

Healthwatch Manchester Board Meeting

Tuesday 19th September 5pm - 6:30pm
3rd Floor, The Lexicon, Mount Street, Manchester

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

Minutes

Item

Welcome & Introductions

There were no questions from the public.

1. **Minutes of previous meeting** from July 2017 were accepted as true and accurate record.

CS asked that NW circulate homeless mental health pathway maps to the Board

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

VS requests that photographs and biographical information from Board members be received prior to the next Board meeting.

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

2. **Matters arising**

The current Healthwatch Manchester escalation policy can be activated following an enter and view investigation and involves escalation through the CQC. NW has discovered that other Healthwatch have separate escalation policies for safeguarding issues.

Action: NW to investigate Healthwatch Manchester adopting a new escalation policy for safeguarding - work with Healthwatch Lancashire on this.

The North West Ambulance Services (NWAS) were unable to attend the Healthwatch North West Network meeting earlier this month to discuss Healthwatch Manchester's 111 service review.

Action: NW in partnership with others in the Network will invite NWAS to attend the next North West Network meeting to discuss its running of the 111 service in the North West.

3. Report to the Board

The board approved continued work on interpreter services in Manchester hospitals by Healthwatch Manchester, agreeing that it is an important issue.

Healthwatch Manchester is finding that as health and social care services are beginning to transition online that there is growing danger of patients lacking IT skills being 'left behind'.

Action: LH to look into research on internet access/usage among those on state benefits.

Healthwatch Manchester has been recognised as a third party hate crime reporting centre.

The board approves Healthwatch Manchester promoting itself as a hate crime reporting centre for staff in the health and social care sector.

Healthwatch Manchester will begin collaboration with Healthwatch Salford on assessing the impact of breast screening services being transferred from Salford to Manchester.

NW and VS have had positive meetings with the Single Hospital Service programme director Peter Blythin and with the new Chief Executive of Manchester City Council Joanne Roney. A further conference call has been scheduled with Peter Blythin, and a meeting is planned with Jon Rouse, the Chief Executive of the Greater Manchester Health and Social Care Partnership.

Healthwatch Manchester have not been given a seat on the Manchester Health and Care Commissioning (MHCC) partnership board, the board has so far cancelled two meetings with Healthwatch Manchester on short notice.

Action: NW and VS to continue to seek a meeting with the MHCC partnership board and make a case for Healthwatch Manchester representation on the board.

Action: NW to bring copies of the *Know Your Rights* back-pocket guide for the Board at the next meeting.

4. Walkthrough Review Planning

Healthwatch Manchester has conducted a 3 site walkthrough review of mental health services in Manchester. The findings of the review will be presented to the Urgent Care Board on September 20th.

Healthwatch Manchester had been told that there would be three 136 mental health crisis suites in the city, this has been cut to a single suite at the North Manchester General Hospital site.

Action: NW & VS to speak to Peter Blythin about the cuts in available 136 suites in Manchester.

Based on recent walkthrough reviews and the interest they have generated among partner organisations Healthwatch Manchester may develop a concrete set of walkthrough guidelines to be used in future walkthrough reviews.

5. Escalation Issues

None

6. Documents for approval

Annual Report (draft) - **Board has one day to offer feedback/recommendations**
Safeguarding escalation policy - **Next board meeting**

7. Membership for approval

None

8. Any Other Business

NW suggests that he meet with various board members on a one to one basis to discuss specific topics before the next meeting, with LH for cancer, CS for interpreter services, and with RJ for walkthrough reviews.

Action: NW to set up one-to-one meetings with board members to discuss specific issues.

RJ requests that a promotional poster be developed for the upcoming AGM, which can be shared with board members and their respective organisations.

Action: NW and HM to develop a poster for the AGM and share with the board.

Action: VS to look into producing tax advice for volunteers/students in regards to working a second job.

9.

Date, time and venue of next meeting

Tuesday 21st November 2017 17.00 at The Lexicon