

Healthwatch Wiltshire Monthly Board

Date: 23 rd March 2021	Time: 10.30am-12.00noon	Venue: Microsoft Teams
Attendees: Gillian Leake (Chair)(GL); Alan Mitchell (Vice-Chair)(AM); Stacey Sims (SS); Hazel Dunnett (HD); Irene Kohler (IK); Vijay Manro (VM); Margaret Winskill (MW); Joanna Rachel Wittels (JRW)		
Apologies: Emma Leatherbarrow (EL); Andrew Mintram (AMin)		
Minutes: Karon Van Den Bergh (KV)		
Andrew Mintram will take a sabbatical from his role as Board Member to Healthwatch Wiltshire due to his other workplace pressures and will plan to return to the Board post-COVID.		
Agenda Item 1: Approval of Minutes of 16th February 2021 (including Action Points)		
IK: Made amendment to Agenda Item 3 and 5. Noted and agreed by the Board. Minutes updated. The Minutes were noted as a correct record.		
Outstanding Actions	Owner	Deadline
<ul style="list-style-type: none"> Military Covenant – work in progress 	EL	April Meeting
<ul style="list-style-type: none"> Meetings to be arranged with (1) Healthwatch Wiltshire Board Members and the Help & Care Board; (2) Healthwatch Wiltshire Board Members and Board Members from other areas; (3) Healthwatch Wiltshire Board Members and Healthwatch Dorset to discuss the best way to share cross boundary feedback in respect of Salisbury Hospital 	EL	April Meeting
<ul style="list-style-type: none"> Outlook Calendar setting out all meetings available for attendance by Board Members 	SS	Immediate
<ul style="list-style-type: none"> SS would send invites to Board Members for “coffee and chat” meetings on the first Tuesday of each month for one hour from 10.30am. 	SS	Immediate
Agenda Item 2: Healthwatch Update (Paper from JB)		
<p>SS:</p> <p>Community Engagement Fund to be launched this week. Applications to close mid-April. Three projects with awards of £1000 each. The target for projects would be “Seldom Heard Groups”. Applications are open to all, including those who have applied before.</p> <p>Experience of Health, Care and Community Services Survey. 145 responses. Guy Patterson is currently working on the analysis.</p> <p>The Bluebell Mental Health Report is currently being considered by the Commissioners. Positive comments have been received from the CCG. The Report will be published at the end of the month.</p>		
Actions	Owner	Deadline
<ul style="list-style-type: none"> Two Board Members are invited to be part of the panel to consider applications for Community Engagement Fund. 	SS	April Meeting
Agenda Item 3: Board Update		
<p>GL:</p> <p>Meeting with Cllr Simon Jacobs, Lead Member for Adult Services, Wiltshire County Council (with AM/JB)</p> <p>Help and Care Research Skills Week:</p> <ul style="list-style-type: none"> Maximising Other Data Sources Supporting Young Volunteers to Lead Research <ul style="list-style-type: none"> Kings Fund: <ul style="list-style-type: none"> Patient and User Engagement in the Delivery of Virtual Care Healthwatch England: <ul style="list-style-type: none"> Health and Care White Paper. What it means for Healthwatch Health Foundation: <ul style="list-style-type: none"> The Health and Care White Paper Unbound 		

- Participated in Interview for Commissioning Manager within ICS
- Health and Wellbeing Board - Workshop session
- Virtual Volunteer Day
- BSW Partnership Board meeting (with AM).

VM: South West Dental meeting 10th March. VM: to forward the presentation to Board Members by Cornwall and Somerset, providing data of lack of services. VM had been told that a gap in funding was the reason why private dental was available but NHS dental care was difficult to get. There was also currently a lack of dentists due to BREXIT. A digital referral system was being trialled which should mean improvements in the care. Currently, some patients were waiting 2-3 years for dental service on the NHS. VM: Had been told that there was currently no Healthwatch Wiltshire representative at the Wiltshire Dental meetings and offered to represent the Board. SS: Would find out the details and let VM know.

MW: Wiltshire Care Action Group (Unpaid Carers). The CCG had managed the COVID vaccination process very well. GPs were inviting carers who were registered on the Carer's Allowance Register for inoculation. A joint survey would be put together looking at how carers feel about the roadway out of COVID, lockdown and shielding. JB would be involved in making sure that Healthwatch Wiltshire have an input into developing an impartial survey. MW: Attended two training sessions, The Digital Exclusion Session was of particular interest. It was important to ensure that exclusion is not looked at on the terms of lack of broadband and internet access alone. Although access is fundamental, skills and confidence must also be a focus. Issues could arise because GPs use a number of different platforms (Skype/Teams/Zoom) for meetings and consultations which could be confusing. MW: Also attended the Bradford on Avon Community Area Board and was invited to promote Healthwatch Wiltshire.

AM:

18 Feb Meeting with JB re experience of Salisbury Hospital Trust Outpatient Transformation Board

18 Feb Meeting with Cllr Simon Jacobs, Cabinet Member for Adult Social Care, Public Health & Protection

18 Feb Meeting with JB, SS & GL re planning process for 21/22

10 March Kings Fund Webinar 'Patient & User Engagement in delivery of virtual care

11 March Panel member for presentation stage of recruitment of Associate Director ICA Programme & Delivery Lead for Wiltshire

18 March Volunteer Day

19 March BSW Partnership Board

Other documents reviewed

Oral Needs Health Assessment

Healthwatch England 'GP Access during Covid 19'

Health Equity in England: The Marmot Review 10 years on

A variety of BSW & CCG websites and linked documents.

IK: Health Select Committee Meeting (Awarding of Contracts). IK: Will keep the Board updated, going forward. IK: Attended the West Wiltshire Interfaith Forum and felt that this would be a good focus to link up with. SS: Confirmed that Healthwatch Wiltshire already had links with this forum.

JRW: Worked with Young Mystery Shoppers (Agenda Item below). JRW: Attended a PPG meeting, at the local GP surgery, the vaccination programme was going well. JRW: Had raised the question of the ICS, but it was decided that this was too big a subject in the current COVID pandemic. JRW: Had attended two Area Board Meetings, Pewsey and Marlborough and was given the opportunity to read out the latest update from Healthwatch Wiltshire. Both Area Board Meetings awarded grants supporting people with their Health and Wellbeing and for facilities for disabled people.

HD – Had attend Research Days supplied by Help and Care which had proved very interesting. A Research Hub Workshop and Care Opinion (taking opinions from members of the public to feed back to the service providers). HD: Had taken contact details for both areas. HD: Also attended a meeting on data services and the Kings Fund Webinar (virtual care). HD: Is aware that the End Of Life Board is not planning to meet in the foreseeable future and offered availability to the Board if anyone was feeling overloaded. HD: Had picked up comments from people who had been unable to get

appointments to see their GPs and the lack of vaccinations for carers and questioned whether a statement should be added to our webpage stating that carers should register online with GPs. SS: confirmed that Healthwatch Wiltshire had a subscription with Carers Opinion and this is added to feedback. JRW: Warned that her GP had to employ someone full time to register carers as 100s were calling to claim an early inoculation. MW: Had a contact, Emma Higgins, who was responsible for a group picking up complaints about people registering as carers who were not fulfilling a carer's role.

Actions	Owner	Deadline
<ul style="list-style-type: none"> SS to find out information regarding the Wiltshire Dental Meetings and let VM know so that he could attend. 	VM	April Meeting
<ul style="list-style-type: none"> VM to forward the Presentation from the South West Dental Meeting to all Board Members 	VM	April Meeting
<ul style="list-style-type: none"> AM/SS to meet to discuss the ICA – Integrated Care Alliance (Service) 	AM/SS	April Meeting

Agenda Item 4: Review 2021 Work Plan and Planning Process 2022 Work Plan

SS: Confirmed that the Work Plan was raised at the Volunteer Day. The Healthwatch Wiltshire Team is now in the process of setting priorities for the Work Plan for the forthcoming year. SS: Would send the priorities table to the Board and asked that they complete it and return it by the end of the month. Volunteers and staff would also complete the plan. SS: Had attended a meeting with the Commissioner who will share the list with the Council. Finally, the list will be returned to the Board for final decisions on priorities.

Actions	Owner	Deadline
<ul style="list-style-type: none"> SS to send the Work Plan priorities table to the Board 	SS	Immediate

Agenda Item 5: Healthwatch Representation at Area Board Meetings

GL/AM/SS/JB: Had met and decided that it was not possible for LLB members of Healthwatch Wiltshire to be present at all Area Board Meetings. SS: Received all Agendas so would ensure that, if an item interest was listed, arrangements would be put in place for someone to attend. GL: Informed Board Members that JB had sent out an "Activity Form" last week to all Board Members. It is important that all work is recorded on this form and returned to SS.

Agenda Item 6: Update on Mystery Shoppers (JRW)

JRW: Had attended two Meetings with the young Healthwatch Mystery Shoppers. The second draft of the Report was now ready. JRW: Was very impressed with the young people involved who had completed presentations at the CCG, Help and Care and on various other forums. Most of the work was being completed by the young people with the support of Jo Woodford in pulling the information together. The confidence and engagement of the young people had grown over the course of the project and the report was likely to have a significant effect with a lot of interest being shown. GL: Had attended the session on supporting young volunteers to lead projects which had been excellent.

Agenda Item 7: Staff Update

SS: Had fully returned to work following Maternity Leave, working 30 hours a week across five days. JB had given SS a two week handover and will, next week, return to working 18.5 hours a week. Julie Brown had been promoted to Deputy Manager. Jo Woodsford and Linda Webb would continue their current roles in their current hours. Guy Patterson's contract would finish at the end of the month when he will move to work with Healthwatch (Hampshire). AM: Questioned whether team hours would be lost as a result of SS's reduction. SS: Confirmed that minimal time would be lost, but the financial position would not change as JB's new role commanded a higher salary. IK: Questioned whether the Board should have been involved in the decision of JB's promotion. GL: Was not clear how the role of the Board stood in terms of management of staff and it was important to try to understand this and the wider relationship with Help & Care. AM: Agreed, feeling that promotions should be signed off by the Board. It was also important to be aware of finance implications for staff contracts. SS: Was of the understanding that finance was dealt with by Help & Care Trustees, funding figures were available in the Annual report including breakdowns. The staff of Healthwatch Wiltshire were employed by Help & Care. MW – Had a funding question. Having attended two National Conferences (National Voices and St Christopher's Hospice) who ask for a voluntary contribution, was there a Policy with perimeters regarding the position on this? SS: Was not aware of the position but felt that donations were considered on a case by case basis in the past, although few requests had been received.

Agenda Item 8: AOB		
<p>AOB</p> <p>AM: Questioned The Citizens Panel run by BSW, asking who it was run by and if the systems are available to Healthwatch Wiltshire. It was important, going forward, to make sure of good evidence and quality, but also of quantity. SS: Was aware that this had been put in place shortly before she had left on maternity leave. Healthwatch Wiltshire had been invited to be on the Panel to decide who was awarded that contract but no one had been available. AM: Confirmed that Jungle Green won the contract. SS: Will find out more information.</p> <p>SS: Had received an offer from Jill Little, Lead Governor, RUH, to attend the Healthwatch Wiltshire May Board Meeting for 30 minutes to answer questions from the Board. All agreed that this offer should be accepted for a 10.30am start.</p>		
<ul style="list-style-type: none"> SS to find out information regarding the Jungle Green contract with the Citizens Panel run by BSW 	SS	April Meeting
<ul style="list-style-type: none"> SS to invite Jill Little, Lead Governor, RUH to the Board Meeting due to be held on 25th May at 10.30am for a 30 minute slot 	SS	April Meeting
<ul style="list-style-type: none"> Board Members to return any questions they have for Jill Little, Lead Governor, RUH, to SS for discussion at the May Meeting 	Board Members	April Meeting
Agenda Item 5: Agenda Items for next Meeting		
<p>Next Meeting Date: 27th April 2021</p> <p>Time: 10.30-12.00noon</p> <p>Location: Microsoft Teams</p> <p>Future dates;</p> <p>25th May 2021, 10.30-12.00pm Virtual MS Teams</p> <p>22nd June 2021, 10.30-12.00pm Virtual MS Teams</p>		