

Healthwatch Manchester Trustee Board Meeting

16 November 2021

Present	Apologies
Vicky Szulist – Chair (VS) Richard Hughes (RH) Charles Kwaku-Odoi (CKO) Anita Kanji (AK) Mina Desai (MD) Circle Steele (CS) Fergal McCulloch (FMc) Julie Rigby (JR) In attendance: Neil Walbran (NW) Emily Noon (EN) Mike Petrou (MP) Sharmilla Kar (SK) Andy Needle (AN) Jaqueline McKinney (BSL Interpreter)	

Welcome and Introductions:

VS welcomed attendees

Conflicts of interest:

No conflicts of interest were declared

Presentation – Healthwatch Manchester, ICS and the Locality Board

SK presented to the board.

Action – NW to pass on contact details of MD and AN to SK.

Action – NW to circulate presentation to board members

1. Minutes and Action Log from the previous meeting

Meeting minutes from 21/09/21 were accepted as a true and accurate record.

The Action Log was reviewed and amendments made.

2. Matters arising:

- There were two expressions of interest for position of Chair through Reach Volunteering. Both applications were unsuitable.
- Safeguarding – NW researched putting QR code on safeguarding poster which links to a BSL relay facility. Unfortunately, the cost is above budget.
- NW investigated BSL funding cuts.
- Out of area calls have reduced due to the new answering message.
- GP website video is postponed until next meeting.

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

- HWM have been asked to produce the annual report for Manchester Safeguarding boards.
- HWM has been asked to take part in a community diagnostics project. NW will provide a brief for those interested.
- HWM Calendar is almost ready for publication.
- Discharge into care pathways report is provided in the board papers for Board's approval.
- The work around mental health floating support for people in temporary accommodation is underway.
- HWM report 'Good Practice' has been published and distributed.
- If the level of activity continues to increase (esp. outreach and enquiries) HWM will require extra admin support.
- The "Build Back Fairer" in GM principles review has been adopted by Manchester Local Authority.

Action: NW will write to NHS England about accessibility of websites.

Action: NW to follow up on 'Good Practice' recommendations.

4. Response to CQC Report: State of Care

Action: NW to provide a response.

5. Organisational Strategy:

The Board **agreed** to refresh the organisation's strategy.

Action: NW to invite board to hybrid meeting about new organisational strategy for the next 3 years.

Public section of the meeting closed

6. Date, time and venue of next meeting (and meetings for the year)

The next board meeting will be on Tuesday 18th January 2022 at 5pm via Teams.

7. AOB

No items were raised under AOB.

-MEETING CLOSED.