

Healthwatch Manchester Trustee Board Meeting

23 January 2023 – Via Teams

Present: Vicky Szulist (VS) Anita Kanji (AK) Amanda Smith (AS) Paul Hughes (PH) Fergal McCullough (FMc)	Apologies: Mina Desai (MD) Circle Steele (CS) Mike Petrou (MP) Zoe Robertson (ZR)
In attendance: Tom Carr (TC) Neil Walbran (NW) James Pilkington (JP) Andy Needle (AN)	Not Present: Charles Kwaku-Odoi (CKO)

Welcome and Introductions:

VS welcomed attendees. Amanda Smith and Paul Hughes were welcomed to the Board.

Conflicts of interest:

No conflicts of interest were declared

Presentation

TC presented the *'Mystery Shopper report on GP Patient Groups'* to the Board.

The report will also be presented to Manchester City Council's Health and Social Care Scrutiny Committee on 8 February 2023.

1. Minutes and Action Log from the previous meeting:

The minutes from the 14 December 2022 were reviewed accepted as an accurate record.

The Action Log and Decision Log were reviewed.

2. Matters arising:

NW is liaising with Healthwatch Salford to see how the number of 'out of area' calls received in error by Healthwatch Manchester can be addressed.

3. Report to the Board (Activity Report) Key Issues:

- Dentistry continues to be an issue, with most individuals being advised to go out of area when this is not necessarily convenient. Evidence of older people becoming at risk—along with complaints from Enter & View care home visits regarding lack of access for residents and poor communication between services further compounding the issue

- The Volunteer Coordinator position is currently vacant – 3 candidates for interview.
- Out of area referrals remain at between 15 – 30% of our calls and enquiries.

-- MEETING CLOSED TO THE PUBLIC --

4. Documents for Approval

Decision: *Mystery Shopper report on GP Patient Groups.* Report was **approved** by the Board.

5. Date, time and venue of next meeting

The next board meeting will be on 29 March 2023 at 5pm via Teams.

Meeting Closed: 18:20