

Local Leadership Board Notes

Thursday 17th October

Rob Jefferson (Chair)	RJ	Present
Irene Kohler	IK	Present
Hazel Dunnett	HD	Present
Andy Mintram	AM	Apologies
Emma Leatherbarrow	EL	Present
Stacey Plumb	SP	Present
Joanna Wittels	JW	Present
Alison Ryan	AR	Present (AM session)

Item
Apologies were noted as above.
<p>1. Session with Alison Ryan, RUH Chair</p> <p>Session with the board and AR is discuss current issues, current work and how HWW and RUH can work together. Discussed many possible ways of linking together including:</p> <ul style="list-style-type: none">• Young Healthwatch involvement – PLACE/ Enter and Views and Young Patient Experience Group• Make links with the new Governors once appointed including presentation on HWW• RUH could create a narrative/ FAQ re common issues raised ie parking that we can promote
<p>2. Minutes and Action tracker</p> <p>Minutes agreed as an accurate record of the meeting and action tracker updated.</p>
<p>3. Healthwatch Update</p> <p>a) Project update</p> <p>SP updated on current projects. Improved access is going well, and visits are due to be finished next week. Mystery shopping activity in November. Discussed how we capture people that do not get an appointment and the mystery shopping exercise will do this to some extent.</p> <p>Advice and Contact work also just started and this will be ongoing until the new year.</p> <p>Volunteer day yesterday and the volunteers had a look at the Quality framework and discussion around what they feel we do well and could improve. SP will send round the notes from this. The board agreed in principle to go through this process and will book in a session in the new year. EL is looking at the methodology for this.</p> <p>The board commended the staff team in SP's absence in keeping things moving forward and they thanked the staff team for their hard work and commitment.</p> <p>We have one person to interview for the board member role and they are being interviewed on Monday.</p> <p>b) Young Healthwatch</p> <p>We have made progress and links have been made with Wilts colleges. Jo and some volunteers have been in to Trowbridge college and delivered a session to all health and social students and gathered feedback from all the students and are due to go to Chippenham and Salisbury soon. Also made links with some the schools and sixth forms and have visits scheduled in there.</p> <p>The board thanked Jo for her hard work and perseverance. This work is now ongoing with the aim of having our own group of young volunteers that can run their own project.</p> <p>c) Military families project</p>

HD updated on the military families project and how this was going, including the volunteer led element. It was noted that there have been several challenges with the project, but it is moving forwards and we have a number of responses to the survey already with more visits planned in. Discussed one outcome could be the creation of a 'toolkit' on volunteer led projects that can be used going forward.

4. Feedback from meetings

Everyone fed back from external meetings that they had recently attended. RJ said that there was a paper shared on mental health at the health and wellbeing board which included several recommendations had been made by us.

Discussed the difficulties in using the correct terminology and the impact of this. EL to delegate the creation of a check list that can be shared.

5. External meeting representation

a) Confirm representation

Confirmed board member attendance at external meetings.

b) Identifying and building relationships with key individuals

It was discussed that often at meetings there isn't much time for networking but that this is a good opportunity to identify key individuals to link in with going forwards.

c) Being more proactive

Discussed the possibility of a training session for board members on how to contribute to, influence and make an impact at meetings. This was welcomed. It was noted that we should aim to be included on the agendas as much as possible but also the ensure that we have a voice during other items to raise patient involvement and engagement.

6. Future meeting dates

The meeting scheduled for 12th November had to be rescheduled as several board members couldn't make this.

New dates agreed were:

Tuesday 3rd December 10am -12noon at Chippenham Bowls club, Hardenhuish Park, Bristol Road, Chippenham, SN15 1NH followed by lunch and the volunteer Christmas get together.

Tuesday 28th January 2pm-4pm at Quaker meeting house, 51 Wilton Rd, Salisbury SP2 7EP

7. AOB

No issues raised