

Healthwatch Manchester Board Meeting

Tuesday 19th March 2019 5pm - 6:20pm
3rd Floor, The Lexicon, Mount Street, Manchester

Present	Apologies
Vicky Szulist - Chair (VS)	Marcus Graham (MG)
Neil Walbran (NW)	Richard Jones (RJ)
Linda Hill (LH)	Fergal McCullough (FM)
Julie Rigby (JR)	Mina Desai (MD)
Circle Steele (CS)	

Minutes

Welcome

VS welcomed attendees.

Apologies from LH.

Steven Grey (SG), a member of the public, was present at the last Board meeting and sat at the board table. It was suggested and agreed that chairs will be made available in future so that members of the public can listen to the meeting but in a separate part of the room rather than at the table.

1. **Minutes of previous meeting** from 18th January 2019 were accepted as true and accurate record.

1a The latest action log was reviewed, agreed and updated.

1b The latest decision log was reviewed, updated and agreed.

2 **Matters arising**

VS told the meeting that she and NW had met with Cllr Beverly Craig, Paul Johnston (HWM's commissioner), Nik Gomm (Manchester Health and Care Commissioning) and Gavin McGregor (HW England) on 6th March. There was little progress re funding apart from an offer to cover inflationary costs. VS had calculated the 6 years compound inflation and sent the amount to Paul Johnston but had not yet had a reply.

Admin Support Officer HWM have recruited Gavin Owen who starts on Thursday 21st March.

Greater Manchester review NW is working on the long-term governance of HW Greater Manchester with other local HW chairs and Chief Officers.

Charitable Status & Trustee Report - HWM is now a charity and the accounts and reporting need to be compliant with this.

Action: NW to coordinate a Trustee report session in June

MG has notified VS that as he is leaving his position at Manchester CAB he will be resigning from the board. He will catch up with NW and VS before he leaves.

SWOT Analysis - NW informed the meeting that he had received most of the analysis back with a view to refreshing the organisation's risk register.

Action: All board members to complete SWOT analysis and send to Neil ASAP

Action log update

Enter and View (E & V) Activity must be offset against capacity for other work. E&V takes a large amount of time & resources. There has been a review of the E&V programme and the findings. NW has met with 2 members of the MCC care quality team to discuss the report. They were receptive and positive about E&V and so this has been reflected in E&V proposed activity in the work plan at the start of the year.

Options appraisal - Has been agreed in the work plan. Priorities: Youthwatch - focussing on CAMHS, Young Carers, Enter & View (restricted to 4), Delayed Discharge.

Contract - NW has been told informally that the contract will rollover but HW M have not yet received anything officially.

189 HWM will have a dedicated section in the bi-monthly publication of MHCC Partnership Board report on engagement It has also been agreed that the HWM Annual Report will be presented to this board every year. VS sits on the MHCC Strategy Committee.

194 VS to look into producing tax advice for volunteers/students in regards to working a second job - this is online now and VS will be able to give a link to the volunteers

205 Follow-up to action plans.

Meeting the lead for sexual health services redesign for Greater Manchester to discuss report findings and recommendations

HWE is developing a toolkit to allow local HW to monitor impact of report's and follow-up work. HW M has been chosen as one of the test HWs of this toolkit to test it out. HW M will receive £1000 for this activity.

208 Investigate risk and associated preparatory training for work with inmates -now looking at the discharge pathway only.

209 LH and NW to meet regarding Healthwatch Manchester and the Greater Manchester Cancer board - this has not yet happened. LH is now on sabbatical from MacMillan and HW Manchester Board for 3 months.

212 Circulate a skills audit and produce a gap analysis in time for the November strategic planning meeting - will be done after the SWOT analysis and still awaiting some replies

219 NW to draft response to HW in GM Review report - report has not yet been published

223 FOI request on allocation of prophylaxis budget by MCC - ongoing

225 Implement Enter & View review report production completed

226 NW to audit the local councillors and their portfolios. Begins after 6th May.

227 NW to complete strategic planning document, still awaiting the full SWOT analysis and the outcome of BREXIT at the end of the month.

3. Report to the Board

NW presented recent activity report including update over ongoing work and reports published this period.

1. NW discussed representation on various networks, boards and meetings.
 - 1b. No budget for Centre for Independent Living which is very disappointing

- 1c. Health and Wellbeing Board - LCO update. VS updated the Health and Wellbeing Board on HW M's E&V work on care homes and the discharge process (paperwork not following patient & having to be transported in a taxi afterwards). There was an update from the Clinical Advisory Group on their priorities. Infant mortality report. Childhood Obesity.
- 1d Very interested in E&V work because of high levels of diabetes in the residents and that we are interviewing the chef as well around dietary and religious beliefs.
- 1e joint meeting with other local HW that is covered by their footprint - Bolton, Trafford, Salford. Positive meetings and really interested in Youthwatch
- 1f People have been discharged inappropriately from inpatient services as they only have 2 days medication including Diazepam
- 1g Quality lead for Care - triangulating care needs for BME communities
- 1h Clinical Research and so want HW M to be the PPI leads for Greater Manchester, so conducting an audit of patient groups in hospitals across Greater Manchester
- 1j - as above (Matters arising)
- 1k - HW Greater Manchester Infrastructural review was presented and discussed

2. 2a NHS England have commissioned HW nationally to engage on the NHS 10 year plan. £2500 - 2 focus groups and 250 questionnaires.

2b Enter and View (136 Suite) - First time a HW has been into a 136 Suite. If a person is sectioned under the Mental Health Act and in Manchester this is in the 136 Suite which is next to the ward. Patients weren't asked the gender identity or sexual identity but they do now after the report's recommendation. The draft report is with the GMMH NHS Trust for comment and will be published soon on the website.

2c Audit of Patient Groups in 1h

2d Audit of councillors - ongoing

3. Section 3

- a. Enter & View Programme - to be confirmed
- b. Single Hospital Service Joint Working Group - meetings becoming more formal
- c. Interpreter Services - only 10-15 responses so far. Becomes more complicated if we use a Polish volunteer to translate to and from Polish
- d. HMP Manchester & Access to Healthcare - continuing. Issue of suicide after discharge
- e. Digital Engagement & Older People - report is in its 1st draft
- f. Impact Analysis of our work - written into the year plan

4. Publications

- a. Choose & Book leaflet (ongoing) - difficult as Healthier Together surgeons process from the lead hospitals appears to be over ruling the Choose and Book system. Carers, travelling times and metric to inform patients needs to be considered
- b. How to make a complaint - been very well received and had requests from carers network
- c. Self-referral (ongoing) - conflicting stories from patients
- d. 4 questions to ask your GP(ongoing) - breaks down GP appointment into 4 bite size chunks and GPs should be checking if the patient has understood what they have been told

5. No ongoing organisational development

6. Volunteer Activity

Phillip doing a brilliant job and his picked it up very well

Volunteer Level:

- i. We currently have 41 active volunteers in total.
- ii. We have a waiting list of interested volunteers and will be recruiting in the next quarter.

- iii. We have expressions of interest to Youthwatch Manchester from five local residents.
- g. Membership:
 - i. 197 associate members in total.
- h. Training:
 - i. None

7. Emergent issues

- a) Healthwatch Manchester is operating at a financial loss for its second year. The gaps in recruitment is the only reason for our reserves, reserves should be around £10,000 (2 months' salary). Accommodation is currently very cheap and there is very little additional spending. HWM can fundraise but has difficulties. There is a click and donate option on the Facebook but that hasn't been used yet. Options will be considered when doing outreach/engagement work and perhaps having a donation box.

Action: A fundraising policy has to be included in the Trustee report and added as a future agenda item

- b) The audit of patient groups is revealing less across Greater Manchester than expected
- c) Three applications to Awards for All have been rejected in the past 4 months
- d) The long term governance of the Greater Manchester Network is being co-supported by Healthwatch Manchester And HW Stockport

4. Year Plan & Priorities Year 7

NW talked through the 2019/20 Healthwatch Manchester Action Plan.

NW went through the timeline with the activities for the coming year and explained there is capacity to be responsive.

- Early Years and Public Health
- Sexual Health Service
- Digital Engagement
- Hospital Interpreter Services
- Access to health & care for inmates
- Youthwatch
- Young Carers
- Enter and View
- Delayed Transfer of Care
- Board Membership

Action: NW to update the Action Plan incorporating the Boards comments

Action: NW to explore potential to recruit more Board members

5. Escalation issues

No escalation issues.

6. Safeguarding

No issues.

7. Documents for approval

None

8. Membership for approval

No new memberships for approval.

9. Date, time and venue of next meeting

Tuesday 21st May 2019, 5pm, 3rd Floor The Lexicon, Mount Street Manchester.

10. AOB

Meeting closed at 6:20PM