

**Minutes of a Meeting held on 13th October 2020
by the Board of Healthwatch (UK) Wiltshire
via Microsoft Teams Meetings**

Present: Emma Leatherbarrow (EL) (Chair); Julie Brown (JB); Irene Kohler (IK);
Hazel Dunnett (HD); Joanna Rachel Wittels (JRW);

Apologies: Andy Mintram (AM)

Minutes: Karon Van Den Bergh (KV)

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

Approval of Minutes

JRW: Pointed out a typo amendment needed under Teams Update, Jo Woodsford – “on you mind” should read “On Your Mind”.

The Minutes of 15th September 2020 were considered a true and accurate record and approved by the Board.

Action Tracker Update

4. JB: Confirmed that the Platform was being used but the Portal was not yet online.

JB: Felt that it was too early to judge how successful the Platform would be, but the fact that it was possible to see who was following you and who was interactive was initially positive. JB: A good feature was Healthwatch Wiltshire’s ability to add their own projects to the Platform.

5. JB: Confirmed that this would be completed as a printable online flyer. JB: Would bring a draft back to the December Meeting.

6. EL: Was in the process of making updates of the signposting Excel Manuals and intended to put them on to the interface soon.

11. JB: The Community Cash Fund had been added to the Work Plan to be launched in the New Year.

IK: Suggested that targets were set to ensure that the availability of the Grant reached all parts of Wiltshire and all sizes of organisation. It was important to target and assess. JB: Agreed but pointed out that there will only be three grants this year. HD: Confirmed that areas and size had been considered last time but that a large amount of the applications had come from the Chippenham area, so it had been difficult to choose anything from the South. The applications providing the most impact had been chosen.

12. Completed.

13. This was continuing to be a focus. Healthwatch England and Parliament were now working on it.

14. JB: Had made the decision to await the appointment of new Board Members and attend the meeting herself in the meantime.

15. Completed.

Board Recruitment Update

EL: Confirmed that 7 applications had been received. It was agreed that 5 would be interviewed. One candidate had already voiced that he may be open to the role of Chairperson. EL: Felt positive regarding the forthcoming recruitment.

EL: Would return to the Board to ask for volunteers to join the interview panel.

BSW Integrated Care Systems Submission Paper 1

JB: Explained that Paper 1 was designed to be shared with organisations to give a flavour of what the Integrated Care System was about. HD/EL: Pointed out that the document had been previously presented at a Board Meeting at which JB had not been in attendance.

JB: Explained that, by April 2021, the aim was for the NHS, country-wide, to be working together integrating primary service, health and social care and mental health. The NHS will be working closely with local councils and drawing on the expertise of charities and local community groups. The aim was not, however, to cut services.

JB: Was aware that, going forward, the outlook was not to form into one large trust. Service Users would be able to access services more easily with joined-up care being the aim.

JB: Was aware that there were already Social Prescribers employed in Wiltshire but people had difficulty locating them as little information was available. The voluntary sector (Wiltshire Centre for independent living) provided some, but not all Social Prescribers, at the moment. IK: Felt that it was difficult for Social Prescribers to be active at the moment because of the current Covid-19 restrictions but asked that Non Clinical Support in PCNs should be added as an area to question following the recruitment of a new Chair and Board Members.

JB: JB and HD had attended the Introductory Meeting and the Planning Group for PLNs (Professional Leadership Network). The group includes representatives from BSW, GPs, hospitals, Wiltshire Council and various voluntary groups. Initial meetings had been positive.

JB: Highlighted the possible risk that all services would be commissioned over BSW as a whole, risking the loss of smaller sector high quality providers. It was of utmost importance for everyone to get the best possible service.

Commissioning of more specialist mental health services would be focused on, going forward.

JB: Moved on to discuss "Engagement - Our Health, Our Future, Citizen's Panel". This was currently working on a virtual basis but the paper mentioned liaising with partners and Healthwatch Wiltshire was included in this. EL: Felt that, unfortunately, such Panels tend to be overrepresented by certain areas of society and were not all inclusive. Despite this, having a network and a framework meant that it was possible to put pressure on primary care. EL: Would look forward to hearing what patient voice would be included and confirmed that she would attend the next meeting.

Healthwatch Update Paper 2

JB: Similar numbers of feedback as last month.

The most talked about services were GPs, not all of which were negative. Lots of comments about access to GP appointments.

Volunteers were becoming more active.

Mystery Shopping was working well, recruitment of more young shoppers would be taking place.

IK: Suggested that Ricky Rogers, Councillor and Mark Reed should be contacted as they may be able to help with this recruitment.

Other volunteers had worked on the Survey, attended on-line meetings and webinars. Robert Holeman, Head of Services, Whole Life Commissioning Team had given a talk about the services his team provided. The engagement of the team with Healthwatch Wiltshire has been good.

Volunteer Day had gone very well.

Projects – Covid 19 Project completed; Military Families Project completed; Young Healthwatch was going well, the hunt was on for some males to join the girls.

Healthwatch Wiltshire was trying to get the CCG on board, with a meeting planned for this Thursday, to discuss GP service access and to support with the distribution of the Survey to GPs.

The Mental Health Forum was going well, with up to 20 people attending the last session. The numbers had now reached the upper limit.

Healthwatch Wiltshire had been given some additional funding as part of mental health crisis support work to focus on people who have used the Bluebell place of safety in Devizes. The money would be used for a project to find out if the service users felt they had received good support together with general feedback on their experiences whilst using Bluebell.

Care Homes Project just needs to be written up now. .

Dementia Engagement Model for Healthwatch England completed. JB would be presenting this at the Healthwatch England Conference in December.

Erlestoke Prison – possible work planned with the people in the prison. JB: JB and MD (Volunteer) Had met with The Head of Healthcare at the Prison and there were some genuine issues to consider.

Feedback on dentists had been shared. JB: Had been invited to the Wiltshire Dental meeting. A survey about oral health and dental services is being shared ahead of recommissioning of dental services in the whole of the South West.

JB: Had attended the Health and Wellbeing Board, giving an update on all of the recent work carried out by Healthwatch Wiltshire accompanied by two young volunteers who gave an update on mystery shopping which had been very well received by the Board.

Watch List: Dentists, flu vaccinations, general well-being through the winter and non-emergency patient transport.

IK: Thanked JB for presenting a very interesting report which showed the breadth of the work covered by Healthwatch Wiltshire. IK: Suggested, that, going forward, Deaf People's Experience of the NHS might be a good project to focus on and, if this was taken up, IK could provide some useful contacts

through the Silver Salisbury Programme. JB: Felt that this could be a very useful area for the community engagement funds. .

Board Updates

IK: Had attended a virtual Health Select Committee during which the Chair and Vice Chair were elected. The next meeting would be held at the beginning of November.

HD: Had attended an End of Life Board Meeting and asked whether it would possible to gather evidence of End of Life Care on the Portal (Salesforce). It was important that every individual was offered the same kind of care so feedback of the type of care being received was of utmost importance.

JB: Would conduct a search of the Portal and return to HD with results. HD: Was aware that services were currently being added to a spreadsheet.. HD: Had been disappointed that none of the bereavement services, such as Cruse, had been invited to the meeting and pointed out that she was the only Healthwatch representative.

IK: Had attended a Round Table discussion arranged by Pfizer about people's choices of virtual versus face to face contact with the NHS. There was a possible opportunity with some partnership work which Pfizer would fund. EL: Was aware that there were concerns that patients did not consider a telephone call with their GP to be an appointment.

AOB

NHS Services

EL: Reported that it was considered that 90% of services were running at pre-Covid levels but felt that this was questionable. It was an area that Healthwatch Wiltshire would need to examine further.

Date of Next Meetings 17th November at 2.00pm (Agenda items to KV by 7th November, please)
15thDecember at 2.00pm
19th January at 2.00pm