

**Minutes of a Meeting of the Board of Healthwatch (UK) Wiltshire
held on 15th December 2020
via Microsoft Teams Meetings**

Present: Gillian Leake (GL)(Chair); Alan Mitchell (AMit) (Vice-Chair);
Julie Brown (JB); Irene Kohler (IK); Vijay Manro (VM) (for part);
Margaret Winskill (MW); Joanna Wittels (JRW);

Apologies: Hazel Dunnett (HD); Emma Leatherbarrow (EL); Andy Mintram (AM);

Minutes: Karon Van Den Bergh (KV)

Approval of Minutes

The Minutes of the Meeting held on 17th November 2020 were considered a true and accurate record and approved by the Board.

Matters Arising

IK: Queried the two new Healthwatch areas EL would be responsible for from 1st January and whether this would mean that her workload would be further stretched. JB: Confirmed that the areas were Windsor and Maidenhead (Making up all of East Berkshire as Help and Care currently had responsibility for Slough) and was aware that Neil, line managed by EL, would be taking responsibility for these areas.

IK: Would like all Board Members to have the opportunity to meet the Help & Care Trustees, rather than just the new Board Members as part of their induction. All agreed. JB: Would request a date in January.

Action Tracker Update

3. GL/AMit/JB would meet to consider forthcoming Work Plans. AMit: Felt that it would be a good idea to mirror some of the BSW plans.

8. IK queried whether Healthwatch Wiltshire currently had a formal representative from Wiltshire CIL or any other organisations. JB: Confirmed that there was currently no formal partnership agreement in place. IK: Felt it was important, going forward, that firm formal links with other organisations was put in place in case independent help or advice was needed. GL: Agreed, it was also important to look at the balance of the Board.

14. JB would provide the Board with a list of acronyms prior to the next meeting.

Meeting Attendance

GL/AMit: Had met to discuss who would attend the various meetings. The Board were invited to volunteer for areas of particular interest to them. The following attendees were confirmed.

Health and Wellbeing Board – GL

ICS – GL/AMit met with the Assistant Director of BSW who had explained the organisation, the decision making tree and the matrix which had been very useful.

ICS Partnership Executive Meetings – GL/AMit both plan to attend the first meeting with a view to AMit taking this on, going forward. Information to follow regarding BSW workshops. These would provide opportunities for other members of the Board to take part.

Health Select Committee – IK

Wiltshire Professional Leadership Network – To be discussed further and shared through the Board.

Wiltshire Carers Action Group (2 monthly meetings) – MW

South West Local Dental Network Meeting – JB to let MW know who leads at this meeting.

Salisbury Outpatients Transformation Board – AMit (first meeting to be held on 12.1.2021).

Area Board Meetings:

Salisbury – AMit (IK attended as the Older People's Champion)

Marlborough – JRW

Bradford-on-Avon/Corsham/Chippenham – MW

GL: Suggested that volunteers could fill the gaps so that all Wiltshire Area Boards were attended.

JB: Would forward a list of all Area Board Meeting venues to the Board.

JB: Would put together a full list of meetings for Board Members to consider.

Military Families

JB: Explained that volunteers had completed a piece of work, last year, regarding the experience of health and care for military families. It had become apparent that there were difficulties in this area. The analysis was completed during Covid and needed to be revisited. JB: Had had contact with a Military Families Lead at Wiltshire Council who had, in turn, passed the Healthwatch Wiltshire findings to the MOD management. JB: Had been disappointed with the lack of response, having asked several times and not receiving a response to Healthwatch findings. JB: Intended to get in contact with the replacement Military Families Lead, newly in post, and felt that a wider discussion, with the Board, was required, on how to take this forward.

JB: To provide AMit with contact details of the military contact, offering to email him direct. JB: Would provide this information. GL: Suggested the AMit copied Wiltshire Council into his email to keep them in the loop.

JB: Had also been made aware of funding available in this area, via grant opportunities, to the services supporting the military families. It would be a good idea for Healthwatch Wiltshire to put together a bid for a project based on the lack of information available in relation to health and community services. GL: Agreed that this would be a good plan, going forward. MW: Felt that the key to success was to contact the appropriate personnel, usually the Welfare Officers, who were on the ground and often the people responsible for implementing the ideas. JB: Would get the information regarding the grant and report back at the next meeting. The next step would then be to put together a proposal.

Healthwatch Update (Paper 1)

133 comments this month.

Additional 50 comments generated from surveys.

Large amount of comments about GPs – good and bad.

(VM joined the meeting).

Volunteers were currently very active.

Young Healthwatch were working on mental health. One young volunteer was doing a number of hours towards a work placement. A volunteer was co-hosting the Mental Health Forum. The Forum was attended by service users and commissioners from Wiltshire Council.

Volunteers were attending the Maternity Voices Partnership Meetings.

A number of volunteers were attending various Wiltshire Council meetings.

Volunteers had attended The Care England Conference. (IK had attended but the internet connection had not been good).

Two volunteers had joined the Citizens Assembly

The Reader's Panel had commented on Great Western Hospital who had recently rewritten their equality strategy.

At least one volunteer was supporting Wiltshire Council with their applications for the Shared Life Panel.

In terms of projects, a survey was currently running to try to capture more experiences of health and care and community services. This was focusing on the mass changes in lockdown and current experiences.

Responses had been received on 50 services.

The current Survey is online but can also be completed on paper and over the phone. Information had been transmitted on local radio to inform the public of how to access it.

(JB: Asked all present to consider whether they had any links to share the survey).

An interview on Military Radio was scheduled for January.

(JB: Would email the information to IK to enable her to contact Salisbury Hospital radio).

The Access to GP Services Project was on hold until the Spring.

Mental Health Crisis Project was in full swing, information taken from phone interviews of people who have used The Place of Safety.

Autism – work continued.

Erlestoke Prison – JB was planning a visit in January to meet the Healthcare lead there who had confirmed that they would like to work with us. (MW would also be involved in this area).

Mystery shopping was nearly completed (Healthwatch continued to look for young male volunteers).

The Care Home Report has been completed.

Safeguarding Project (a piece of work started by Stacey Sims) the report was still ongoing. .

Healthwatch now had a detailed action plan of how to go forward, addressing findings. The work will be revisited in 2021.

JB: Had raised a specific issue regarding a hospital discharge with quality team which had been dealt with well.

Action Plan – a new survey had been launched.

