

Healthwatch Manchester Board Meeting

Tuesday 20th July 2021, 5.30-7.00pm.

Present	Apologies
Vicky Szulist - Chair (VS)	Mina Desai (MD)
Charles Kwaku-Odoi (CKO)	Anita Kanji (AK)
Fergal McCullough (FM)	
Julie Rigby (JR)	
Richard Hughes (RH)	
Circle Steele (CS)	
Andy Needle (AN)	
Zoe Robertson (ZR)	
In attendance:	
Neil Walbran (NW)	
Morgan Tarr (MT)	
Mike Petrou (MP)	
Jacqueline McKinney (BSL Interpreter)	
Ashleigh Connor (Minutes)	

Welcome and Introductions

VS welcomed attendees

Conflicts of interest

No conflicts of interest were declared

Presentation - Integration Index Report

MT presented the IIP report to the board;

Healthwatch Manchester was chosen to research 2 out of 5 personas;

- *Black men with multiple health conditions, including those who had recent experience of cancer care.*
- *South Asian men with diabetes.*

The IIP report has been circulated to the board but the main conclusion from the report is;

• *The findings of this report sets up good templates for future projects on these issues. We also need to make sure that individuals are reassured that there is an effect and change from these projects. It was communicated that these individuals have concerns about not hearing any outcomes or changes from the experiences they have shared. Also, the issue of fragmented healthcare was communicated by both groups and the increase in information sharing between services is vital.*

We also now have a foundation to build on in the future for others with different long term conditions.

Questions/Comments

- Queries were shared as to if GPs are keeping track of this information for their patients across different services. Also that output, outcomes and giving feedback to participants is really important to show how this information is impacting change.
- Where does this information go? What is the impact? Who do we speak about this locally?

NW - We have presented this to forums who are the decision makers of these pathways. Now we have identified areas of improvement, we can continue to speak to these forums. We presented the findings of the diabetes research to the Strategic Clinical Network for diabetes and it was well received. They are working to make sure all GP websites have diabetes information on their websites.

1. Minutes of previous meeting

1a. Minutes

Meeting minutes from 18/05/21 were accepted as a true and accurate record.

1b. Action log

- Men's Health Forum -
NW informed the board that we didn't get lottery funding unfortunately, so we are looking for other funding and venues.
- BSL Funding Cuts -
NW has contacted NHS England regarding this.
AK to confirm if she has completed action.

Action log to be updated by AC

1c. Decision log

Decision log to be updated by AC

2. Matters arising

None

3. Report to the Board (Activity Report)

Highlights from our 2-month Activity Report;

- There are now more opportunities for NW to go out and represent HWM on a wider level as all staff are now back in the office.
- We are meeting with CQC regularly & NW to set up a joint stakeholder meeting.
- Finished video engagement with learning disabled individuals accessing GP websites & we are currently in the editing stages.
- We are still in the planning stages for the men's forum.
- Information and signposting line is active.
- GP website review completed - each practice will receive a mini report.
- We are completing a digital access survey for patients to follow up this review.
- Primary care services leaflet and '4 Questions to Ask' promotional campaigns completed and to be printed.
- PB joined the team as Volunteer Co-ordinator - he has settled in well & is out promoting the service
- Engagement in the office - there has been an increase in calls. Most calls and contact are dental queries. 50% of queries are now from out of area.
- We have a project going ahead with ASC to interview individuals who have been discharged into care during lockdown.
- We are continuing to meet with the Local Dental Committee for any update on traction for improvement to waiting times.
- We have been invited to a Health Scrutiny Committee meeting in September to present Covid-19, Dental and GP reports.
- Annual Report - completed and distributed to board.

AC & NW to look into recorded message for our admin line to reduce out of area calls.

Action: NW to share publications with AN regarding 4 Questions to Ask.

4. ICS & HW in GM Network

VS has meeting with MHCC in August and will report back to the board with any changes.

5. Adult Social Care Work Programme

We have been asked by our commissioners to place the ASC transformation programme onto our work plan.

3 things to look at below;

- To investigate experiences of discharge through the Covid-19 pandemic.
- To look into the floating support for people with mental health issues in accommodation.
- What are people's views on social care assessments being completed online compared to face to face?

Decision: Board Approves - All in agreement

Public section of the meeting closed