

Healthwatch Manchester Board Meeting

Tuesday 19th January 2021, 5.00-6.30pm.

Present	Apologies
Vicky Szulist - Chair (VS)	Julie Rigby (JR)
Neil Walbran (NW)	
Charles Kwaku-Odoi (CKO)	Zoe Robertson (ZR)
Mina Desai (MD)	Mike Petrou (MP)
Anita Kanji (AK)	
Fergal McCullough (FM)	
Andy Needle (AN)	
Richard Hughes (RH)	
Jacqueline McKinney (BSL Interpreter)	
Morgan Tarr (HWM Staff)	
Delana Lawson (Healthwatch England)	

Welcome and Introductions

VS welcomed attendees

Apologies received from Julie Rigby, Zoe Robertson and Mike Petrou.

No conflicts of interest

Guest Speaker: Delana Lawson, Healthwatch England - Quality Framework

Delana Lawson, Quality Assurance Lead at Healthwatch England, gave a presentation on the Quality Framework. The presentation slides have been circulated.

The Quality Framework is a document that can be used internally and by commissioners to provide a shared understanding of what makes a local HW, and to identify strengths and areas of improvement.

The completed Quality Framework will be discussed with the North West Regional Manager at HWE, Jon Turner. Jon is there to offer advice and assistance rather than offer a formal critique. The document and supporting evidence is not formally submitted anywhere.

It is recommended that the Board take part in the completion of the 'Leadership' domain.

Action: NW to organise an additional meeting for the Board to work on the Leadership section of the Quality Framework

NW has said the Quality Framework should be complete by the next Board meeting. It is anticipated that HWM will present the completed Framework to the Commissioners which will inform contract discussions.

1. **Minutes of previous meeting** from 17/11/2020 were accepted as true and accurate record
 - 1a. The latest action log was reviewed agreed and updated
 - 1b. The latest decision log was reviewed, agreed and updated.

2. Matters Arising

Recruitment: The deadlines for both positions (Volunteer Development & Training Officer, and Engagement Officer) are at the end of January, with the interviews planned for the week after.

Action: Rachel to circulate the job adverts to the Board

The Board were saddened to hear that Linda Hill, a former member of the Board, has passed away. The Board offer their condolences to Linda's family and friends.

Action Log Update

254 - NW and FM to organise a FOI request regarding support for vulnerable communities to access the test and trace system - FM has dealt with the local test and trace teams who do have provisions in place for vulnerable people, but there is limited support in place for vulnerable individuals, rather than organisations representing them, to engage with the system.

255 - NW to create a COVID recovery plan - The plan has been completed and circulated to the Board. The plan will be amended as things change.

259 - Board to review 2019/20 accounts and send any comments to VS by Friday 20th November - Nobody had any comments.

Action: VS to formally sign the 2019/20 accounts

3. Report to the Board

NW presented his activity report to the board which has been circulated to the Board.

Emergent Issues:

- EIAs at North Manchester site do not appear to be a consideration - NW is working with 4 other Healthwatch around this.
- The number of people contacting us with worsening mental health is of concern.
- There is a communications issue between community pharmacy and other COVID vaccination sites.
 - NW has visited the community pharmacy site in South Manchester
 - VS has raised this at the MHCC Strategy Board but did not get a detailed response
 - NW and VS will discuss with Nick Gomm
 - AN also discussed issues around vaccination communication raised by MPF service users
- Some care staff are refusing vaccinations.
- Greater support in accessing vaccinations is required for people with learning disabilities.

4. Single Hospital Service Transaction Response

A separate document has been circulated to the Board that outlines the transaction of governance from Pennine Acute Hospital Trust to Manchester Foundation Trust. The Single Hospital Service leads would like HWM's input.

Action: NW to draft a response approving the single hospital service transaction plans.

5. Integration Index Project

Morgan Tarr, Healthwatch Manchester's Information and Communication Officer presented an outline of the Integration Index Project.

We have been commissioned by HWE to run engagement on the Integration Index, looking at two personas:

- Black males who have multiple health conditions and have had cancer/used cancer services
- South Asian people living with diabetes

Currently working on recruiting participants for interviews (taking 30-45 minutes each), with Morgan in the process of developing resources to advertise the project which will be circulated to the Board for distribution in their networks.

MD and CKO are interested in assisting with recruiting participants. MD suggested MT speak at one of her Sunday prayer meetings with the Jain community.

As part of the project we are looking at all the policies in place regarding specific support for integrated care for people in these communities. Currently these policies have not been identified and it is likely they do not exist.

VS suggested Neil and Morgan speak to Shamilla Carr (spelling?), the leader of the BAME Assembly. CKO has attended meetings of the assembly and says it is a north west level network.

6. 2021/22 Annual Plan Development

In normal times the organisation's annual priorities would be set at this time of year following consultation with the Board, members, staff, volunteers and local people. This is not possible in its usual format this year.

Instead, a survey of members, volunteers and local people is planned, as well as public zoom calls and NW would like to conduct one on one interviews with members of the Board. VS suggested these interviews should be extended to staff as well.

Action: NW organise one-to-one interviews with each member of the Board and staff, around their ideas for priorities for the next year.

Action: Outcomes from these interviews to be discussed at the next Board meeting.

Public section of the meeting closes

14. Date, time and venue for next meeting

The next meeting will take place on **Tuesday 16th March 2021, 5.00-6.30pm**, on Microsoft Teams. Apologies to be sent to Rachel beforehand.

Meeting closed.