

Healthwatch Wiltshire Monthly Board

Date: 16 th February 2021	Time: 2.00-3.30pm	Venue: Microsoft Teams
Attendees: Gillian Leake (Chair)(GL); Alan Mitchell (Vice-Chair)(AMit); Julie Brown (JB); Hazel Dunnett (HD); Irene Kohler (IK); Vijay Manro (VM); Margaret Winskill (MW); Joanna Rachel Wittels (JRW)		
Apologies: Emma Leatherbarrow (EL); Andrew Mintram (AM)		
Minutes: Karon Van Den Bergh (KV)		
Agenda Item 1: Approval of Minutes of 19th January 2021 (including Action Points)		
a. A couple of minor amendments to the Minutes of 19 th January were made. Minutes noted as a correct record.		
Outstanding Actions	Owner	Deadline
• Workplan Meeting to be held (to include discussion regarding attendance at 18 Area Board Meetings)	GL/AM/JB/SS	March Meeting
• Military Covenant	EL	March Meeting
• EL would ask Lisa to be in touch with GL to arrange informal catch up meetings with the Board members from other Healthwatch areas.	EL	March Meeting
• Meet and greets to be arranged with Help & Care Board Members.	EL	March Meeting
• JB had sent out list of meetings to all present. Now to look at setting up a calendar showing all meetings and attendees	JB	March Meeting
• EL to set up a meeting, at Board Level, between Healthwatch Wiltshire and Healthwatch Dorset to discuss the best way to share cross boundary feedback in respect of Salisbury Hospital	EL	March Meeting
• JB confirmed that June Barnes continued to be the patient rep on the Board of the RUH. JB would invite Anna Shantry, RUH, to speak to the Board about links.	JB	March Meeting
Agenda Item 2: Healthwatch Update (Paper from JB)		
JB talked the Board through the Report which had been forwarded with Minutes. Autism work – survey to be launched next week, following a press release. Mental Health Forum – Guidance sheet completed, senior people from the CCG to talk about the mental health transformation. Help & Care – A Training/Research/Skills Week would be taking place, open to Board Members JB confirmed that a question was always included in the surveys to ascertain area in which the response was from. Initially responses were few from the North and South areas of the County although improvement was now showing in the South. Difficult areas were targeted. Mystery Shoppers – Ongoing. JB had written an article which had been forwarded to the CCG and was awaiting publication. JW had received feedback during a meeting with the young volunteers who were now in the process of writing a report.		
Actions	Owner	Deadline
• Mystery Shoppers Update – Agenda Item for next meeting	JW	March Meeting
Agenda Item 3: Board Update including Meetings Attended		
MW - Melksham Area Board – information provided on Age Friendly Melksham had been excellent, 41 people participated and were supported during COVID. Grants were available for unpaid carers, targeting counselling and an event for young carers. Chippenham Area Board – nothing to report.		

Carers with no Recourse to Public Funds – Toolkit received from a Webinar. This affected those with no visa or an indefinite right to remain as they had a wait of 5 years before they could access government funding. Extremely good information received.

Carers Partnership Meeting – still awaiting clarity on whether carers would receive vaccines with the vulnerable. The right to receive an early vaccine might be linked with Carers Allowance or for those who were registered as a Carer.

CCG – Attending next Wednesday. This meeting would inform who will provide the information as to whether carers can have the vaccine early. Healthwatch Wiltshire could use the comms that the CCG provide as this is a contentious and complicated issue. MW would pass information on to JB as soon as she received it. JB felt that the sentiment in Wiltshire was to make the vaccine available to as many carers as they could, as quickly as possible. It would be an important message to get out to carers once confirmed.

IK referred to an article in The i, written by Jo Brand, pointing out the difference between carers and care workers. The Area Boards are encouraged to appoint carers' champions but the response from Area Boards varies greatly across the county. (Area Boards have guidelines to follow but elected members may override them as to what they deem most suitable for their individual communities) There are instances of Carer's Support, Wiltshire, being awarded area board grants even though they are already commissioned by Wiltshire council via a large contract.

HD had not attended any meetings this month but was planning to join the next End of Life Meeting.

JRW - Marlborough Area Board. Had provided information about Healthwatch Wiltshire to the meeting, from JB's January Update. Would attend the Pewsey Area Board on 8th March and give the same information. A presentation had been received from a local GP Practice explaining how the vaccination programme was forging ahead in 3 sites around Marlborough.

PPG Meeting – Also focused on COVID vaccinations.

VJ had not attended any meetings this month but was planning to join the South West Dental Meeting in Mid-March

IK had not attended any meetings this month.

AM - Salisbury Area Board The meeting had been interesting and well run with the grant process being explained. AM felt that it was important for the Board to consider how Healthwatch Wiltshire collectively use the attendance at the Area boards. There is an opportunity to use these meetings as a platform to raise awareness. They could also be used for survey engagement.

Meeting with Ed Rendell, Clinical Lead, Wiltshire and part of the Clinical Commission Group.

Representation within the new statutory structure was discussed, once decided on by government.

Kings Fund Webinar - Health and Social Care Agreement was discussed. There was a pressing need for a financial settlement for it to compete with the NHS. The subject of how to help carers move forward and a need to make sure that we learn from our experiences during COVID would be required. Children's mental health was a new focus. Population Health Management was looking at the Health Service from the macro level. The scrapping of Health England without replacing it was a concern.

GL thanked all members for attending meetings and for their feedback.

GL voiced the idea of setting up a monthly meeting for Board members to meet for a coffee and a chat. All agreed. GL will look at arranging this over the next few weeks.

Health & Wellbeing Board discussion was COVID. Ed Rendell, Chair, started the meeting with a statement about the H&W Board and membership. This set out the four areas of focus for the Joint Health and Wellbeing Strategy and the forward plan for the next 15 months. GL to provide copy of this statement for reference.

GL Would attend the King Fund Webinar in March about Virtual Care.

Actions	Owner	Deadline
• MW to provide JB with information from the CCG meeting attending on 24 th February.	MW	March Meeting
• GL to set up monthly meetings for all to meet for a coffee and a chat.	GL	March Meeting

<ul style="list-style-type: none"> GL to meet with Staff Teams 	JB/GL	March Meeting
<ul style="list-style-type: none"> GL would forward a one-page document from the Health and Wellbeing Board via KV. 	GL	Immediate
Agenda Item 4: Staff Update		
<p>JB: Stacey Sims, Manager, Healthwatch Wiltshire, will return from maternity leave on 15th March and Guy, temporary member of staff, will continue his contract until end March. Stacey will return to 30 hours a week. JB's hours would return to 18.5 per week. This would result in a net increase of 5 hours a week. Linda Webb continued to work on communications and information. Joanne Woodsford was currently working with the young listeners and the mental health forum. Guy was working on the Bluebell Place of Safety. JB was working on autism. JB suggested that the Team attend a future Board Meeting to update all present.</p>		
Agenda Item 5: AOB		
<p>IK: Had joined a Round Table discussion about older people's experience of virtual consultations in the NHS with the report of this work, funded by Pfizer, having been published in the Journal of Medical Research. IK had forwarded a copy to Mark Sharman/EL (Help & Care) as she felt that Pfizer may be interested in funding similar work in different areas and this could be something that Healthwatch Wiltshire could undertake. IK had not yet received an acknowledgement of receipt from MS/EL. The Kings Fund Seminar on similar issues was also relevant. IK Would chase MS/EL for a response. GL felt that it was important to raise the profile of Healthwatch along with raising finance. IK pointed out that she had forwarded a video about older people supporting one another in the pandemic, including the deaf community in Salisbury, but had received no response. A useful project could be how staff could engage with hard of hearing people in hospitals, particularly whilst wearing masks. IK would like the opportunity to put forward funding applications. GL would consider this further at the Work Plan Meeting.</p> <p>JB was aware that the drafting of the funding application could go ahead, all that was needed was permission from Help & Care. The money would be ringfenced for Healthwatch Wiltshire. JB was aware of lots of opportunities for funding applications. IK stated she is prepared to support Healthwatch staff to take opportunities to apply for additional funding to extend their reach.</p> <p>MW asked for clarity on how Board Members fed back after meetings. JB suggested that they use the current Activity Report Form which she would send to all members.</p> <p>AM asked that a message was posted on the Website regarding the importance of the forthcoming March Census which affects health and care planning. JB would arrange for this to be done. AM informed that he was a vaccine volunteer. There was currently 4430 volunteers in Wiltshire (1% of total across England). AW to send KV a page of statistics to be sent with the Minutes.</p> <p>Going forward the Board Meetings would be held on the fourth Tuesday of every month at 10.30am.</p> <p>JW thanked JB for all her hard work while covering Stacey Sims on Maternity Leave. JB had provided excellent service during a very difficult time. All Board Members joined JW with their thanks.</p>		
Actions	Owner	Deadline
<ul style="list-style-type: none"> GL to speak to EL regarding the process that should be followed to pursue funding opportunities and timescales for responses from Help & Care 	GL	March Meeting
<ul style="list-style-type: none"> JB to send an Activity Report Form to all Board Members 	JB	March Meeting
<ul style="list-style-type: none"> JB to arrange for information regarding the importance of the March Census to be posted on the Website 	JB	Immediate
<ul style="list-style-type: none"> AW to send KV a page of statistics on Volunteer Vaccinators to be sent out with the Minutes 	AM	Immediate
Agenda Item 5: Agenda Items for next Meeting		
<p>Update on Mystery Shoppers Healthwatch Representation at Area Board Meetings Next Meeting Date: 23rd March 2021 Time: 10.30-12.00noon Location: Microsoft Teams</p>		

Future dates;

27th April 2021, 10.30-12.00pm Virtual MS Teams

25th May 2021, 10.30-12.00pm Virtual MS Teams