

## Healthwatch Manchester Board Meeting

Tuesday 16<sup>th</sup> January 5pm - 6:30pm

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

## Minutes

### Item

#### Welcome

VS welcomed attendees and offered introductions for the benefit of new members.

Apologies from MG, MD, FM and LH.

There were no questions from the public

1. **Minutes of previous meeting** from November 2017 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

No matters arising.

#### 3. Report to the Board

NW informed the Board of ongoing processes and the following emergent issues:

- a) GDPR will require resource allocation
- b) The statutory roles and requirements of Healthwatch Manchester are failing to be acknowledged and acted upon by our statutory partners
- c) There needs to be a clear and agreed approach to the elected members of Manchester by the organisation

Upcoming report 'Early Years & Healthy Growth' is in final stages of production.

**Action: VS to forward advice on GDPR to office.**

**Action: VS to draft formal letters regarding access to boards/meetings the Healthwatch Manchester (HWM) should be invited to.**

**Agreed: HWM will need a policy regarding interaction with/approaches from elected members on OSC, this should be discussed further and developed if/when we have a request. If invited to OSC we should attend.**

#### **4. Healthwatch Trafford**

VS has spoken with Chair of Healthwatch Trafford (HWT), discussed differing processes and opportunities for co-working. HWT board members are utilised as reps to strategic meetings, this may be looked at in future for HWM. HWT complaints procedure - VS is satisfied that it is appropriate. HWM thanks VS for leading on this issue.

**Action: VS to meet with HWT Chair every three to four months going forward.**

#### **5. Action and Impact from Healthwatch Manchester Reports**

Week Spot: 7 Day Access report has received a response from Manchester Health & Care Commissioning in the form of an action plan. This is the first time one of our reports has been responded to with an action plan. Item 6 in the plan requests HWM input to the Patient & Public Advisory Group (PPAG), which may be problematic. Discussion on the issue led to agreement that HWM should attend PPAG but stress our independence and statutory rights/responsibilities.

**Action: VS and NW to attend PPAG.**

#### **6. Priority setting 2018-19**

Last year fewer priorities were set than previously as we felt a need to be more responsive, suggested that we do the same this year. Agreed by board.

1. Ongoing priorities: HMP Manchester health and care analysis, Sexual health service cuts & impact, Transport & Access audit at The Christie, Digital Access to Health & Social Care Services for Older people. (Digital Access survey is due to be issued and Professor Todd at MICRA is working with us on this project.)
2. New priorities for 2018-19: Online pharmacy, Enter & View Programme.

**Approved: new priorities.**

**Action: NW to draw up an action plan.**

#### **7. Escalation Issues**

HWM received repeated, impassioned correspondence from a member of the public regarding a condition that is not treatable. This has been referred to safeguarding due to the volume and nature of the correspondence, NW also spoke to the individual by phone to explain why this treatment is not possible and to explain role of Healthwatch.

**Action: No action.**

#### **8. Documents for approval**

No documents for approval

#### **9. Membership for approval**

No new memberships for approval.

**10. Date, time and venue of next meeting**

Tuesday 20<sup>th</sup> February 2018 17.00

**Agreed: Meetings to occur on third Tuesday of every other month (odd numbered months) at 5pm going forward.**

**11. Any Other Business**

VS requested more Back Pocket Cards for distribution via a colleague.

**Action: PT to liaise.**

The 'Lost In Crisis' report has been featured in circulation by Healthwatch England and we are due responses from stakeholders within the week.

**Meeting closed at 6:30pm.**