

**Minutes of a Meeting held on 15th September 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 Wittels (JW);

In Attendance: Linda Webb, Communications Lead; Guy Patterson, Projects Lead;
Jo Woodsford, Volunteer and Partnerships Lead

Apologies: Andy Mintram (AM)

Minutes: Karon Van Den Bergh (KV)

Approval of Minutes

All accepted EL's offer to take the Chair in the absence of a current permanent Chairperson.

Action Tracker Update

4. It was not an option to have a Volunteer Access Portal on the Healthwatch Website at this stage. Help and Care are likely to have a portal on their website at some point. Wessex Community Action were putting together a new community platform, which was waiting for launch, which they had received a grant for. Healthwatch Wiltshire were likely to make use of this as all organisations will be able to use a private area and the plan would be to, initially, try our volunteer portal on this platform. EL: Suggested that a session of screen sharing should be held.

9. Incorporated into the GP piece of work on Access.

10. The post of Chairperson had been advertised widely. Three potential candidates had responded but no CVs had yet been received. Healthwatch Wiltshire will recruit two/three people if candidates are suitable.

11. Added to Workplan. A Team Meeting would be held in a couple of weeks to plan who will do what when.

12. JB sent an email and would follow up with information as to which slides to look at.

13. Healthwatch in The South West have put together a report and raised this at the South West Local Dental Network Meeting. EL reported that this is also being raised by other Healthwatch in the Help and Care Group. Feedback is consistently poor. Serious situation affecting people who cannot afford private dentistry.

Healthwatch Update

JB: There were less comments this month as the Covid Survey had now been completed. During September/October the comments will increase with engagement. Healthwatch England

conducted a campaign on hospital discharge, partly using Healthwatch Wiltshire results. Healthwatch Wiltshire will share. No feedback had been received in respect of Salisbury Hospital although the information was shared through all three hospitals, social media and the usual contacts.

The volunteers have been active in testing Salisbury Hospital's new Website and joined a meeting with The Healthwatch Hub Team who had the opportunity to explain their work. EL: The Hub Team also found this very useful. Volunteers have also attended various forums, becoming more active, albeit virtually. The Covid Report has been completed and shared with Commissioners. The Military Families Report is now in template ready to be entered for a Healthwatch England Award for Celebrating our Volunteers.

Work with a care home had been completed, interviewing a relative, a member of staff and generally looking at good practice. JB was currently looking for one more care home before completing the Report. JB had had a number of good conversations regarding virtual engagement with patients at Great Western Hospital, Swindon.

Information had started to come in with regards to hospital transport, people being told they are not eligible and in some areas there were a lot less community drivers available.

Team Updates:

Linda Webb, Communications Lead

LW had been working on creating a Coronavirus section on the Website which included articles and advice from outside bodies on various health areas also explaining what shielding means. 1800 views. There had been a lot of sharing on social media reaching 88,600 people.

LW Spent time letting stakeholders know what Healthwatch Wiltshire were doing, working on Covid Reports, how information was shared and accessed, providing an interesting snapshot of what was going well, both good and bad.

LW had written and produced the Annual Report including Community Cash Fund and military family projects.

LW had been recruiting for the young Mystery Shopping Project, asking young people of look at mental health services online. Also working on the Quarterly Report, producing overviews of the quarter to keep everyone updated. Usual monthly e-bulletins. Designed the Military Family Report. Also involved with the Healthwatch Wiltshire submissions for Awards, one for dementia work for partnerships and the other celebrating volunteers.

LW was keeping up with free webinars on social media, google analytics and Public Health England Flu Campaign.

The final Covid Insight Report would be completed soon, covering the whole of Wiltshire, Swindon and BaNES, highlighting the similarities and differences between areas..

LW was waiting for a webinar about how to create accessible and inclusive digital content.

EL: Asked if the videos had made a difference. LW: Had received a good response to getting young people interested. Going to try to get some young males involved.

Guy Patterson, Projects Lead

GP, a new member of the team gave a synopsis of his background prior to his appointment at Healthwatch Wiltshire.

GP is currently working on two projects. The first was an Access project, exploring experiences from patients making appointments with GPs including digital issues and inequality of access. Three groups would be involved: patients via a one-to-one questionnaire; GPs and practice staff and people who were not presenting to services, including understanding why certain groups did not present and their individual situations. Sifting and sorting information and looking at where Healthwatch Wiltshire effort should be placed.

The second was a Learning Disabilities and Autism Project – Early stages of this work with discussions taking place.

Jo Woodsford, Volunteer and Partnerships Lead

Young Healthwatch had now started working on scenario questions based on information of what other young people would want to be asked. On You Mind (Wiltshire Council Mental Health Website) was being used by three new volunteers, who have completed 17 scenarios – they felt that there needed to be a search bar and should be linked to website used by 14-18s. It was felt that there was a lack of transition information on CAHMS.

The project would be presented to the CCG and Local Authority by the young volunteers.

JW also had formed the Wiltshire Mental Health Open Forum meeting on a monthly basis. A health or care representative would be invited to the meetings. Questions would be asked to the Service Users at the Forum. Themed meetings and guest speakers would be arranged in the future. The October meeting would focus on access and support. IK: Asked if Mind Wiltshire could be involved suggesting that a multiple choice question was included in the questions to ascertain whether they were active in the Community.

JW: Felt that the young people involved in Young Healthwatch were extremely impressive, caring and hard-working.

Board Attendance at Key Meetings

IK: Health Select Committee.

HD: Wiltshire Professional Leadership Network and End of Life

JB: Wiltshire Carer's Action Group Meeting – volunteers to be emailed by JB

EL: BSW Mental Health Transformation, BSW Partnership Sponsoring Board

JB: Health and Wellbeing Board, , BSW Partnership Sponsoring Board for this month. BSW Quality Surveillance Group - ongoing

JW: Primary Care Commissioning Meeting when AM is unavailable

When new Board members are appointed, they would attend the Health and Wellbeing Board and BSW Partnership Sponsoring Board.

AOB

IK: Finished the film on older people's experience in lockdown in Salisbury. Will send to all Board Members before 1st October.

Salisbury Area Board wants people to take part in an intergeneration project for teenagers which might be a good place to do a survey.

HD: Thanked JB for standing in for a couple of meetings.

Date of Next Meetings 13th October at 2.00pm
17th November at 2.00pm
15th December at 2.00pm