

**Healthwatch Walsall Advisory Board (HAB) Public Meeting
held on Tuesday 9 November 2021 03:15 p.m.
Virtual online digital platform Zoom**

Present:	Teresa Tunnell (TT) Mark Hughes (MH) Sylvia Bailey (SB) Aisha Khan (AK) Elizabeth Learoyd (EL) Aileen Farrer (AF) Paul Higgitt (PH) Lynne Fenton (LF) Karen Kiteley (KK) Tom Collins (TC)	HAB Member (Meeting Chair) HAB Member HAB Member HAB Member ECS Managing Director HW Walsall Manager Walsall Together Senior Engagement Lead HW Walsall Insight Senior Lead Advocate HW Walsall Community Outreach Lead/HAB Clerk (Minutes) HW Walsall Engagement & Information Lead
Apologies:	Mandy Poonia (MP) Ross Nicklin (RN)	HW Walsall Advisory Board Chair 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 6 August 2021 Approval of Minutes 19 April 2021 The minutes were approved as a true record and a reflection of discussions from the meeting held on 6 August 2021. Matters Arising from 6 August 2021 Rethink Mental Health Survey It was confirmed PH did circulate the Rethink Mental Health Report to HAB Members and HWW Team. Work Priority 1-Urgent Treatment Centre It was noted the preliminary paperwork had been completed. AF and TC to meet to mobilise the project. Healthwatch England Conference It was confirmed the HWE Conference is taking place this week (9-12 Nov 2021) HAB members were informed it was being held face to face.	AF to meet with TC to mobilise UTC project.
4.	Work Programme Project Update - Enc 2 AF confirmed the Work Programme Project Update identifies the work plan for 2021/2022.	

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	<p>It was noted that HWW continue to strengthen partnerships and are reaching members of the public they have not been able to reach before. HWW have a lot of good and improving stakeholder relationships: - including the Overview & Scrutiny Committee, local politicians, Health & Well Being Board, CCG, Public Health and Provider Commissioners within the Borough.</p> <p>At the Extra-Ordinary HAB Meeting held on 06th May 2021 HAB agreed two projects one of them being the Urgent Treatment Centre and the other being Black Country Healthwatch Young Person Mental Health Project. The reason two projects were agreed was to allow for some flexibility in the year to see what came out of the work HWW were undertaking.</p> <p>Urgent Treatment Centre Previously a public poll had been undertaken. Thirty respondents said they would like HWW to look at the Urgent Treatment Centre (UTC) which came second in the poll with GP access being the top voting priority. It was noted that GP access had been a work priority for the previous year but due to ongoing issues this may be revisited by HWW in the near future.</p> <p>Combined with the public poll the Urgent Treatment Centre manager contacted HWW to say there has been an increase in the number of patients attending the centre.</p> <p>Data will be collected via a survey and focus groups. The survey will look at quality of care, timeliness, and communications. In addition to this the survey will ask why people are presenting themselves to the UTC, this information will be fed back to commissioners and stakeholders. The survey will be able to be accessed online. If Covid-19 restrictions allow it is proposed face to face engagement at the UTC will take place. A focus group has already taken place at a recent First Friday Focus.</p> <p>Black Country Healthwatch Young Person Mental Health Project Dudley, Wolverhampton, Sandwell, and Walsall Healthwatch have 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>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>There has been an extension to this piece of work. HWW continue to promote the online survey.</p> <p>Diabetic Eye Screening Procurement It was confirmed results from the Diabetic Eye Screening Procurement survey had been forwarded to NHS England. The project is now closed.</p> <p>Stroke Rehabilitation Unit - Hollybank House This work has not been started due to Covid-19 restrictions. It is a small cohort of service users approximately 150.</p>	

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	<p>Volunteer Week HWW supported volunteer week which ran from 1-7 June 2021. This included daily social media posts and a virtual coffee morning.</p> <p>HWW have 20 active volunteers including two young volunteers. A target has not been set to increase the number of volunteers due to the difficulty in giving them work to do during Covid-19 restrictions.</p> <p>HWW put a request out to volunteers to see if anyone would be interested in participating in an interpreting panel. The response was not successful.</p> <p>Enter and View Due to Covid-19 restrictions HWW team are not allowed to undertake Enter and View face to face. HWW meet monthly with the Quality in Care Team at Walsall Council, where intelligence is shared.</p> <p>Community Engagement KK continues to work closely with several communities. Most recently links have been made with the LGBT community.</p> <p>Face to face engagement has recommenced for the HWW team.</p> <p>Strategic Influencing HWW are invited to several strategic meetings. Several key stakeholders want to link in with HWW.</p> <p>Promotion of Healthwatch - social media TC continues to monitor and update social media. HWW invested some money into Facebook allowing posts to reach a targeted, wider audience.</p> <p>Healthwatch Collaboration HWW continue to collaborate and work in partnership with others where possible.</p>	
5.	<p>Additional Workstream HAB members were asked to think about projects the underspend could be used for. The project would need to be commenced immediately and demonstrate impact.</p> <p>HAB members were asked to bear in mind HWW is a small team and some covid-19 limitations are still in place.</p> <p>It was agreed at the Healthwatch Board Development session, due to take place on 16th November 10:00am, at the end of the session time will be given to discuss and agree a project for the underspend.</p>	
6.	<p>Meeting feedback reports by HAB Members Information Sharing Meeting - it was noted the minutes had been circulated previously.</p>	
7.	<p>Intelligence/Feedback update Bi-Monthly Intelligence Report July/August 2021 HAB members were informed there had been an increase in the number of people using the Service Feedback Centre online. This had increased from 207 to 245 in four weeks.</p>	

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	<p>GP access and communications at Walsall Manor Hospital is the predominant intelligence received.</p> <p>It was also noted there had been an increase in the number of people using the Info@ email account. There had also been an increase in telephone calls to HWW.</p> <p>HWW continue to have links with the Black Country & West Birmingham CCG (BCWBCCG)</p> <p>AF is a member of Walsall Place Information Assurance Operational Group (IAOG). This group looks at the services BCWBCCG commission to make sure these services are working to contract. HWW give an update each month on intelligence received from the public. It was agreed at the last IAOG meeting in future the BCWBCCG would give HWW feedback on the information they have provided.</p> <p>It was noted intelligence to HWW is increasing through all platforms.</p>	
8.	<p>Walsall Together Assurance Report - Enc 3</p> <p>The Walsall Together Assurance Report for August and September 2021 had been previously circulated to members (Enc 3) and was taken as read.</p> <p>Walsall Together are continuing to engage with patients around the care pathways. Diabetes, cardiology, and respiratory reports have been sent to the Clinical Professional Leadership Group.</p> <p>End of life and Palliative Care is work in progress. A lot of data from members of the public has been received. It was reported it has been difficult to engage with ethnic minority communities (EMC) PH is planning to visit mosques and temples and liaise with partners to increase EMC input to the end-of-life project.</p> <p>An end of life and palliative care story was sent to the Partnership Board. The story highlighted some of the challenges the family had faced at end of life.</p> <p>In addition to the main key lines of enquiry additional key lines of enquiry will be coming on board such as outpatients and inequalities.</p> <p>Diabetes Support Group continues to meet. PH to provide AK details of the Diabetes Support Group so she can share with Diabetes partners in the south of the region. PH also attends the Diabetes Strategy Group. The group highlighted that members of the public do not know what is available in terms of services to support them with diabetes. A Diabetes Awareness event is being held on 10th November 2021 at Beechdale Lifelong Learning Centre. This will be an opportunity for members of the public to find out about the different diabetes services on offer. PH thanked TC for his help and support in promoting the event and helping with the presentation slides and arrangements. PH to look if Diabetes Awareness Events can be held in different localities within the borough of Walsall. Particularly in the south of the region where there is a high prevalence of diabetes Type 1 and 2.</p>	<p>PH to give details of the Diabetes Support Group to AK to disseminate.</p> <p>PH to see if Diabetes Awareness Event can be held in different localities.</p>

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	<p>Walsall Together Service User group is being held monthly. The next meeting is in December 2021, the topic to be discussed is shared care records.</p> <p>Walsall Together have a forthcoming meeting with the Resilient Communities Working Group.</p>	
9.	<p>Decisions made by the Advisory Board Enter & View</p> <p>It was noted HAB members agreed the Enter & View proposal for October and November 2021, before this meeting, offline. HAB agreed for HWW to undertake 3 virtual visits October, November, and December. The three homes will be Bescot Lodge, Leighswood and Castle Hill Care Home. HWW staff (KK, LF, TC) will speak to the manager, residents, relatives and staff.</p>	
10.	<p>Escalation to HW England/CQC</p> <p>It was noted no escalations had been made to CQC or Healthwatch England.</p> <p>Meeting members were informed an end-of-life story captured by PH concerning a Care Provider was reported to Adult Social Care who are going to raise it as a safeguarding concern.</p>	
11.	<p>Publish a report/agree a recommendation made in a report</p> <p>There were no reports to agree.</p>	
12a.	<p>Request information from commissioners/providers</p> <p>No requests made.</p>	
12b.	<p>Enter & View - Enc. 4</p> <p>Previously discussed refer to item 9 of the minutes.</p>	
12c.	<p>Decision about sub-contracting/commissioned work</p> <p>Not applicable at this moment.</p>	
12d.	<p>Whether to report a matter concerning your activities to another person - e.g., CCG, Voluntary Sector, another Healthwatch, Advocacy services</p> <p>No reports made.</p> <p>HWW continue to provide Black Country and West Birmingham CCG with monthly updates and matters about Primary Care.</p>	
12e.	<p>Which health and social care services HW is looking at for priority project</p> <p>Not applicable.</p>	
12f.	<p>Refer a matter to Overview and Scrutiny Committee</p> <ul style="list-style-type: none"> No matters referred. 	
12g.	<p>Breach/s of the decision-making process</p> <ul style="list-style-type: none"> No breaches to report. 	
13.	<p>Health and Social Care issues from the public</p> <ul style="list-style-type: none"> No issues were raised. 	
14.	<p>Any Other Business</p> <p>Theory of Change Healthwatch England Session</p> <p>AF informed members HWW Team had undertaken training from Healthwatch England. The training was about being able to maximise work and demonstrate impact.</p>	<p>AF to arrange a date for Theory of Change Training.</p>

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	<p>HAB members in attendance at this meeting agreed to undertake training - Theory of Change. The training would be delivered by Healthwatch England and will be an overview.</p> <p>Neglect Steering Group AF informed members a HAB Member is required to attend the above steering group. Arun Venugopal (AV) used to attend the Neglect Steering Group but has had to step down due to his professional duties.</p> <p>Reporting Cycle It was noted the following reports are not in sync: - Bi-monthly intelligence report - last report July August 2021 Contract monitoring which is quarterly. HAB meetings which are bi-monthly. Newsletters which are quarterly.</p> <p>AF asked HAB members to consider producing the bi-monthly intelligence report quarterly. TC suggested he produces a summary report each month, which members agreed too.</p> <p>Engaging Communities Solutions EL confirmed she is the Managing Director of ECS. Her role is to line manage the Healthwatch Managers and to make sure they are hitting all the targets set out in the contract with the council. EL has budget controls and devolves budgets to HW Managers. EL is responsible for the organisation strategy and investing in volunteers.</p> <p>AF informed HAB members she will be willing to meet with them and show them the induction presentation detailing the organisation's structure. It was also confirmed this can form part of the HAB Development Session taking place on 16th November at 10:00am.</p> <p>Health & Well Being Board AF informed members she must present at the Health & Well Being Board twice a year. She had recently presented the HWW Annual Report. This was received very well. AF will present in April 2022 to say how we have done on delivery.</p> <p>The commanding officer of the Fire Service who attended the Health and Well Being Board is keen to work with HWW.</p> <p>Thanks was given to TT for chairing the Public and Private HWW HAB Meetings today.</p>	<p>AF to speak to AV to see what HWW get out of the Neglect St. Group</p>
15.	<p>Date and Time of Next Meeting To be confirmed. -</p> <ul style="list-style-type: none"> • Dates to be based on the first Thursday of the month. • To be offered on a hybrid approach. • Screen sharing to be available. 	