

Healthwatch Manchester Board Meeting

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

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

Minutes

Item

Welcome & Introductions

There were no questions from the public.

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

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

VS requested that photographs (CB) and biographical information from Board members be received before the end of November 2017

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

2. **Matters arising**

The company accounts have been signed off.

The board **agreed** that Healthwatch Manchester should lead on the development of a co-production charter for Greater Manchester working with Healthwatch in Greater Manchester.

Action: LH to forward the Manchester Cancer Charter for People affected by Cancer to NW

The board **agreed** that issues uncovered through our investigations outwith safeguarding and escalation should be raised with the practitioner first and then if no satisfactory action is taken, should be raised with the commissioner.

3. **Report to the Board**

Action: NW to send sexual health survey link to FM

Action: NW to contact John Dunne re: sexual health work
Action: MG to arrange briefing re: ICA for advice workers
Action: NW to contact VCS organisations which support older people

4. Social Care & Enter & View

Healthwatch Manchester has focussed primarily on health in its enter & view arrangements. Due to the increase in responses around social care to the feedback centre, establishment of Healthwatch Manchester within the safeguard framework and the movement toward integrated services in Manchester the board was asked to consider introducing a programme of enter & view visits into social care settings in the new year. These would be planned and prioritised according to local voices and CQC ratings.

The board **agreed** to implementing enter & view visits to social care settings into the activity of the organisation in the new year.

Action: NW & KH to implement the programme and associated admin framework

5. Commissioned work

A recent bid for engagement work through Healthwatch in Greater Manchester was unsuccessful. No framework currently exists to increase the chances of successful bidding. The board was asked to consider a focus by the Chief Officer on gaining extra commissioned work for the organisation through establishing a bidding framework with Healthwatch in Greater Manchester.

The board **agreed** to the Chief Officer focussing on bidding for extra commissioned work for the organisation.

Action: NW to liaise with Healthwatch in Greater Manchester in creating a bidding framework

6. Escalation Issues

None

7. Documents for approval

3. Patient Journeys - **approved**

4. Beyond the Diagnosis - **approved**

5. Safeguarding Adults Policy - **approved**

8. Membership for approval

Jain Community - **approved**

9. Date, time and venue of next meeting

Tuesday 16th January 2018 17.00 at The Lexicon

10. Any Other Business

None