

Healthwatch Manchester Board Meeting and Annual General Meeting

Tuesday 17th November 2020, 5:00-6:30pm.

Present	Apologies
Vicky Szulist - Chair (VS)	Julie Rigby (JR)
Neil Walbran (NW)	Andy Needle (AN)
Charles Kwaku-Odoi (CKO)	Richard Hughes (RH)
Circle Steele (CS)	
Mina Desai (MD)	Zoe Robertson (ZR)
Anita Kanji (AK)	Mike Petrou (MP)
Fergal McCullough (FM)	
Jacqueline McKinney (BSL Interpreter)	
Members of the Public x2	

Welcome and Introductions

VS welcomed attendees

This meeting also includes the AGM, rescheduled from October.

There were two members of the public in attendance: Rob Hemingway and Marielle Walmsley

No conflicts of interest

1. **Minutes of previous meeting** from 15/09/2020 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

Action Log Update

254 - NW and FM to organise a FOI request regarding support for vulnerable communities to access the test and trace system. NW engaged with Manchester People First service users. This will need to be continued.

255 - NW to create a COVID recovery plan. To be done in time for the next board meeting.

256 - NW to discuss with information team about projects and surveys that can be done regarding domestic violence. Discussed with team but best to hold off on any work for now.

257 - NW to organise a virtual AGM for November. Complete - initially planned for October but rescheduled to today's meeting.

258 - NW to send Manchester People First the details regarding the government consultation on unlicensed vaccines. Discussion has been had.

Recruitment

VS and NW interviewed for a new Volunteer Development and Training Officer, but the preferred candidate turned down the job due to another offer.

The job description has now been amended to remove the requirement for a training qualification and will be readvertised.

3. Report to the Board

NW presented his activity report to the board.

The Complaints Charter has been well received and NHS England are on board:

- The aim is now to get GP practices to display the charter through a letter from NHS England.
- NHS England are connected to the GM Partnership now so would only be able to write an accompanying letter if the charter covered Greater Manchester.
- NW and Rick Holden from NHSE are working to persuade the other GM Chairs and Chief Officers to adopt the charter.
- NW is currently liaising with primary care commissioners to see if they will write the accompanying letter.

Accessible Information Standard interim report is in the works:

- Although there was a willingness from the pharmacies to be compliant with the standard, most reported a lack of resources to enable them to do so.

Some volunteers attend outreach sessions at various groups, and others are assisting with research projects, but they are not able to be completely supported at the minute as there is no dedicated volunteer manager.

Emergent issues:

- The roll-out of the COVID vaccine will impact on the capacity of GP services. The complaints service is also likely to have to be paused again.
- MFT are having to delay planned procedures again, which will result in more people living in pain. Any work HWM can do to support them will be useful.
- Access to dental care remains an ongoing issue. This is affected by the need for dentists in England to leave an hour between appointments for cleaning, in comparison to Wales and Scotland's half hour.
- Manchester People First have reported difficulties in their service users accessing flu vaccinations. They are having difficulties in establishing whether they have been invited to have one or have already had one. This is an example of how the effects of people with learning disabilities becoming increasingly isolated during lockdown.
- Care homes are reporting issues where families who haven't seen their loved ones for a while and therefore haven't seen their gradual deterioration, are shocked by what they see when they do see them again and are claiming there has been neglect.

4. 2019/2020 Accounts

VS presented the completed accounts.

The board **agreed** to approve the accounts in principle.

Action: Send any comments to VS by close of play on Friday 20th November

5. Safeguarding in Manchester

Safeguarding in Manchester is currently going through a number of changes and the way it works is being reviewed.

A number of failings of safeguarding in the last few years can be attributed to a lack of information being triangulated from various sources. There is also a concern over the lack of inclusion and support for the voluntary sector in dealing with safeguarding issues, as well as the potential for inclusion of the private sector.

NW would like for HWM to be the point of contact for the wider independent sector, who can then signpost them to the correct place to relay safeguarding concerns. Therefore they would not need to have a complete knowledge of safeguarding themselves, just who to contact in the first instance. HWM would then support them through the process.

The board approved the idea but raised concerns about the level of workload and the need for training.

NW suggested there could be a potential for HWM to take on the training role for other organisations.

FM suggested that the issues they come across with safeguarding occur after the initial referral and are more related to the statutory services at the other end who are unable to help with the issue.

Board meeting adjourned for AGM

Annual General Meeting

6. Appointment to the Board of Trustees

Anita Kanji appointed to the Board

Andrew Needle is in discussion about joining but has not formally joined

Richard Hughes will not be joining formally but is welcome to attend as an observer or a representative from Manchester People First.

7. Adoption of 2019/20 Accounts

The Board **agreed** to formally adopt the accounts from 2019/2020.

Annual General Meeting and public section of the meeting is now closed

18. Date, time and venue of next meeting

The next meeting will be Tuesday 19th January 2021, 5-6.30pm.

Assumed to still be virtual.

Meeting closed.