

Minutes of the Healthwatch Volunteer Steering Group held on 15th September 2020 at ORCEL

Present: (As per signing in sheet)

Margaret Wrenn – Chair
Zoe Sherry – Mental Health Rep
Carol Sherwood – Elders Rep
Lynn Allison – Primary Care Health Rep

In attendance

Christopher Akers-Belcher -Chief Executive
Stephen Thomas - Development Officer
Carol Slattery – (CS) - minute taker

Item 1 – Welcome ‘Code of Conduct’ and apologies for absence

MW Welcomed everyone to the meeting and reminded everyone to follow the code of conduct. Apologies were received from Bob Steel

Item 2 – Minutes of meeting held on 18th February 2020 & matters arising

Pg 1 item 4 Pod Cast - ZS reported that it is still ongoing. **ST** suggested HWH could do some work with the lady involved about the impact HWH had on her situation.

All agreed

Pg 1 Item TEWV Quality Accounts – CAB reported that he has received a letter/email acknowledging they had received feedback from HWH.

Pg 2 Item 4 Loneliness & Isolation - CAB mentioned that HWH were going to work collaboratively with Leigh Keeble and the Hubs. Due to the current situation nothing has been arranged and once we are able to, HWH will work with those who have been shielding or receiving help during the pandemic. **ZS** mentioned that it may be useful to contact The Preventative Mental Health Team (PMHT) based at 139 Hartfield’s Manor. **CSH** said she has heard good things that have been happening at the hubs. **ST** reported that he has a meeting arranged with Christine Fewster from Hartlepool Carers on Thursday 17th for an update on what they have been doing around isolation with Carers.

All agreed

LA asked for an update on concerns around ear syringing. **MW** gave an update and said it was down to individual GP practices as to what they offer. **ST** commented that it was becoming a privatised service with some places charging £60. **MW** explained that some research shows that it could contribute to dementia. After discussion it was agreed **MW** take concerns to the CCG.

Action MW

CAB gave feedback from a Health Forum on Reducing Health Inequalities which he attended in London on 10th March 2020.

CSH asked if the Making Every Contact Count Training could be rescheduled. **ST** confirmed that he would be able to deliver the training.

The minutes were approved as a true and accurate record **Proposed CSh**
Seconded ZS

Item 3 Feedback from Health & Wellbeing Board, CCG, Audit & Governance

Health & Wellbeing Board – **CAB** informed that a report from Ann Baxter on Safeguarding was presented to the Board. **CAB** said he was disappointed as the report was from the previous year. He also mentioned that an Outbreak Response Subgroup has now been set up, but that there has been no request for any input from HWH. A discussion on Safeguarding issues/concerns took place.

Audit & Governance – no update

CCG – **MW** tabled questions and answers that were presented to Nick Timlin.

Csh asked if any GP's have been lost through COVID19.

CAB explained that he has been asked to fill out a template with any concerns/issues that HWH have or have received, and he will pass them onto Michelle from Darlington HW who is the CCG Tees Valley representative who presents them at the governing body meetings.

Item 4 – Annual Report update

CAB -Thanked all members for their input and contribution to the report. **CAB** informed that 58% of all contact was through the website. He commented that thankfully, financially HWH are ok. **CAB** has agreed to provide a full financial review and present it to the Board of Directors in October.

Action
CAB

Item 5 – Survey

CAB - explained that he has utilised the HW England Survey to coincide with the priorities of HWH going forward. He asked if members would take a copy and share with any family or friends who would be happy to fill it in. The survey has been sent out to all members of HWH via email or post. CS and TL will ring round members to ask if they would like to fill it in over the phone. Skippy has been asked to create a survey monkey questionnaire online. **CAB** proposed that he write a new draft Work programme to be approved by VSG in November which will take HWH up to 2021.

Action
CAB

Item 6 Relevant member feedback re Work programme

ZS - informed that World Mental Health Day will not go ahead as planned this year. The Mental Health Forum, along with HWH have purchased some bags which will be filled with leaflets, information, pens etc. A decision will be made as to how they will be distributed. **ST** mentioned looking into offering some virtual information. He has been in contact with Mark Rycroft from Middleton Grange Shopping Centre to discuss availability of shop space. **ZS** has been in touch with Hartlepool Life who have agreed to put an article in the free paper promoting World Mental Health Day.

Item 7 Patient & Public Engagement

TL – gave an update re complaint he had received. Attended Public Health England virtual meeting re promoting the flu vaccination. **CAB** mentioned if HWH are going to back the campaign and support the initiative it needs to be done on all fronts via the website and bulletin. **ST** said there have been some inconsistencies from different practices regarding the flu vaccination and suggested if HWH can help promote it, it would take some of the strain from the NHS.

All agreed

CAB reported that he received a call around a safeguarding issue regarding a refugee or asylum seeker which he reported immediately. He received a complaint regarding a Pharmacy worker not wearing PPE. He

contacted the Pharmacy and spoke to the Manager who said he would deal with the complaint that day.

Item 6 - Enter & View update

ST - stated that due to the current situation, no visits are allowed to take place. He explained that some other Healthwatch's have been taking part in virtual visits on Hospital Wards. **ST** to look at developing something similar going forward.

CAB - explained that he has had a discussion with **ST** for monitoring purposes around the impact the visits have had on the homes. A letter and short survey will be sent out to all homes that have been visited in the last 12 months asking for feedback. **ST** said he will mention the surveys at the Patient Experience meeting he is attending this afternoon.

Action ST

It was agreed **MW** will ask about the opening/closing times of Boots Pharmacy; Marina at the CCG meeting due to some confusion around these.

Action MW

Item 7 - AGM

CAB proposed that he ask the Board of Directors to postpone the AGM until next year due to the uncertainty of Hartlepool being on the COVID 19 watchlist.

He stated that there is a vacancy on the Board for a Director.

He explained that **HWH** are looking at a new way of working and will no longer hold Themed Group meetings, but instead have smaller task & finish groups to deliver on the elements within the work programme. A discussion followed on how to get members involved.

Item 8 Training & Development

ST explained that a small number of members at a time will be invited to attend Making Every Contact Count training. Hopefully it will take place in October/November.

ST explained that there is lots of FREE online level 2 Health & Social Care Training on Autism, Mental Health, Diabetes etc. Lots of opportunities for members to upskill, and/or renew skills they already have. He asked members to let him know if they are interested and would like to take part. **ZS** mentioned the DoLs Training should be finalised soon and members need to be updated. **ST** will ask Jane to arrange some Training via Zoom.

Item 9 - Any Other Business

MW mentioned the loss of one of our volunteers Jackie Russell who was an active member of Healthwatch and will be sorely missed.

ZS mentioned that Jackie's family had requested donations to the Dogs Trust. It was agreed **CAB** write out to members to ask if they would like to make a contribution.

ZS informed that she has been re-appointed as Governor for TEWV Trust

Date and time of next meeting

20th October 2020 held at the ORCEL Centre, Wynyard Road, Hartlepool at 10am