

Healthwatch Manchester Trustee Board Meeting

9 March 2022, 17:00 – 18:30

Present	Apologies
Vicky Szulist – Chair (VS)	Mike Petrou (MP)
Richard Hughes (RH)	Zoe Robertson (ZS)
Mina Desai (MD)	Anita Kanji (AK)
Fergal McCulloch (FMc)	
Julie Rigby (JR)	
Circle Steele (CS)	
In attendance:	
Neil Walbran (NW)	
James Pilkington (JP)	
Morgan Tarr (MT)	
Andy Needle (AN)	

Welcome and Introductions:

VS welcomed attendees

Conflicts of interest:

No conflicts of interest were declared

Presentation

MT presented a report to the board: Access to CAMHS.

Action: HWM to publish the report.

Minutes and Action Log from the previous meeting

The minutes from the 18 January 22 meeting were accepted as a true and accurate record. RH noted the minutes were not in an accessible format.

Action: JP to liaise with RH and AN to provide an accessible format and version of Board Minutes going forwards.

The Action Log was reviewed and amendments made.
The Decision Log was reviewed and approved.

Matters arising:

Action: The reports presented at the previous meeting are to be published on 10th March 2022

Report to the Board (Activity Report) Key Issues:

- Discharge into Care and Social Care Assessment reports are with Manchester City Council for comment. No response to VS letter has been received regarding the recommendations in the report. The report will be published regardless of this.
- Community Diagnostic Centre (CDC) report. Commissioned by Manchester Health and Care Commissioning (MHCC). Has now been concluded. The final report has been sent to MHCC and presented to the CDC Programme Board.

- Access to Dentists continues to be a major issue accounting for 48% of contacts.
- Out of area calls continue to be an issue and the wider HW in Greater Manchester Network will be asked once again to promote their own services locally.
- A dental task group has been established to explore integration of dentistry into the wider health and social care landscape.
- Local commissioners and the CQC are supportive of the inclusion of 'unmet need' in Enter & View visits.
- Locating new premises that are not remote from the city centre is proving problematic.
- The onus of responsibility around digital access is complex and requires exploration before any action is taken.

Action: NW to raise issues of Out of Area calls with the HW in GM network.

Action: JP/NW to send office requirements to VS if viewings of Stevenson Square and Ducie House are unsuccessful.

ICS and Greater Manchester

The Board received an update from NW about the collaborative agreement in the HW in GM draft strategy.

Action: Board to read and comment on the collaborative agreement previously circulated by NW.

Priority Setting for 2022-23

The Board received a briefing from NW on Priority Setting for HWM's Annual Plan for 2022/23. The following issues were discussed:

Mental health and access to services

- Child counselling services – crisis service and long-term follow-up
- Increase in demand and the gap in access to services
- Access to services by minority ethnic people and other groups of people and communities facing barriers due to inequities
- General access to mental health services

Improved communication in care and health services

- Digital exclusion – expansion on GP practice reviews
- Deaf community and access to health and care services - information disseminated in a BSL format
- Poor communication with LD patients

Improved access to care and health services

- Waiting lists for cancer, diagnosis and treatment
- Elective surgery and procedures – focus on one area e.g. cancer waiting times & CDC – LTP
- Improved access to sexual health services esp. around digital and the new Personal Health Record registration requirement

Miscellaneous

- Annual health check investigation for GPs
- Long COVID & support into better health & normal lifestyle
- Social care and access to social care esp. by people with disability – system analysis
- Review of compliance with the NHS Accessible Information Standard (Pharmacy +)
- Enter & View programme
- Digital engagement, new technologies & patient information
- Making Safeguarding Personal

The Board agreed on the following areas as focus for the annual plan of work for 2022/23:

- The issues surrounding the transition of Young People from CAMHS to Adult Mental Health Services from the provider perspective.
- Access to Sexual and Mental Health services and signposting.
- Digital access to health and care and the barriers faced by people in communities with protected characteristics.
- Hospital walk-throughs and video access including BSL.
- Annual Health checks campaign.
- Hospital Discharge into Care- deep dive.

Ongoing work

- AIS compliance (pharmacy).
- Ex-offenders' pathways to health and care.
- Men's Health and Care Forum.
- Enter and View programme.
- Unmet Need in Care.

PUBLIC SECTION OF THE MEETING CLOSED

MEETING CLOSED [18.10]