p> <p>Diabetic Eye Screening Procurement This piece of work came about following AF's attendance at an Overview & Scrutiny Committee where NHS England attended. NHS England were going out to procure the new diabetic eye screening service. HWW were asked to link in with the public to see what worked well for them and what would work well for them.</p> <p>HW Walsall supported the public engagement work by producing an on-line and hard copy survey and 50 surveys were completed and sent through to NHSE/I to aid their procurement exercise.</p> <p>This piece of work is now concluded.</p> <p>Stroke Rehabilitation Unit - Hollybank House This issue arose at an Overview & Scrutiny Committee where it was noted that it would be useful to understand patient experience about the service, albeit noted that the service is used by a small number of users.</p> <p>This work has not been mobilised but maybe a piece of work which is taken forward.</p> <p>Volunteer Recruitment It was noted volunteer recruitment had been difficult during Covid-19 as there have not been many opportunities where volunteers can support HWW, although they have been attending the FFF sessions.</p> <p>Volunteer Week ran from 1-7 June 2021 and Healthwatch Walsall actively supported this campaign. There were daily social media postings, and a virtual coffee morning was held on the last day of the campaign.</p> <p>Contact was made with all volunteers to ascertain if they wish to remain an active volunteer for HWW. It was noted Mark Hughes became a HAB Member last year and HWW have also have another expression of interest.</p>	

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	<p>Enter and View Visits Face to face Enter and View visits have not been able to take place since March 2020 due to Covid-19 restrictions imposed by Government Guidelines, Healthwatch England Guidelines and ECS Guidelines.</p> <p>Engage and Share was implemented last year which is undertaken in a virtual manner. Engage and Share has been undertaken in two Care Homes but a third planned Engage and Share did not take place due to there being another outbreak of Covid-19 in 40% of Care Homes in Walsall. Engage and Share needs care home staff input and HWW have been mindful of how this would impact them in an already difficult situation. Board were however, asked to note that regular contact is maintained with the Quality in Care Team to share intelligence.</p> <p>The E&S report for Leighswood Care Home has been published. The report for Bescot Lodge has been sent to the provider for comments to which they have 10 working days for comments. If HWW do not receive any comments from the provider, the report will be sent to HAB for authorisation.</p> <p>For HWW To resume Enter and View authorisation needs to be given by the Local Authority. It was noted CQC are resuming their engagement in Care Homes.</p> <p>Community Engagement It was pleasing to note there had been increase in all HWW Social Media platforms.</p> <p>In the short period where face to face engagement was reintroduced, the Community Outreach Lead had linked in with new groups including the Department for Work and Pensions (DWP), Rethink, Public Health Thrive bus which has been going out to engage with people in deprived areas of Walsall. The details the Thrive Bus are in the report. HWW also took part in the Aldridge Christmas Tree Festival and had stall at the International Women's Cycle Tour in October 2021.</p> <p>HWW Walsall Engagement Lead and Community Outreach Lead met on 02 February 2022 to discuss planning outreach face to face until the end of the financial year.</p> <p>Strategic Influencing MP and AF continue to meet strategic partners in the Borough and the profile of HWW continues to grow.</p> <p>A meeting is due to take place next week (week commencing 7th Feb 2022) with the Chair and Chief Executive of Walsall Healthcare NHS Trust. A meeting has taken place recently with the Managing Director of Walsall Place. Links have also been established with the Interim Chief Executive of the Mental Health Trust, Director of Public Health Board, and the Director of Adult Social Care.</p> <p>Intelligence from HWW is very welcome at a strategic level.</p>	

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	<p>Social Media Social media continues to grow month on month. Reviews left on the Service Feedback Centre are also increasing.</p> <p>Healthwatch Collaboration HWW have an active role in the West Midland's Network.</p> <p>HWW work with other Healthwatches in the ECS network and within the Black Country.</p> <p>MP thanked the HWW for their hard work and acknowledged the work of HWW is growing.</p> <p>Work Programme 2022/2023 Members were informed under the ECS mandate the work priorities for 2022/2023 need to be signed off by 31st March 2022 so that Healthwatches are ready to mobilise on 1st April 2022.</p> <p>HWW Team are in the process of looking at the intelligence received over the past 12 months from all the various sources.</p> <p>AF to compose an email by the end of February 2022 to HAB Members with the results of the intelligence listing the top 5 priorities.</p>	<p>AF to email HAB Members top 5 priorities by end of Feb 2022.</p>
5.	<p>Additional Workstream It was agreed a small working group will be set up to discuss the additional workstream to be carried out utilising the underspend.</p> <p>It was suggested that HWW Team may look at the impact of NHS 111 now it has been in place for 2 years.</p>	<p>AF to set up a meeting.</p> <p>If necessary, HWW Team to look at the impact of NHS 111.</p>
6.	<p>Meeting feedback reports by HAB Members</p> <ul style="list-style-type: none"> • System Quality & Oversight Committee • Social Care & Health Overview and Scrutiny Committee - It was noted the minutes for these meetings had been previously circulated. <p>Members were informed the main topic at the Social Care & Health Overview and Scrutiny Committee was Walsall Manor Hospital, particularly the move of Urology from Walsall to Wolverhampton and the CQC rating. Other services were being moved from Wolverhampton to Walsall to create centres of excellence.</p>	<p>AF to find out what services are moving between Walsall and Wolverhampton and what the rationale was to move urology to Wolverhampton.</p>
7.	<p>Intelligence/Feedback update to inform HWW work priority programme 2022/23</p> <p>It was noted this had been discussed previously in the meeting- refer to item 5.</p> <p>At a recent Overview & Scrutiny meeting the Maternity Department at Walsall Manor Hospital was discussed. It was confirmed a recent CQC inspection had been undertaken which confirmed improvement had not</p>	

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	been made. The issue seemed to be with the Community Midwifery rather than the hospital.	
8.	<p>Walsall Together Assurance Report - Enc 3 The Walsall Together Assurance Report had been previously circulated to members (Enc 3) and was taken as read.</p> <p>Diabetes, respiratory and cardiology reports have been submitted to CPLG and are available on the Walsall Together website.</p> <p>Additional engagement has taken place around the end of life and palliative care pathways. The report had been completed but there were some reservations that it was not representative enough of the ethnic minority communities. This has now been rectified and engagement with 15 family members has taken place with Eastern European and ethnic minority backgrounds. The report is in the process of being updated with the additional information and should be completed by the end of February 2022.</p> <p>Resilient communities have extended the key lines of enquiry to include domestic violence, childhood abuse and neglect. Walsall Together have been asked to take a deeper look into male suicide and chronic kidney disease (CKD)</p> <p>It was noted work is in progress to produce a Walsall Together Service User Group webpage on HWW website.</p>	
9.	<p>Decisions made by the Advisory Board Cycling Event Report - HAB members agreed the report could be signed off. TC to disseminate the report out and publish it on the website.</p>	TC to publish Cycle Report on the website and disseminate.
10.	<p>Escalation to HW England/CQC It was noted no escalations had been made Healthwatch England.</p> <p>One escalation had been made to Walsall Safeguarding and CQC on 23rd November 2021 relating to a relative who was concerned about the welfare of her brother.</p>	
11.	<p>Publish a report/agree a recommendation made in a report Leighswood Engage & Share Report HAB agreed the publication.</p> <p>Winter Newsletter HAB agreed the publication.</p> <p>Cycle Event Report This report had been agreed by HAB Members - refer to item 9.</p>	
12a.	<p>Request information from commissioners/providers No requests made.</p>	

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12b.	Enter & View - Plans were being made to commence Enter & View face to face if Local Authority Guidelines allow.	
12c.	Decision about sub-contracting/commissioned work Not applicable at this moment.	
12d.	Whether to report a matter concerning your activities to another person - e.g., CCG, Voluntary Sector, another Healthwatch, Advocacy services No reports made.	
12e.	Which health and social care services HW is looking at for priority project Previously discussed a small working group will meet.	
12f.	Refer a matter to Overview and Scrutiny Committee <ul style="list-style-type: none"> • No matters referred. • 	
12g.	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 TT informed members she and other people in Walsall have received an unexpected bill for £5000 for educational residential care.	
14.	Any Other Business Visitors in Hospitals Concern was expressed over visitors not being allowed in hospitals. Harmonisation of Services PH raised his concern about some services such as hip and knee replacement going to consultation to decide whether these services should be available on the NHS. Members are going to attend the 14 th of February 2022. HAB Meeting 7 April 2022 It was agreed the next HAB meeting would be offered as a hybrid approach. ICB Board It was being discussed what HWW's official role will be on the Board.	AF to arrange a social gathering after the meeting on 7 April 2022
15.	Date and Time of Next Meeting <ul style="list-style-type: none"> • Thursday 7 April 2022 12.00 noon - 2.00 p.m. • Thursday 9 June 2022 12.00 noon - 2.00 p.m. (rearranged from 2 June) • Thursday 4 August 2022 12.00 noon - 2.00 p.m. • Thursday 6 October 2022 12.00 noon - 2.00 p.m. • Thursday 1 December 2022 12.00 noon - 2.00 p.m. 	