

Healthwatch Manchester Board Meeting

Tuesday 18th July 5pm - 6:30pm

3rd Floor, The Lexicon, Mount Street, Manchester

Present	In Attendance	Apologies (*none received)
Fergal McCullough (FM) Circle Steele (CS)	Neil Walbran (NW) (Chief Officer) Hamzah Muneer (HM) (Minutes)	Julie Rigby (JR) Clare Bullen (CB) Jennifer Lear (JL) Linda Hill (LH) Richard Jones (RJ) Vicky Szulist - Chair (VS) Marcus Graham (MG)*

Minutes

Item

Welcome & Introductions

There were no questions from the public.

1. **Minutes of previous meeting** from March 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**

Escalation issue - has been confirmed through contact with the staff at the A/E department that this matter has been resolved.

The ongoing issue regarding the length of time for an FOI response (20 working days plus reissue if unsatisfactory response) where a potential escalation may apply is unresolved at present and currently down to the discretion of the CO - a situation requiring improvement.

Action: NW to refresh the escalation policy to address the FOI lag-time issue

3. **Report to the Board**

The board approved NHS 111 Service Review for publishing.

Action: NW to ask about cuts to condom budgets to the voluntary sector at the Manchester Sexual Health Board.

Action: NW to send copy of Homeless Mental Health Pathway map to CS

FM congratulated the volunteers for the excellent work they have done in compiling the Homeless Mental Health Pathway map. FM further commented that

the local authority is only represented on the map apart through its contact centre. The voluntary sector contribution to homeless mental health support is absent due to space logistics and links could be provided.

FM requested that volunteers working on the sexual health work to visit Men's Room to interview sex workers about their experience of sexual health services.

Action: NW to arrange a visit to Men's Room through the Volunteer & Membership Officer

Action: NW to update listing for the Wai Yin Society

4. Annual General Meeting

The board **agreed** that the AGM should take place in late September/early October and that the full Annual Report be launched at the AGM

Action: NW to confirm a date plus source venue & speaker

Action: NW to complete and publish Annual Report in time for the AGM

5. Greater Manchester & Quality Surveillance

NW reported on the new arrangement whereby quality issues can now be raised through the new Greater Manchester Liaison Manger function and passed directly to the Greater Manchester Quality Surveillance Group for action.

NW provided an example where a local person has reported poor information management (IM) contributing to the death of a patient and that this has been forwarded to the QSG. FM suggested a campaign regarding IM to raise awareness of this prevalent issue.

Action: NW to promote data security issues through the #ItStartsWithYou Healthwatch England campaign infrastructure tool

6. Escalation Issues

None

7. Documents for approval

Lone worker policy - **Approved**

Governing document - **Approved**

8. Membership for approval

None

9. Any Other Business

NW proposed that full membership be broadened to include Institutes of Higher Education.

The board **agreed** to include Institutes of Higher Education as full members.

Action: HM to amend membership criteria and other documentation to reflect this

9.

Date, time and venue of next meeting

Tuesday 19th September 2017 17.00 at The Lexicon