

## Healthwatch Manchester Trustee Board Meeting

13 July 2022

<b>Present</b>	<b>Apologies</b>
Vicky Szulist – Chair (VS)	Mina Desai (MD)
Charles Kwaku-Odoi (CKO)	Richard Hughes (RH)
Anita Kanji (AK)	Circle Steele (CS)
Julie Rigby (JR)	
	Mike Petrou (MP)
<b>In attendance:</b>	Zoe Robertson (ZS)
Neil Walbran (NW)	
James Pilkington (JP)	
Morgan Tarr (MT)	
Lyndsey Norman (LN)	
Jaqueline McKinney (BSL Interpreter)	

## **Welcome and Introductions:**

VS welcomed attendees.

Lyndsey Norman introduced as HWM's new Engagement Officer.

## **Conflicts of interest:**

No conflicts of interest were declared

## **Presentation**

MT presented a report to the board: "What's the Script?:M1, Assessment of AIS compliance in M1 Postcode Pharmacies".

**Action: Add Councillors to AIS Tracker for potential distribution.**

**Action: Introduce a ranking system for each Manchester Postcode Area.**

**Action: AK to provide a quote for press release around accessibility in pharmacies (hearing loops etc).**

### **1. Minutes and Action Log from the previous meeting**

The minutes from the 11 May 2022 meeting were accepted as a true and accurate record.

The Action Log was reviewed and accepted as an accurate record.

The Decision Log was reviewed and accepted as an accurate record.

### **2. Matters arising:**

- The move to Railway Cottage has been completed.

- The staff request for a pay increase has been addressed.

### **3. Report to the Board (Activity Report) Key Issues:**

- Floating support report: This report has been finalised and is with our partners for comment. Once received, the report will be published on the HWM website and press release.
- CAMHS survey: Research into this report is ongoing on the final report will be completed soon.
- The care advocacy contract is out to tender (IMCA, IMHA and Care Act Advocacy Services) and does not include the IHCA service.
- The organisational strategy (2022 – 25) requires board member input
- The ICS Locality board for Manchester TOR does not include Healthwatch Manchester as a member.
- Uptake of COVID springtime vaccine boosters is low so far in Manchester.
- Enter & View: HWM have continued the Enter & View programme and conducted another visit in June, with a

report being completed following the visit. The report is being finalized and will be published soon.

- Men's health forum: HWM met with our website developer and are working with them to populate the website with content before the launch date.
- Annual report: the 2021/22 Annual Report has been completed and sent off to colleagues at Healthwatch England and Manchester City Council.
- Office move: Move was completed 1st July. Early exit from Telcom contract without penalty; Pearson not charging for Ducie House lease review.
- Website. There is to be a migration to a new Content Management System. A grant has been secured to meet these costs. Continuing to investigate how to improve website offer, for example a revised Contact Us webform which collects more information & requests a partial postcode also how people have heard of us so we can target resource/activities towards channels that work. In line with the upcoming Organisational Strategy.

#### **4. ICS and Greater Manchester**

NW took the Board through the papers previously circulated for information: HW in GM case for support 040722; HW in GM and ICS Partnership Agreementv3 and HW in GM CCO Proposal 040722.

**The Meeting was closed to the public.**

#### **5. Date, time and venue of next meeting**

The next board meeting will be on 14 September 2022, 5pm via Teams

#### **6. AOB**

No items were raised under AOB.

**-MEETING CLOSED- [18:17]**