

Healthwatch Manchester Board Meeting

Tuesday 21st January 2020, 5:00-6:30pm, 3rd Floor, The Lexicon, Mount Street, Manchester

Present	Apologies
Vicky Szulist - Chair (VS)	Circle Steele (CS)
Neil Walbran (NW)	Richard Hughes (RH)
Charles Kwaku-Odoi (CKO)	Andy Needle (AN)
Fergal McCullough (FM)	Mina Desai (MD)
Julie Rigby (JR)	

Minutes

Welcome

Presentation: Video of representatives from Manchester People First providing their views and opinions of healthcare.

VS welcomed attendees.

No members of the public were in attendance.

Apologies from Mina Desai, Circle Steele, Richard Hughes and Andy Needle.

1. **Minutes of previous meeting** from 19th November 2019 were accepted as a true and accurate record.
 - 1a. The latest action log was reviewed, agreed and updated.
 - 1b. The latest decision log was reviewed, agreed and updated.
2. **Matters arising**

Representation - NW has invited representatives from the Christie to speak at the next GM HW meeting in January.

Student Mental Health - HWM received a NLCB grant for £10,000 for this work.

Communication with MHCC - VS met with the CEO of MHCC last week. We have been sending updates for their bi-monthly newsletter which have been well received.

Charles Kwaku-Odoi arrived

Babylon GP at Hand - VS forwarded the reports on online GP consultations from HW Newcastle to MHCC. Hammersmith and Fulham CCG are planning to come up to Manchester for a meeting about the service but the date has not been set.

Secure NHS Email Addresses for Care Homes - Information exchange between NHS and care homes is problematic. A pilot scheme is to be rolled out in 2020.

Action Log Update

234 - Investigate the feasibility of setting up a men's group in Manchester. To be discussed in more detail at the February planning meeting.

236 - Share outcomes from the MHCC strategy board on an ongoing basis and include a slot on future agendas to discuss them.

Action: NW and VS to find a date to attend an MHCC strategy board meeting together.

237 - Chase up Andy Brown of CAB regarding Marcus' replacement. NW has emailed but not received a response.

238 - NW and FM to collaborate over the issue of deregistration of homeless people

NW has sent FM an email.

Report: The Right to Register (January, 2020) by HWM demonstrates difficulties in registering as a patient without ID in Manchester. An investigation into deregistration to follow.

Action - NW and FM to fix a date for a meeting regarding the deregistration of homeless people.

Decision Log Update

No decisions were made at the last meeting.

3. Report to the Board

NW presented his report to the board for the period covering 16/11/19 - 17/1/20.

1. The usual representation at various boards and meetings continued. Aside from that there were meetings at:
 - a. Student Mental Health Support - the university mental health website does not include any mention to NHS services. The new service hub is at capacity.
 - b. Fabulous Forgetful Friends - Sally Ferris has been approached to join the HWM board.
 - c. Complaints Charter for Manchester Steering Group - successfully met for the first time.
2. New areas of work:
 - a. Student mental health project.
3. Ongoing areas of work: The usual work continued. In addition:
 - a. Meeting with the Single Hospital Service people - Business planning for the North Manchester site begins on 1st April and is planned for one year. Public transport and housing was discussed at the meeting.
 - b. Interpreter services - on hold due to a lack of resources.
 - c. HMP Manchester and access to healthcare
 - d. Complaints Charter for Manchester
 - e. Enter and View Visits - waiting for a response from the latest care home that was visited.
 - f. HealthNOW - met with the new project worker.
 - g. Type two diabetes diagnosis to control/reversal - would like to pick it up again as it is still an issue. Something we would like to discuss with men's groups.
4. Publications:
 - a. Getting a GP appointment sooner - recently completed. Unfortunately, the GP extended access service has different names in different service providers.
 - b. Report on access to secure care homes - completed but not published
5. Continued organisational development:
 - a. Recruitment to the board - recent additions and potential additions
 - b. Patron recruitment - no success so far
6. Voluntary and Membership Activity:
 - a. Currently have 45 volunteers
 - b. University volunteer fairs no longer allow signups

7. Administrative activity continues as usual.
8. Emergent issues:
 - a. Devo Manc enters its final year
 - b. Be Well contract reported as out to tender by its management company. This has created a hiatus in referral due to TUPE considerations.
 - c. CAMHS referrals remain problematic - Manchester scores second best in Greater Manchester for referral waiting times. This is potentially something that can go in the priorities for the year.
 - d. There is a disconnect between student mental health and NHS services - there seems to be little knowledge of what NHS services are available in Manchester, e.g. A&E services.
 - e. We have received a lot of feedback about the online booking service at the Hathersage Centre (Northern Sexual Health).
 - i. The website is not user friendly and if you google it Healthwatch comes up near the top so we are getting a lot of calls from people after the service.
 - ii. Appointments are hard to come by as they have to be booked at 8.30am for the following day and the service is very over-subscribed.
 - iii. At the Single Hospital Service meeting that NW and VS attended the issues were brought up and it was decided that HWM volunteers would help with beta testing the website.
Action: NW to liaise with FM, JR and CKO about the beta testing of the website for the Hathersage Centre

4. Memorandum of Understanding with MLCO

NW would like one or two board members to help with getting this done.

Action: Board members to email NW if they are interested in helping with the MoU with MLCO.

6. Priority Setting for 2020/21

The priority setting meeting will take place on Tuesday 4th February, 5:00-7:00pm at Canada House. Food will be provided in The Clink Café at 5pm.

We are gathering information to inform the priorities which will be distributed prior to the meeting.

Public section of the meeting now over

Date, time and venue of next meeting

Tuesday 17th March, 5-6:30pm at Canada House.

Meeting closed at 6.35pm.