

Healthwatch Wiltshire Monthly Board

Date: 19 th January 2021	Time: 2.00-3.30pm	Venue: Microsoft Teams
Attendees: Gillian Leake (Chair)(GL); Alan Mitchell (Vice-Chair)(AMit); Julie Brown (JB); Hazel Dunnett (HB); Irene Kohler (IK); Emma Leatherbarrow (EL); Vijay Manro (VM); Margaret Winskill (MW); Joanna Rachel Wittels (JRW)		
Apologies: Andrew Mintram (AM)		
Minutes: Karon Van Den Bergh (KV)		
Agenda Item 1: Approval of Minutes and Action Tracker		
<p>a. Previous minutes were noted as a correct record.</p> <p>b. Outstanding actions were reviewed.</p> <ul style="list-style-type: none"> • Work Plans – Meeting to be scheduled with JB/GL/AMit. JB to contact Stacey Sims, currently on maternity leave, to invite. • JRW to attend Marlborough Area Board. • Military Covenant – EL Moving forward will report back next meeting. 		
Agenda Item 2: Links with Help & Care		
<p>a. EL outlined the range of opportunities that exist across the Healthwatch groups within the Help and Care remit. These include collaboration of staff and trustees across geographical areas. A new research huddle is being established to integrate data in order to support consistency. A Research Skills Week would be arranged in the near future, providing internal and external speakers. Help and Care are currently working on keeping volunteers engaged which has been a challenge this year. The power to make decisions was delegated to individual local Leadership Boards to ensure that work would reflect local need. The trustees of Help and Care are keen to make sure there is visibility both ways and the next priority is to work out what the relationship between the various groups should look like and they welcome any thoughts about this.</p> <p>b. EL explained that governance relationship between Help and Care Board and local Leadership Board members would be a priority going forward. At present not all the 8 Help and Care Healthwatch contracts worked under the Local Leadership Board model. GL voiced concerns that it was important not to redo something which had already been done, collaborating and understanding what other areas had worked on would be useful.</p> <p>c. HD felt that the Help and Care Helplines Meeting earlier in the year for the volunteers had been very useful.</p>		
Actions	Owner	Deadline
• 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	ASAP
• Board Members to be given a link to the National Network of Healthwatch Boards.	JB	ASAP
• Meet and greets to be arranged with Help & Care Board Members.	EL	ASAP
Agenda Item 3: Role of Board Members at External Meetings		
<p>a. GL felt that it was important for Board Members to feel comfortable about how they should present themselves at external meetings, what the message should be and what is required when a response is needed during or following a meeting. MW asked how the priorities for future work are established. JB explained that, each February, a Work Plan is focused on for the forthcoming year from April. Healthwatch is led by public views so an analysis of feedback and data, looking at the main concerns, is considered. A question is added to each Survey asking the public what they would like the focus to be, along with a prioritisation tool which grades whether something is a key issue together with consideration of Healthwatch's ability to influence. Key priorities are then settled on. Other things will be added after the Work Plan has been agreed, for example, changes due to COVID where made this year. It is important to keep capacity to be reactive if something unexpected happens.</p> <p>b. IK felt that it was important to put together a list of groups Healthwatch was not reaching and consider how to go forward, engaging those groups. IK pointed out that it was good</p>		

<p>practice to ensure that JB/GL had sight of any papers prior to Board Members attendance at meetings so that they had the opportunity to add anything they felt should be raised during the meeting.</p>		
Actions	Owner	Deadline
<ul style="list-style-type: none"> JB to send out a list of Meetings so that Board Members can decide which to attend. 	JB	ASAP
Agenda Item 4: Healthwatch Update, Paper 1		
<p>JB reported on Paper 1.</p> <ol style="list-style-type: none"> JB/MW to attend a meeting with the Chief Executive of MIND in a couple of weeks' time. IK asked that a question could be raised as to whether MIND intends to move towards a solid representation in Salisbury. JB had not been able to visit Erlestoke Prison in February as planned, due to COVID. JW reported on the huge amount of information collected by the mystery shoppers, showing that services in the area were very patchy. The virtual Christmas party had gone very well. GL asked JB to pass on the thanks of the Board to the Healthwatch Wiltshire Team for their hard work. 		
Actions	Owner	Deadline
<ul style="list-style-type: none"> JW to go through the feedback provided by the Young Mystery Shoppers, pull out the key themes, and report back. 	JW	Next Meeting
<ul style="list-style-type: none"> JB to write a piece on young mystery shoppers for the CCG/ICS Newsletter 	JB	Ongoing
Agenda Item 5: Board Update		
<ol style="list-style-type: none"> GL met with Stephanie Elsy, Chair of the BSW Partnership who was very interested in engagement with the public through Healthwatch. It was very important, going forward, to raise awareness within the community of what Healthwatch does, informing that it is not just an organisation dealing with complaints. Stephanie Elsy would contact her Comms Department to see if they could assist in any way in raising the profile. GL to attend the South West Recovery Network Meeting next week. AMit also met with Stephanie Elsy and felt that she was particularly interested in health inequalities and how to serve disadvantaged groups. Going forward, Clinical Commissioning Groups were to be restructured into a single group. AMit attended the Salisbury NHS Trust – Outpatient Transformation Programme. AMit observed that Transformation Programme covered many patients beyond Wiltshire including Dorset and Hampshire and also services delivered beyond BSW ICS geographic patch. GL pointed out that geography of Wiltshire means that all hospital discussions and planning would involve other local authorities and Healthwatches. JB said quarterly meetings were already taking place with GWH and Healthwatches in Swindon and West Berkshire. The RUH are keen for Healthwatch to do a piece of work with their patients on how they can improve their “requires improvement” rating but this work requires development. VM offered to attend any meetings at the GWH as he lived nearby. MW attending the AGM for MIND. The impact of COVID had been particularly tough in this area. GL reported that she had intended, with AMit, to join the BSW Partnership Board later this week but this had been cancelled due to COVID. 		
Actions	Owner	Deadline
<ul style="list-style-type: none"> 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	ASAP
<ul style="list-style-type: none"> JB to check whether June Barnes, patient representative is still on the Board of the RUH, and let HD know. 	JB	ASAP
Agenda Item 6: AOB		
None.		
<p>Next Meeting Date: 16th February 2021 Time: 2.00pm – 3.30pm Location: Microsoft Teams Future dates;</p>		

16th March 2021, 2.00-3.30pm Virtual MS Teams
13th April 2021, 2.00-3.30pm Virtual MS Teams