

**Minutes of a Meeting held on 2nd June 2020
by the Board of Healthwatch (UK) Wiltshire
via Microsoft Teams Meetings**

Present: Rob Jefferson (RJ) (Chair); Julie Brown (JB); Irene Kohler (IK); Hazel Dunnett (HD); Richard Austin (RA); Emma Leatherbarrow (EL); Joanna Wittles (JW)

Apologies: Andy Mintram (AM)

Minutes: Karon Van Den Bergh (KV)

1. Approval of Minutes of the last Meeting and Action Tracker Update

IR: Clarity required on 2nd page, 8th paragraph – “received an email from Wiltshire Council”. Minutes amended.

It was agreed that the Minutes of the Meeting dated 5th May 2020 were considered a true and accurate record and could be published on the Healthwatch Wiltshire website for public information.

Action Tracker Update – Points of Discussion

(to be read in conjunction with corresponding numbers on Action Tracker Doc)

(2) RJ/EL: Attended a first meeting. Discussion included how Healthwatch Wiltshire was set up and the variations amongst the three bodies. Information was exchanged and it was decided that a good way forward would be for each area to take one topic and work together. Lisa Devito would co-ordinate the next steps, being tasked to arrange a meeting in six weeks time. JB: Felt that it was good to be aware that the aims of the three areas did not differ significantly. RJ/EL: Agreed that both Manager and Chair would continue attending the meetings. IK: Questioned if discussion had taken place to consider what value added could be bought to improve the service. RJ: Thought that when focus was put to specific issues and relationships were formed, perspectives and individual ways of working would appear, giving an outline of the value added to be achieved.

(3) RJ/JB: It was agreed that the Board Work Plan would be postponed until the new Healthwatch Work Plan was in place.

(4) RA: Questioned what the commissioned work might look like. EL: Explained that it would usually be the NHS or Healthwatch England who would do the commissioning as they had a set of statutory responsibilities. This work may offer extra funding, although it was important to remember that there was a constrained budget. EL: Informed the Board that commissioning had been completed on dentistry last year in Wiltshire, extended hours access in Hampshire and IOW and on maternity in the North of Hampshire and Slough.

RJ: Would arrange an hour strategy meeting covering what Healthwatch Wiltshire wanted to do and what the benefits were. Going forward, discussions should be had on whether a proactive stance was required in relation to sourcing the work as opposed to waiting for it to come to us, although finance would be a consideration. RJ: It may be decided that responding to BSW digital strategy should be added to our priorities. RJ: Would send a Digital Strategy Paper to Board Members. IK: Agreed that it would be helpful to have sight of the strategy as the groups set up to support vulnerable people will

have a focus on those service users who are not on-line or have access to computers. IK: Asked whether Healthwatch should be identifying gaps in information. EL: Reported that one area being pitched would be around primary care networks as there are good possibilities to change patient involvement. RJ: Felt that the July meeting should be a strategy meeting on BSW with two items, Digital Strategy and Reset. Board: All Agreed.

(5). JW: Confirmed that RJ/JB/JW had met a couple of weeks earlier to discuss a previous meeting on 14th March when quality discussions by volunteers had taken place and interesting points had been raised. The main points were:-

A. It was important to look more closely at the skills of our volunteers and use individual talents more appropriately. JB: Would send out a questionnaire to all volunteers asking for their skills and experience, collate the information and make the replies available. JB: Had already emailed volunteers asking for this information and Jo Woodsford had sent out a form asking people to list their interests and special skills (languages etc) and this information would be added to Workforce (which volunteers could easily access). RJ: Thanked JB for her work on this.

B. A portal was requested for volunteers for information and communication which was currently being looked into. It was important to have something that the volunteers can access to contact each other and add information which is user friendly.

C. Regular information updates for volunteers to give to service users to keep them updated with what Healthwatch had achieved over a specific period of time. Linda Webb has responsibility for social media, but it would be good to have regularly updates which including 2-3 case study stories on a flyer, with our contact details, which could be handed out by volunteers. JB and Linda Webb would look into this further.

Completed Section of Action Tracker

(32) RJ: Thanked JB/HD for their work. HD: Pointed out that the project had strengthened relationships between volunteers as this had been the first opportunity they had had to work together in planning and implementing the project. JB: Would circulate the toolkit once last amendments had been included.

(34) JB: The document was in draft form, once read and approved would be sent out in the next couple of days.

2. Reports from Board Members covering a brief update on their areas of responsibility (as agreed at the meeting on 3.3.20)

RJ - BSW

Would comment later in the meeting, at Item 5.

RA - Adult Social Care/LD Autism

RA: Would participate in the Wiltshire Carers Action Group Meeting. JB: Raised concerns that although she felt that Healthwatch Wiltshire was 'in the loop' as far as health services were concerned, there was not the same feeling of involvement for adult social care. RJ: Would arrange a meeting between RJ/RA/JB and Laura Mayes, the Cabinet Member with responsibility for Adult Social Care at Wiltshire Council and a member of the BSW Sponsoring Board.

JW - Children and Young People

JW: Asked for guidance on how to start work in her dedicated area. JB: Would arrange a meeting between JW and Joanne Woodsford, who leads on this area. JB: Added that she was due to be having a meeting with the Young People's Commissioner this week and that a proposal had also been, prior to the Covid outbreak, around young people's mental health which she would share with JW.

HD - Hospitals

HD: Had become aware of the "send a message to a loved one" scheme. The idea was that you could email the ward, they would print off the message and pass it on, ideal for this time when hospital visits were not allowed.

HD: Would like to focus, in the future, on parking at the Royal United Hospital, Bath, as this was an issue.

HD: Had recently met with trainers and had initially been looking to do an online version of training but this had been put on hold as it was important that once trained, volunteers could be utilised quickly, which wasn't currently an option. HD: Would be keeping future volunteers informed. RJ: Referred HD to the Reset Document which had been circulated, which contained information on hospital responses to Covid-19. RJ: Also emphasised that, although RUH was not in Wiltshire, around 38% of the patients came from Wiltshire.

EL - Mental Health

No progress to report.

IK - Older People

IK: Was aware that the Wiltshire Health Select Committee Meetings had been canceled. The plans for the pedestrian redevelopment of Salisbury City Centre have been out for consultation and included was no facility for central town parking. This would have a major impact, meaning that the areas was not accessible by the whole community. IK: Would feedback her concerns to the consultation.

EL: Pointed out that the Wiltshire Health and Wellbeing Board had also been cancelled, but some meetings were continuing in other areas which was a concern. RJ: Would contact the Chair, Philip Whitehead, to find out when the meetings were due to be re-convened.

AM - Primary Care

JB: Reported in AM's absence. JB: Was aware that online appointments were looking to continue, post Covid-19, and the needs of those who were not digitally aware must be considered. JB: Would ensure that she kept up to date in this area.

3. Updated Quality Framework

JB: Referred to Paper 3, confirming that she had looked at this, in detail, with RJ, and felt that it was an honest appraisal. JB: Had made two amendments which she wanted to bring to the Board's attention:

1. (Engagement, Involvement and Reach, pg 2, para 5) - "Develop" replaces "Continue".
2. (Engagement, Involvement and Reach, pg 2, para 6) - Hub calls have reduced. The team are stable and have capacity. It was important to investigate why this service is not being used.

4. Healthwatch Update

JB: Informed the Board that the office was currently very busy, with Covid-19 taking up a lot of time. Responses to the Covid-19 survey were beginning to slow down and it was important to consider alternative types of engagement as the questions become less relevant as we are released from lockdown. JB: Confirmed that an advert had been posted on Indeed.co.uk to cover her previous role. Recruitment would be for a Project Officer for 18.5 hours a week to focus on running projects, fixed term for 7 months. JB: Would circulate the job description to Board Members for information.

5. Current and Emerging Themes

RJ – BSW

RJ: Had attended two meetings, the first focused on the reaction to Covid-19 and was considered as positive. RJ: Felt that having the links with BSW had helped with Covid and referred the Board to the document he had forwarded. RJ: Discussed, at the meeting, Healthwatch Wiltshire's insight reports which had been well received. RJ: Pointed out that the other Healthwatch areas had not been represented at either meeting.

The second meeting had focused on the way forward. RJ: Had put across some of the issues which will be pushed through quickly and a copy document will be forwarded with these Minutes. RJ: Moved on to Integrated Care Systems, reporting that Stephanie Elsey had announced that The Citizen's Panel, consisting of 750 members would be used to gain information on Covid. RJ: Had suggested that Healthwatch be involved in that process being able to provide experience and use the detailed information already gained. RJ: Sent an emailed copy of Healthwatch Wiltshire's latest Covid report to Tracy Cox and reinforced the fact that the gathering of information should be a joint effort. This was agreed and Tracy Cox would put a date in the diary to discuss with Healthwatch. This had been confirmed in the Minutes.

RJ: Moved to an additional issue, the digital strategy which had a 4-5 year timescale. This would initially focus on looking at online GP appointments, integrated care records and sharing of information. Healthcare Wiltshire had access to the people who would have views on the way forward.

RJ: Proposed that the next meeting of the Board should be focused on the Reset Document and Digital Strategy as there was too much information to summarise in a short feedback. It was also important to bring adult social care into any discussions. All agreed. RJ: Would send out two focus papers to form the basis of the next meeting to consider the impact to Wiltshire users in the short term.

AOB

The following dates were set for the next quarter:

July - 7th at 2.00-4.00pm (via teams)

August - 11th at 2.00pm (via teams)

September - 15th at 2.00pm (venue tbc)