

Healthwatch Manchester Board Meeting

21 September 2021

Present	Apologies
Vicky Szulist - Chair (VS) Charles Kwaku-Odoi (CKO) Richard Hughes (RH) Andy Needle (AN) (Julie Rigby (JR)) Anita Kanji (AK) Mina Desai (MD) In attendance: Neil Walbran (NW) Morgan Tarr (MT) Eamon Hasoon (EH) Mike Petrou (MP) Jacqueline McKinney (BSL Interpreter) Emily Noon (Minutes)	

Welcome and Introductions

VS welcomed attendees

Conflicts of interest

No conflicts of interest were declared

Presentation - Report of GP websites and accessibility

MT presented the report to the board;

Healthwatch Manchester investigated the accessibility of GP websites for patients and generated friendly and informal reports for GPs, of which only 3 responded. HWM awaiting more responses.

- *The findings of these mini reports enable screening practices which adhere to accessible standards and produce lists and guidelines.*

Questions/Comments

- Queries about how to progress. Will practices respond to mini reports?

NW - The main report has gone to the PCCG, and Caroline Bradley will take the lead. The letter has gone from VS detailing the recommendations and requesting a project plan with smart objectives which show how were going to address them. It is with PCCG now, within the 20 working day response from them.

Mini reports have been sent in batches to the PCN leads.

- Website needs to be updated regularly.

MT - many practices aren't in control of their own websites, GP need to speak to their website provider first.

- Will there be an audio version of the report?

NW - We are happy to present it in person, NW to follow up with Richard.

Action: NW Presentation on report to MPF user group.

1. Minutes of previous meeting

1a. Minutes

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

1b. Action log

281 - Amend the mem and arts and look for options for advertising the role of chair.

NW sent the amendment off to the Charities Commission, but still awaiting response. Received large response from NHWN in terms of putting together a role descriptions and information pack, which is on hold until approval from CC. VS advised to advertise the role and proceed with recruitment whilst waiting for approval of amended articles for efficiency.

Action: NW to proceed with recruitment advertisement.

- 286 - VS to report back on meeting with MHCC

VS - The meeting with MHCC was cancelled due to ICS guidance delayed, rescheduled for tomorrow. VS met with Ed Dyson about ICS.

1c. Decision log

Reviewed and approved.

2. Matters arising

None

3. Report to the Board (Activity Report)

Highlights from our 2-month activity report;

- Meeting with foundation trust about changes to services due to COVID, keeping those in place and running a series of equality impact assessment sessions and making sure they follow equality impact guidelines.
- We will carry on meeting local dental committee.
- Met with GMHW network meeting sorting out long term goals for the ICS.
- Report: '**Working in Isolation**' has been sent Warren H at GMHSC partnership, active at GM level too.
- Met with CQC around primary care, interested in report and work with accessible information standard as it is built into inspections. Would like score from Healthwatch as part of inspection. We are meeting with CQC regularly & NW to set up a joint stakeholder meeting.
- Almost concluded planning stage for CAMHS, surveys are ready to go out on social media.
- We have been asked by safeguarding to make a glossary of terms and to produce their annual report on commission.
- Developed poster campaign for Safeguarding. AK queries accessibility for deaf individuals to report an issue, suggests remote interpreters.
Action: NW and AK to follow up after meeting.
- HWM is hiring an Administration Officer, will interview next week.
- Meeting with Gaddum Centre referrals and CAB and safeguarding.
- 20-30% of calls are from out of area. We will change our telephone answering message and encourage the HW branches to promote their service locally.
Action: NW to raise with network at governance meeting.

Emergent issues

- No improvement on the dentist issue. NHS England have released £2 million across GM for more NHS slots, but this is allocated by capacity.
- Health Scrutiny committee has now welcomed us as a regular attendee,
- Locality board overseeing new ICS, 7 out of 10 HW chairs are on their locality board **but not Manchester, Salford or Bolton.**
Action: VS to investigate HW place on Manchester Locality board.
- Waiting Well presents the opportunity for HWM and HWT to work together.
- Enter and View has resumed and we will work with MHCC quality team.
- Annual Report - completed and distributed to board.

Public section of meeting closes

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

The next board meeting will be 16th November at 5pm via Teams.

5. AOB and close