

PUBLIC
Healthwatch Walsall Advisory Board (HAB) Meeting
held on Thursday 3 December 2020 11:00 a.m.
Virtual online digital platform Zoom

Present:	Mandy Poonia (MP) Teresa Tunnell (TT) Ross Nicklin (RN) Diane Beddows (DB) Arun Venugopal (AV) Aileen Farrer (AF) Simon Fogell (SF) Tom Collins (TC) Karen Kiteley (KK) Paul Higgitt (PH) Lynne Fenton (LF)	HW Walsall Advisory Board Chair HAB Member HAB Member HAB Member HAB Member HW Walsall Manager ECS Executive Director HW Walsall Engagement & Information Lead HW Walsall Community Outreach Lead (Minutes) Walsall Together Engagement Lead HW Walsall Insight Senior Lead Advocate
Observers:	Naresh Hargun (NH) Janet Lilley (JL) Lynn Dixon (LD)	Member of the Public Member of the Public Member of the Public
Apologies:	Aisha Khan (AK) Val Sarai (VS) Sylvia Bailey (SB)	HAB Member HAB Member HAB Member

Item No		Actions
1.	<u>Welcome and Apologies</u> Members were welcomed to the public meeting of the Healthwatch Walsall Advisory Board Meeting.	
2.	<u>Declaration of Interests</u> • DB - Chair PPLG	
3.	<u>Minutes and Action log from Public Board Meeting held on 17 September 2020</u> <u>Outstanding Action from 17 September 2020</u> Walsall Place Based Committee - Sub-Committee of CCG AF to contact the CCG to confirm if Healthwatch Walsall have a seat on the above committee. GP Data AV confirmed the CCG can access data via EMIS. CCG can give an overview of DNA, number of appointments available, how many appointments have been accessed per surgery. AV informed members GP Practices have a data sharing agreement with the CCG. <u>Approval of Minutes 17 September 2020</u> The minutes were approved as a true record and a reflection of what was discussed on 17 September 2020.	 AF to contact CCG AF and MP to meet with AV to identify what data is available.

Item No		Actions
4.	<p><u>Work Programme Project Updates</u> AF informed members Healthwatch Walsall's work programme is dictated by public intelligence. The 2 main areas where Healthwatch Walsall received intelligence from up to 31 March 2020 were</p> <ul style="list-style-type: none"> • Access to GP Services • Communication with Patients/Service Users who use/have used Walsall Manor Hospital. <p>A third piece of work was also undertaken in the form of a survey relating to COVID-19.</p> <p>Project 1 - GP Access AF informed members Healthwatch Walsall had received intelligence from members of the public relating to issues in getting through to GP Services i.e., constantly engaged, waiting on hold, recorded messages.</p> <p>This work was carried out by a Mystery Shopper Exercise, survey, and First Friday Focus. A report has been written and has been amended with HAB's comments. The report is waiting to be signed off by HAB.</p> <p>AV informed members of the Community Pharmacy Service (CPS) for Minor Illness to be introduced from the 1 December 2020.</p> <p>Project 2 - Communication between Walsall Manor Hospital and Patients Project Initiation Meeting is to take place on 09th December 2020, where start dates, resources, time scale will be discussed.</p> <p>AF to email HAB Members to see if anyone would like to be the HAB Lead on the project, to be the linkage between the staff team and the HAB.</p> <p>Project 2 needs to be completed by 31 March 2020.</p> <p>Project 3 - COVID-19 Survey The survey was closed end of October 2020. The initial findings from the survey were around people's mental health and isolation. HWW will look at this in more depth.</p>	<p>AF to follow up with AV</p> <p>AF to email HAB Members to see if anyone would like to be the HAB link.</p>
5.	<p><u>Meeting feedback reports by HAB members</u></p> <p><u>DB - PPLG Meetings</u> DB informed members the PPLG Meetings were reverting to their original format as PPLG Meetings, previously they were called 'Worried Well' and contained CCG items.</p> <p>Recent meetings that had been attended by Healthwatch Walsall this month were:</p> <ul style="list-style-type: none"> • Overview and Scrutiny • Safeguarding Chair and Business Manager (informal meeting attended by MP and AF) • Met with Director of Public Health • Primary Care Commissioning Meeting in Common • CCG Governing Body in Common 	<p>DB to send the minutes of the last PPLG meeting to MP and AF.</p>

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	<ul style="list-style-type: none"> • Information Sharing Meeting where agencies come together and share intelligence on Nursing and Care Homes in the Borough. • Walsall NHS Healthcare Trust - Public Board Meeting • CQC Meetings - Local, Regional and National Level • Black Country STP • Quality in Care Committee <p>It was noted MP attends the Health and Wellbeing meeting. These meetings had been intermittent due to COVID-19. Minutes of the meeting can be accessed via Walsall Council Website.</p>	
6.	<p><u>Intelligence/Feedback update - public issues - September/October 2020</u> It was noted the Local Intelligence Report for September to October 2020 report had been sent out and can be found on Healthwatch Walsall website. TC shared the report on screen for the members of the meeting. It is a public document, produced bimonthly.</p>	
7.	<p><u>Decisions to be made by the Advisory Board</u></p> <p>Engage and Share Proposal Engage and Share will take place as a pilot project, initially in 4 Learning Disability Homes, this is based on intelligence from Walsall Council. It will be undertaken remotely and will take place in the form of a survey to be completed by Service Users, Relatives, Staff and Managers.</p> <p>If the pilot is successful, this can be rolled out to other service areas.</p> <p>Thanks were expressed as Teresa Tunnell volunteered to be the HAB lead for this project.</p> <p>Methods of Access to GP Services TC has sent the report to HAB Members. Feedback/comments/observations to be forwarded to TC by 4th December 2020.</p> <p>Digital Exclusion Project ECS have agreed with Healthwatch England for Healthwatch Walsall to undertake a piece of work around Digitally Excluded. The work has been approved by HAB Members and is to be commenced imminently.</p>	
7a.	<p>Escalation to HW England/ CQC - No escalations to report.</p>	
7b.	<p>Publish a report/ agree a recommendation made in a report No escalations/issues to report.</p>	
7c.	<p>Request information from commissioners/ providers No specific incidents reported.</p>	
7d.	<p>Which premises to Enter and View Not applicable due to COVID-19.</p>	
7e.	<p>Decision about sub-contracting/commissioned work Nothing to report.</p>	
7f.	<p>Whether to report a matter concerning your activities to another person- e.g., CCG, Voluntary Sector, another Healthwatch, Advocacy services</p>	

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	Nothing to report.	
7g.	<p>Which health and social care services HW is looking at for priority project GP Access project waiting to be signed off.</p> <p>Communication at Walsall Manor Hospital with Patients/Service Users Project is due to commence. Project Initiation Meeting to take place 09 December 2020.</p>	
7h.	<p>Refer a matter to Overview and Scrutiny Committee No risk issues have been highlighted.</p>	
7i.	<p>Breach/s of the decision-making process No breaches have been reported.</p>	
8.	<p>Walsall Together Assurance Report PH informed members Walsall Together is an Integrated Care Partnership it is about integrating Health and Social Care Services. Walsall Together have commissioned Healthwatch Walsall to undertake this work, which commenced August 2019. Healthwatch Walsall were asked to undertake patient engagement about understanding care pathways particularly diabetes, respiratory, cardiology, mental health, end of life and palliative care and best start in life - early childhood. Workshops have been held. Going forward the project will include inequalities and outpatients.</p>	
9.	<p>Health and Social Care Issues from the public No issues were reported.</p>	
10.	<p>Any Other Business - Annual 360° Stakeholder Survey AF informed members feedback from the 360 Stakeholder Survey revealed more work needs to be done around Safeguarding. MP and AF have met with the Safeguarding Chair. It was a very productive meeting and opportunities for collaborative working were discussed.</p> <p>Rethink Janet Lilley informed members Rethink had undertaken a survey about Mental Health. AF and PH is to liaise with JL outside of the meeting. Healthwatch Walsall would like to work collaboratively with Rethink. JL is to present the findings of the survey at the next HAB Meeting to be held on 4th February 2021 at 11:00am</p> <p>Underspend All members to submit ideas via email of how the underspend could be spent.</p> <p>New 111 Service It was noted in the new year Healthwatch Walsall will be holding a First Friday Focus focusing on the new 111 service.</p> <p>Walsall Healthcare NHS Trust- new A&E Build LF and TT asked if changing rooms were going to be built in the new A&E Build.</p>	AF and PH to speak to JL.
11.	<p><u>Date and Time of Next Meeting</u> Thursday 4th February 2021 at 11:00 am</p>	