

Healthwatch Manchester Trustee Board Meeting

29 March 2023 – Via Teams

<p>Present:</p> <p>Vicky Szulist</p> <p>Circle Steele</p> <p>Mina Desai</p> <p>Amanda Smith</p> <p>Anita Kanji</p> <p>Paul Hughes</p> <p>In attendance:</p> <p>Tom Carr (TC)</p> <p>Neil Walbran (NW)</p> <p>James Pilkington (JP)</p> <p>Andy Needle (AN)</p> <p>Mike Petrou (MP)</p> <p>Theresa BSL Interpreter</p> <p>Jacqui BSL Interpreter</p>	<p>Apologies:</p> <p>None received</p> <p>Not Present:</p> <p>Charles Kwaku-Odoi (CKO)</p> <p>Fergal McCullough (FMc)</p>
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Welcome and Introductions

VS welcomed attendees.

Conflicts of interest

No conflicts of interest were declared

Presentation

TC presented the "*Mystery shopper review of Dentists admissions in Manchester*" report to the Board.

1. Minutes and Action Log from the previous meeting

The minutes from the 29 January 2023 meeting were reviewed and accepted as an accurate record.

The Action Log and Decision Log were reviewed.

2. Matters arising

VS notified the Board of Julie Rigby's resignation from the Board.

Action: NW to write to Julie Rigby on behalf of Healthwatch Manchester to thank her for her time as a trustee.

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

- Access to an NHS dentist is still the major local issue with people still looking after 2 years who cannot afford private treatment
- The Volunteer Coordinator position has been filled
- Out of area referrals remain at between 15 – 30% of our calls and enquiries

4. Priority Setting for Healthwatch Manchester Annual Plan 2023/24

The Board received a briefing from NW on Priority Setting for HWM's Annual Plan for 2023/24.

The following are ongoing initiatives which Healthwatch Manchester is already committed to delivery:

- Review of Manchester's Extra Care service
- Enter & View programme
- Accessible Information Compliance (pharmacy)
- Hospital videos and signage
- Men's & Women's health and care forums

The following issues were discussed and agreed by the Board.

Improved communication around public health issues for people experiencing health inequalities

- Public health messages require a review and call for systemic change and co-design of resources at early stage – already successful around COVID response
- There is ongoing exclusion of people from disadvantaged communities coupled with the cost of living crisis creating barriers to services around self-care and prevention

Mental health and access to services

- Increase in demand and the gap in access to services especially by migrant people from Hong Kong who require support in information & signposting and familiarisation of the new health and social care landscape
- Access to talking therapy services is difficult and waiting times are high
- General access to mental health services is poor especially for people on low income and our focus needs to be on community mental health services

Improved communication in care and health services

- Digital exclusion is ongoing and a repeat and expansion on the GP practice reviews would be timely
- Deaf community and access to health and care services - information needs to be disseminated in a BSL format and deaf awareness training is required for Manchester Foundation Trust staff

Improved access to care and health services and to care pathways

- Waiting lists for cancer, diagnosis and treatment are high
- Improved access to cancer screening and testing is required esp. for minority groups of people facing health inequalities

- Improved access to services overall for LGBTQ+ communities and in particular trans communities

Miscellaneous

- Long COVID service uptake esp. by people from minority ethnic communities
- Innovation in self-care – what are the successes e.g. home blood pressure testing

5. Healthwatch Manchester Contract

NW provided an update.

6. Healthwatch Manchester Budget 23/24

NW presented the Healthwatch Manchester budget for 2023/24.

Decision: The Board **agreed** the Healthwatch Manchester budget for 2023/24.

7. ICS and Greater Manchester

NW provided a verbal update on ICS and the Healthwatch in GM network.

8. Escalation Issues

No issues.

9. Safeguarding Issues

No issues.

10. Data Protection

No issues.

11. Documents for Approval

Decision: the “*Mystery shopper review of Dentists admissions in Manchester*” report was **approved** by the Board.

Decision: “*What’s the Script?*” M12 and M13, Accessible Information Standard report was **approved** by the Board.

Decision: “*What’s the Script?*” M14, Accessible Information Standard report was **approved** by the Board.

Decision: the Brocklehurst Nursing Home Enter & View report was **approved** by the Board.

Decision: the Chestnut House Care Home Enter & View report was **approved** by the Board.

12. New members for approval

None.

13. Date, time and venue of next meeting

The next board meeting will be on 24 May 2023 at 5pm via Teams.

14. AOB

None.

Meeting Closed: 18:20