

Healthwatch Manchester Board Meeting

Tuesday 19th November 2019, 5.00-6.30pm, Canada House, 3 Chepstow Street, Manchester

Present	Apologies
Vicky Szulist - Chair (VS) Neil Walbran (NW) Richard Hughes (RH) Andy Needle (AN) Mina Desai (MD) Charles Kwaku-Odoi (CKO) Fergal McCullough (FM)	Circle Steele (CS) Julie Rigby (JR)

Minutes

Welcome

VS welcomed attendees.

Apologies from Circle Steele and Julie Rigby.

There were no members of the public in attendance

Each board member introduced themselves as it was the first meeting for a number of members. VS provided an overview of how the meetings are run.

1. **Minutes of previous meeting** from 21st May 2019 were accepted as a 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**

Funding - We are now in the seventh year of the same funding of £80,000. There is a transition in the Healthwatch Manchester Commission to a new commissioner based in MHCC. A report to the interim commissioner geared around the commissioning framework has been forwarded to the interim commissioner.

Fergal McCullough arrives and introduces himself.

Charitable Status - We now have charitable status and have approved and filed the annual report and accounts. VS wrote the Trustee Report based on the workshop held in June. Lloyd Piggot provided an independent examination of the accounts.

The Charities Commission has rejigged their website so NW and VS need to input all the details again which they are due to complete on Friday 22nd November.

Men's Health Event - NW is still investigating the feasibility of running a similar event to the one held in Oldham.

Risk Register - The refresh of the risk register has been completed.

Action Log Update

233 - Contact Andy Brown CEO of CAB to discuss Marcus Graham's replacement - Andy responded to NW asking for information about HWM and the trustee application forms and said he would get back to NW which he hasn't.

Action: NW to chase up Andy Brown.

Decision Log Update

113 - Give a vote of thanks to Marcus for all the support he has provided - VS attempted to contact MG to thank him but has not received a response. She has since heard that he has retired.

3. Report to the Board

NW provided three reports to the board covering the periods that there were no meetings and presented the most recent (13/9/19 - 15/11/19).

1. NW discussed representation at various networks, boards and meetings.
 - a. Health and Wellbeing Board & Executive Board
 - b. GM HW Network Meeting - met twice.
 - c. GM HW Officer's Meeting - hosted at Canada House, they have met twice with the most recent meeting being today.
 - d. GM HW Long Term Governance Group - come to an end. Stockport and Manchester oversaw the process and we have now come to a decision about the future structure. It is going to be continuing as a partnership but firming up all the policies and protocols so they are all aligned. The network will be completing the Cabinet Office's PQQ (Pre-Qualification Questionnaire) which checks if everything is in place to bid for large-scale contracts.
 - e. Manchester Safeguarding Boards - they are combining to one board, covering adults and children.
 - f. Pharmacies across two neighbourhoods (excluding Moston) - reviewing their adherence to the NHS Accessible Information Standard. Key findings:
 - i. The pharmacies said they don't have enough funding and resources to meet the demands for accessible information.
 - ii. Some of the things in the standard need broadening out, for example access to BSL interpreters. The pharmacies have said they would like training in Makaton as it is used by more people.
 - iii. There is a new Director of Transformation for the Greater Manchester Pharmaceutical Committee and our report will be sent to them.
 - iv. The review process has highlighted some key roles of pharmacy unknown to Healthwatch. For example, homeless people are given shortened prescriptions so they have to visit more often which allows the pharmacy to monitor them more closely.
 - g. 'Active Communities' Grant Panel - Philip represented HWM.
 - h. Invited to the Voluntary Sector Assembly
 - i. Joint outreach session with MFT and the Eye Hospital.
 - j. Homeless Mental Health Action Group - has not been meeting recently.
 - i. FM also attends these meetings.
 - ii. They have found their next theme - pharmacies, so will start to pick up steam again.
 - k. 'Stay Connected' (Outreach) - Philip attending
 - l. Central Library (Outreach) - Philip attending
 - m. Young Carers Working Group - avenues we identified in early project planning have been adopted by this group.
 - n. Manchester People First drop-in - dates fixed for next year.
 - o. Our Manchester Disability Plan board meeting - attendance has dropped.
 - p. MFT Youth Forum - Philip
 - q. 42nd Street (Outreach) - Philip
 - r. UoM Volunteer Fair - Philip attended. These events now have questionable value due to prohibition of signups.
 - s. Booth Centre (Outreach)
 - t. Repair Café (Outreach)

- u. TLC (Outreach)
- v. Health Scrutiny Committee - Discussed the impact report from the outcomes of our previous report 'Week Spot?'
 - i. People still aren't being offered the service. The committee wanted the surgeries to promote the service through leaflets.
 - ii. Discussed homeless access to GP surgeries. There is an issue with deregistration of homeless people due to behaviour. HWM has been asked to evidence this so NW to correspond with FM regarding this.
Action: NW to collaborate with FM in providing an evidence base to support this.
 - iii. One of the issues is moving homeless people into particular surgeries like Urban Medical Village but are not necessarily able to access services where they are bedding down/where they have a connection. Practices specific for homeless people can be overwhelming for them to visit.
 - iv. HWM needs to further investigate registration at GP practices as per its original year plan.
- w. Better Information Programme - useful contacts regarding outreach opportunities were gained
- x. Christie Cancer Research Centre - the low uptake and access to clinical trials in areas of Manchester and Greater Manchester has been identified as an area of concern.
Action: NW to invite their representatives to present at the next GM HW Network meeting in January.
- y. Rethink (Outreach)
- z. MCC Youthzone (Outreach)
- aa. ACMHS Men's Group (Outreach)

HWM are accumulating information from all the outreach sessions which will be brought to the next meeting which will help form the year's priorities.

2. New areas of work:
 - a. Student and mental health grant bid - applied for a grant for £10,000. There is low uptake of generic mental health services by students. This grant money would be used to inform and signpost students to these services through the new GM hub.
3. Ongoing areas of work:
 - a. Information and signposting - as usual
 - b. Youthwatch - progressing
 - c. Single Hospital Service Healthwatch Group - didn't meet last time as Peter Blythin spoke at the AGM.
 - d. GMMH Healthwatch Liaison Meeting - tomorrow (20th November).
 - e. Hospital Interpreter Services - has had to be shelved due to a lack of resources.
 - i. AN suggested you do tick-box surveys so they only need to be translated once which would be cheaper.
 - f. HMP Manchester and access to healthcare for inmates on discharge - a new Prison Governor is in post.
 - i. Trying to make sure they gain access to a decent GP when they are released.
 - ii. Spoke to The Clink and On the Out.
 - iii. Would like to recruit people with lived experience.
 - iv. Volunteers are developing questionnaires for focus groups.
 - v. FM never received the letter written by NW.
 - vi. RH pointed out a similar issue regarding discharge and Caldestones Hospital. There have also been protests about the sale of the hospital cemetery land.
4. Publications - have been on hold recently but can be picked up now the volunteer base has increased.
5. Organisational development:
 - a. Patron recruitment - no success so far.

6. Voluntary and Membership Activity:
 - a. Volunteer Level:
 - i. We continue to have an active volunteer base with 38 active volunteers in total.
 - b. Current volunteer roles include community champions, research volunteers, Enter & View Representatives and Youthwatch. Some volunteers undertake several roles. Membership:
 - i. Membership is steadily increasing; we currently have 205 associate members.
 - c. Training:
 - i. Volunteer inductions are ongoing.
 - ii. Youthwatch Manchester are having individual meetings
 - ii. We are having dementia awareness training on Saturday 23rd November.
7. Administrative Activity - continuing as usual
 - a. Updating our website
 - b. Updating CiviCRM
 - c. New computers have arrived today.

8. Emergent Issues:

- a. FOIs may have to become the default process for gaining information - there have been a number of occasions where partners are not responding to requests for information even with a number of reminders.

There is now in place an agreement between MHCC and HWM for a 10 working day limit on the provision of information after a request. A breach of this limit will result in an FOI.

Action: NW to send an example of a communication issue with MHCC to VS for discussion with MHCC.

- b. The newly appointed strategic level officers at GMLCP and HMP Manchester are an opportunity for collaborative partnership.
- c. NW recently met with the MLCO Executive Development Group. There was consensus regarding the role of scrutiny HWM will provide in future to all providers in the oncoming integrated care pathways. HWM and MLCO are developing a Memorandum of Understanding that specifies the roles of each organisation.

Action: NW to send round the draft MoU for feedback from the board

Charles Kwaku-Odoi left the meeting.

4. **Babylon GP at Hand**

VS informed the board of one of the key issues emerging from October's MHCC Strategy Board Meeting: Babylon GP at Hand. This is an online GP consultation service provided in Hammersmith & Fulham and Birmingham. The service is set to open in Manchester.

Healthwatch Birmingham have provided some useful intel regarding its impact which VS will provide in a measured way to the Health and Care Partnership in Manchester.

MD discussed the similarities to a system trialled in cancer treatment that is likely to be rejected.

Public section of the meeting closes

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

Tuesday 21st January, 5-6.30pm, at Crowe - 3rd Floor, The Lexicon, Mount Street, Manchester.

Meeting closed at 6.40pm