

**Minutes of a Meeting held on 17th November 2020
by the Board of Healthwatch (UK) Wiltshire
via Microsoft Teams Meetings**

Present: Emma Leatherbarrow (EL) (Chair); Julie Brown (JB); Joanna Rachel Wittels (JRW);

Apologies: Andy Mintram (AM); Hazel Dunnett (HD); Irene Kohler (IK)

Minutes: Karon Van Den Bergh (KV)

Attending (for Part): Gillian Leake (GL); Alan Mitchell (AMit); Vijay Manro (VM);
Margaret Winskill (MW)

EL took the Chair in the absence of a current permanent Chairperson.

Approval of Minutes

EL: Was aware of a small amendment requested by IK and would forward this to KV.

The Minutes of 13th October 2020 were considered a true and accurate record and approved by the Board.

Action Tracker Update

4. Wessex Community Action Website – Portal is not yet running. Revisit this in December.
8. Non-Clinical Support in the PCNs. JB to arrange for a representative from Wiltshire CIL to attend a Board Meeting in the New Year.
7. Wiltshire Carer's Action Group – JB to attend temporarily.
9. BSW Partnership Sponsoring Board – EL to attend the next meeting.
10. Presentation of Dementia Engagement Model at Healthwatch England Conference – Completed by JB.

An email to the Board had been received from AM who had been absent from a number of the past meetings. EL: Would respond to AM to confirm that Healthwatch Wiltshire understood his other commitments but would like him to continue as a Board Member. For the time being, JRW would attend the Primary Care Meetings.

Board Recruitment Update

The newly recruited Board Members to Healthwatch (UK) Wiltshire were:

Gillian Leake (GL) (Chair)

Alan Mitchell (AMit) (Vice Chair)

Vijay Manro (VM)

Margaret Winskill (MW)

Welcome

EL: Welcomed the new Board Members to the Team and asked permission to record the meeting for those Board Members who were not present. All agreed.

EL: Asked the Board Members to, individually, introduce themselves with some background.

Chair and Vice Chair Position and Introductions

GL: Explained that she had, at the request of the Board, met independently with AMit to discuss who would take over the role of Chair. It was decided that GL would take Chair and AMit would take Vice-Chair. GL: Felt that both saw the roles as being interchangeable, working closely together. This would mean that it would not make a difference who worked in which area, both stepping in and out as appropriate. GL: Was aware that AMit felt, as she, that they would not have a monopoly on skills and hoped to take the best from the Board, playing to their strengths and gaining collective benefits.

GL: Went on to explain that she had originally trained as Social Worker, and had spent the majority of her working life in and around health and social care settings, retiring a few years ago. GL: Had also worked for a short time in Sports Administration but spent the last 15 years providing Consultancy Services to various local authorities and health services. GL: Had been attracted to the role at Healthwatch due to the key relationships between the Boards and the focus of giving a voice to the public. GL: Felt that she should be able to hit the ground running due to her experience and established background, “speaking the language”, and understanding situations. GL: Was currently a Trustee of a local charity – Care Home Volunteers and through this had maintained some of her links with local social care.

AMit: Felt that the roles would work well and complement each other, with a learning process ahead to ascertain what needs to be done so that it was possible to define the important areas on the Agenda and work out which Board Member deals with which area and attends which meeting. AMit: Had experience at National Level, 11 years as a Civil Servant in Social Security, moving to Whitehall to work with Ministers, employed as an IT consultant to the private sector, working for a number of international companies both in the UK and overseas. More recently working as an independent consultant with an interest in a survey company. AMit: Had experienced end of life care with parents, seeing both excellent practice and not so good practice. AMit: Would like the opportunity to support Healthwatch, giving the people of Wiltshire the Health and Social care services they deserve. It was also an important task to encourage providers to listen to people who want them to work in an improved way.

EL: Thanked both, feeling that there was an exciting, if challenging, time ahead

VM: Arrived in England in 1972 as a refugee from Uganda. Studied in Bath gaining a Degree in Civil Engineering. Worked in the Highways Section of Local Authorities in Norfolk, returning to Swindon to be closer to family 15 years ago. VM: Joined Southampton as a Traffic Manager for the City Council. Most recently dealt with insurance claims for the Council. VM: Retired in March 2020 and

was attracted to Healthwatch Wiltshire due to a desire to deliver a public service. VM: Knew how to benchmark with other authorities. Had the role of a Magistrate for 22 years.

MW: Trained as a Teacher, working in a wide range of secondary schools and colleges including in an area of high deprivation. Took the role of Head of Personal Social and Health Education for a large comprehensive school and taught Health and Social Care to A Level. MW: Then left education to join Public Health in Devizes, the NHS and Wiltshire Council, initially as Lead for Young People Friendly Scheme Support to ensure that people felt welcome, supported and got their best from health services. Also appointed as the manager and lead for Health Trainers in Wiltshire. Took a role at Erlestoke Prison, improving health and well-being amongst the prisoners. Trained ex-offenders and worked in probation. Also worked around alcohol abuse. MW: Is familiar with the Health Service, having worked with GPs, Community Groups and Voluntary Organisations. MW: Retired 3 years ago but quickly took on the role of Diabetes Prevention Coach. MW: Wanted to support people who struggle to deal with the complexities of our health services. Currently working with a family of Syrian refugees.

EL: Asked the Board to introduce themselves to the new Members.

JRW: Had been a Board Member for 18 months. Originally a solicitor in personal litigation. No health background but always had an interest in this area, having worked for the Citizen's Advice Bureau for 5 years. JRW: Was currently a volunteer for The Wiltshire Community Involvement Team and Wiltshire Community Foundation Trust.

JB: Was currently Acting Manager of Healthwatch Wiltshire, covering the role for Stacey Sims, who was currently on Maternity Leave until March 2021. Prior to her current role JB had been Engagement Lead for 5 years, talking to people, working on projects, writing and analysing surveys and always looking at ways to get service user's views heard. JB: Had mostly worked in the voluntary sector in care, with homeless people and with patients who had been discharged from long stays in hospital. JB: Managed Care Homes for a number of years and also spent time working for Dementia Charities.

EL: Had worked with Help & Care for 5 years. Previously had worked in Local Government as Head of Service in Corporate Policy. Worked with Health Trainers, on the Troubled Families Agenda and inequalities. Responsible for delivering 10 Healthwatch areas, and from 1st January bringing two more Healthwatch areas into the fold. Worked collaboratively across the whole workforce.

EL: Would ask the absent Board Members to introduce themselves at the next meeting.

AMit: Questioned whether the new Board Members would be given an induction. JB: Confirmed that an induction would take place and that she would be in touch later in the week. The first part of the induction would be the one used for all volunteers working with Healthwatch, which is relevant to Board Members. One session will be with the Staff Team to go through The Work Plan. The members of the Team will talk through what they are working on which might give new Board Members a feel for what they would like to get involved in. A third session would be with Health and

Care Trustees. EL: It would be important to have a conversation of accountability of the contract, a relationship between Healthwatch Wiltshire, as a local Leadership Board and how this links with Help and Care. The induction would also focus on data security and IT. Each Board Member would receive a Healthwatch email address.

Healthwatch Update Paper 1

JB: 105 comments had been received, from calls into our Healthwatch Hub.

GPs were the most talked about service. Positive comments about the way surgeries had run flu vaccinations, although a few people had had difficulty accessing them.

Of concern – a few cases of hospital discharge had not gone well.

Volunteers – Virtual catch up every Wednesday.

Four young Healthwatch Volunteers who worked on Mystery Shopping, currently trying to engage more male young volunteers.

Currently a volunteer was co-hosting the mental health forum.

JB had attended Croydon's AGM.

Reader's Panel had read the new Engagement Strategy for BSW CCG which has merged recently, providing comments.

A Digital Engagement Volunteer Meeting had taken place with a sharing of suggestions of how to engage with more people.

Different ways service users are accessing GP services (now put back to the spring). It was important to have good participation from practice managers, currently their workloads were too heavy.

Mental Health Forum going well as a virtual group. Avon and Wiltshire Partnership Trust are now participating.

A piece of work would be completed with input from the people that use the place of safety in Wiltshire.

Working with Wiltshire Services Network to do a piece on Autism.

Trying to do some work with Erlestoke Prison, this was a struggle as their technology is poor and there is currently no physical access due to Covid.

A piece of work would go ahead regarding care homes, highlighting good practice, keeping people in touch with the relatives and the activities during lockdown.

Dementia Engagement Model presented by JB at Healthwatch England Conference– nearly 100 people attended. .

Linda Webb (Communications Lead) updated the Website, new lockdown information, publicity, etc.

Raised some issues about non-emergency patient transport.

Won the Healthwatch Award, featured in the Wiltshire Times online and tomorrow being interviewed on BBC Wiltshire. JB: Would send the link to all present. EL: Thanked JB for her hard work in this area and congratulated the team on their achievement.

Watch list – monitoring through the lockdown, survey of how people are experiencing services now.

Dental access and wellbeing throughout winter.

GL: Questioned the source of funding for the mental health surveys. JB: Confirmed that this was funded by the Clinical Commission Group who had asked Healthwatch Wiltshire to do the work

