

Healthwatch Wiltshire Monthly Board

Date: 26 th October 2021	Time: 11.00am-12.30pm	Venue: Microsoft Teams
Attendees: Gillian Leake (Chair)(GL); Alan Mitchell (Vice-Chair)(AM); Emma Leatherbarrow (EL); Stacey Sims (SS); Joanna Wittels (JW); Vijay Manro (VM); : Margaret Winskill (MW); Hazel Dunnett (HD); Irene Kohler (IK)		
Apologies: None		
Minutes: Karon Van Den Bergh (KV)		
Agenda Item 1: Approval of Minutes of 28th September 2021 (including Action Points)		
The Minutes of 28 th September 2021 were noted as a correct record.		
Outstanding Actions	Owner	Deadline
<ul style="list-style-type: none"> • Invitation to SFT and GWH to future meetings 	SS	Awaiting a response.
<ul style="list-style-type: none"> • Look at whether an evaluation of the MDTs in care home could be a future piece of work. 	SS	For future consideration.
<ul style="list-style-type: none"> • Invite RUH to share new model of health and social care to future meeting 	SS/AM	SS will speak to RUH to ask if they would do a session with the Board and volunteers.
Agenda Item 2: Healthwatch & Work Plan Update		
<p>Report received from SS.</p> <p>GP Staff survey is now live. Running until 9th November. Wiltshire had the highest return rate.</p> <p>Volunteer currently focusing on GP websites and phone reviews.</p> <p>Last Mental Health Community services Workshop last week, 15 organisations attended.</p> <p>LGBTQ Survey closing at end October (30+ responses).</p> <p>Medequip Survey is still live.</p> <p>SS Due to meet next week with the ICA to consider discharge work.</p> <p>AM: Going forward a common definition of pathways should be looked at.</p> <p>EL: Current guidance from Healthwatch England on Enter and View was only if working with a provider for a specific purpose. EL: Concerns about residential care, lack of staffing meant that dietary requirements were not always being met and less activity sessions offered.</p>		
Agenda Item 3: Board Update		
<p>MW: Wiltshire Carers Partnership. New recruitment at CCG level in place. Wiltshire Strategy will need rewriting. Concerns that health checks for carers in primary care have not been completed and the high levels of people who are contacting Carers Support Wiltshire regarding mental health issues. Going forward, more funding should be available for counselling work. Carers Cafes are reopening. Wiltshire Carers Partnership and Wiltshire Parents Carers Council have both offered support to Healthwatch Wiltshire if surveys require quick responses. General concerns continue regarding the "Carer" label, which is confused with paid carers. Attended the Corsham Area Board and awaiting a date for the Health and Wellbeing Area Board.</p> <p>VJ: Aware that a new Chairperson had been appointed but, as yet, no date for the next meeting of the South West Dental Group.</p> <p>JW: No update.</p> <p>IK: Attended the Health Select Committee. The next meeting would focus on carers. The Garden Party in August looked at different minority groups within Salisbury and how to establish contact and engage with them.</p> <p>AM: Healthwatch Representative Team at Salisbury Guildhall (part of the Silver Salisbury Event). Volunteer Day at Rugby Club. Wiltshire ICA Development Programme which included senior directors from Wiltshire Council. GPs were under-represented. One outcome was the need to spend more resources, whether this be cash or staffing, earlier in the health cycle.</p> <p>Wiltshire Alliance Regular Monthly Meeting – was not quorate. Discussion based on patient pathways. Additional Beds have been purchased but there is still likely to be a shortage.</p> <p>Salisbury Hospital Outpatients Transformation Board. All meetings for rest of year have been cancelled.</p>		

HD: End of Life Care Meetings x 2. Representatives attended from all areas. It was apparent that levels of care vary considerably throughout establishments. The Respect Project has started in Salisbury. Sub-Groups have been formed looking at IT, staff training and access. HD had joined the sub-group 'What Matters To You' and would report back on progress.

EL: No update.

GL: Health and Wellbeing Board. Council has a new business plan with a focus on communities and people. The Partnership Board had a very lengthy and wide ranging agenda. Some notable points to take away were:

- The number of patients waiting for more than a year for treatment is increasing. However, it was reported that the majority of people who had been waiting for a very long time were doing so because of "choice".
- ICS had undertaken a deep drive of recruitment and felt they were being successful in recruitment of healthcare workers, contrasting with recruitment of similar roles within social care.

Volunteer Day was very good.

Healthwatch England Board Support Reference Group Meeting. Options of support to look at diversity and inclusivity and how they can support boards to develop strategies.

SS: Connecting with our Communities Update (currently working in Trowbridge).

BSW Engagement Group – including engagement leads from all providers across BSW.

Outstanding Actions	Owner	Deadline
<ul style="list-style-type: none"> • SS to add individual minority communities to the Work Plan 	SS	November Meeting
<ul style="list-style-type: none"> • IK to pass Health Select Committee Meeting (focus on Carers) paperwork of interest to MW 	IK	Following Health Select Committee Meeting
<ul style="list-style-type: none"> • SS to do a mapping exercise on where, in the County, volunteers were situated. 	SS	November Meeting

Agenda Item 4: News from the ICS

ICS have offered one place on the Board for a representative (non-voting) across the three Healthwatch areas. The task would be to find a way to make this work.

The options for the proposed structure for the ICS Partnership Board is currently out for consultation. The structure appears to be very health orientated and does not really reflect a particularly even partnership. There is evidence of disquiet about this amongst social care representatives.

AM: It was difficult to ascertain how the various committees fit within the ICS/ICA and who is responsible for taking charge, despite the fact that Elizabeth Disney CEO, Wiltshire Alliance, produced a diagram showing relationships within various communities. It was important to ascertain what Healthwatch Wiltshire were responsible for, as opposed to Swindon and Bath. Concern is that as Healthwatch has been allocated a single representative at the top level it will not be possible to show diverse differences of the three area.

AM: The Kings Fund are offering a virtual conference next week focusing on integrated care systems.

AM would try to attend some of the sessions and report back.

GL: Health Foundation meeting on Tuesday - The Real Challenge Lecture (social care and developing services).

Agenda Item 6: AOB and Agenda Items for next Meeting

Healthwatch Week – November. Sessions open to Board Members to book.

Volunteer time. Concern whether preparation time was added to the monthly count of volunteer hours (88 last month). Considered needed as to how to ensure correct numbers were captured.

Next Meeting Date: 30th November 2021

Time: 10.30am-12.00noon

Location: Meetings to be held on Teams for foreseeable future

NOTE: December Meeting Cancelled

Future dates:

25 January 2022 24 May 2022

22 February 2022 28 June 2022

22 March 2022 26 July 2022

26 April 2022 27 Sept 2022

Time: 10.30-12.00noon