

Minutes of the Trustee Board Meeting held on 11th April 2022 on Zoom

Present: Jim Fawcett (JF), Ann Schenk (AS), Jim Sherrington (JS), Shashikant Merchant (SM), Umair Badat (UB), Leah Payne (LP) IAG, Engagement and Communications Officer, Julie Darbyshire (JD) - Operations Manager, Yasmin Rahbar (YR), Community Engagement Officer, Mary Stubbs (MS) - Information & Communications Officer

Apologies: Tracy Boylin, Anne Bain

		Action
1.	Welcome and Introduction JF opened the meeting and welcomed everyone extending a warm welcome to Mary Stubbs the new Information & Communications Officer	
2.	Declaration of Conflicts of Interest None declared	
3.	Governance i.Minutes from the Trustee Board Meeting held on 14th February The minutes were approved as a correct record. Matters arising: <ul style="list-style-type: none"> a. Bolton HSC Locality Model (ICP) - JD reported that Rachel Tanner had been in touch and is in the process of arranging a catch-up meeting. b. Substance Misuse Project - JD reported that there had been over 30 responses to the survey and there will be 2 case studies completed. Report will be finalised by the end of April. c. GP Access report - response from the CCG - the final comprehensive response had been received from the CCG to the recommendations in the report. The response has now been included with the report and has been published on the website. An article will feature in the newsletter going out this week. People will be encouraged to share any further issues they may be having accessing GPs. 	
4.	Data Protection No updates	
5.	HR Update JF introduced Mary Stubbs to the board. Mary has taken up the role of Information and Communications Officer and is looking forward to getting started in her new role	
6.	Operations Update JD presented the operations update: Workplan 2020-21 updates and impact: Impact of Bereavement: 2nd mini mental health conference held. See update from Yasmin Cervical Cancer Screening: Rumworth project outreach and next steps. See update from Yasmin Workplan 2021-22 Primary Care - GP access report and response now complete. GP website review report still outstanding	

	<p>Secondary Care HWE report is now published. Survey was relaunched to try and get more responses from Bolton. It was agreed to sign off the Bolton Hospital Waiting Times report.</p> <p>Adult Mental Health - Leah updated on the Unpaid Carers work - 27 responses received, final push this week, will close next Friday. Working with Bolton Carers Support and will contribute to the new Bolton Carers Strategy.</p> <p>GM Healthwatch Network The network has now finalised the 3 year strategy and the collaborative agreement. The board agreed to formally sign these two documents off.</p> <p>2022-23 Priorities The survey is still live and is being re-circulated together with community engagement activity. The results will be presented at the next board meeting in June together with other intelligence from the JSNA, social media and IAG intelligence. The board will be asked to decide on the work plan priorities for next year.</p>	
7.	<p>Quality Framework Assessment Feedback</p> <p>a. Review letter and meeting notes JD reported that the review letter outlined points for the trustee board to action over the next 12 months. The main action is to formulate a new strategic plan together with some trustee board development work. Further work can also be undertaken to analyse the demographic information that is routinely collected in research work.</p>	Board to devise action plan over next 12 months
8.	<p>Information, Advice & Guidance Report LP presented the report. 52 enquiries received in this period. Had one potential safeguarding incident where a client presented at the office whilst a staff member was alone. The client was not allowed to enter the office. The client did not divulge any information that would allow Healthwatch Bolton to assist. Other enquiries relate to GPs. 23 dental enquiries dealt with, all dental practices should be going to 100% capacity from 1st April. MPs have been sent letters to ensure NHS dentistry is kept on the agenda. LP picked up an issue from a dementia carers group relating to memory assessment service. No information forthcoming once a person has been diagnosed. People feel there is no support or information offered to them. LP raised with the Memory Assessment manager and asked for further information to be shared with HWB. LP shared client feedback comments. SM suggested contacting Asian Elders re: priorities/unpaid carers survey Healthwatch Bolton will be attending the Bolton Unity Festival on Easter Monday and there is also another Unity in the Community event being held on 25th May.</p>	<p>LP to contact Asian Elders</p> <p>YR to contact Shabeen at Asian Elders for info Unity in the Community event</p>
9.	<p>Community Engagement Update YR updated on the work she has been doing in the community. YR thanked the board and staff for their support. YR updated the board about her recent engagement activities which include promoting the substance misuse and support project, unpaid carers and priorities surveys. A community interpreters group that Yasmin recently gave a presentation to, were very interested in the work of Healthwatch and now want to plan their own health information activity. Yasmin has also introduced them to the breast screening lead in Bolton to do some awareness raising work with them. YR has continued to support the Rumworth project and continues to make links and connections to help progress this initiative. YR has also attended events by Bolton Hindu forum and the mental health mini conference held by The Flowhesion Foundation. Yasmin and Julie have also attended the Bolton</p>	

	Interfaith Council faith trail visiting Veda Mandir Hindu Temple and Victoria Halls sharing HWB information and surveys.	
10.	<p>Updates from Representatives</p> <p>AS reported on the following meetings recently attended:</p> <ul style="list-style-type: none"> • BFT Governors Quality meeting - Ann Schenk Discussed district nursing service. Update on diabetes service and centre 100 community diabetes champions in the community now - can be highlighted in the newsletter. Will be looking to train up further champions. SM suggested contacting Indira at Asian Elders. • BFT Full Council Governors meeting - Ann Schenk Update on Covid - over 300 beds occupied by people with Covid and continuing staff absences. Also busiest day ever in A & E - over 400 attendances in a single day. Trying to divert people to primary care. It is a GM problem. UB commented there are historical problems and need wider conversation to tackle the issue. Primary care services can be very patchy in some areas which can impact on A & E. The Ockenden review was presented and Bolton is of a good standard but can be pockets of bad culture. There is extra funding for more midwives at BFT, oversight of maternity is strong at BFT. National areas of action are: staffing, training, leadership, failure to escalate, culture, failure of transparency, failure to learn, failure to listen. Finance - more capital invested in digital, 5% cost improvement target. Predicted budget shortfall £23.8M. Predicted £260M deficit across GM. Announcements expected re: new buildings at BFT after the local elections. 	YR to contact Indira
11.	<p>Risk Register Agreed to leave status as it is. JD agreed to research the cost of LFTs with a view to purchasing some for office use. Meeting to be arranged with the Council in May to discuss future contract.</p>	JD to cost out LFTs
12.	<p>A.O.B JS enquired for a list of staff on the board of BFT</p>	JD to circulate BFT new website link
13.	<p>Date and time of next meetings</p> <p>Next trustee board meeting - 13th June, 10.30am, Zoom (apols from M Stubbs)</p>	

Abbreviations:

BFT - Bolton Hospitals NHS Trust

Bolton CCG - Bolton Clinical Commissioning Group

GMH&SCP - Greater Manchester Health and Social Care Partnership

GMHW - Greater Manchester Healthwatch

HSC - Health and Social Care

HWB - Healthwatch Bolton

HWE - Healthwatch England

ICP - Integrated Care Partnership

LFT - Lateral Flow Test

OSC - Overview and Scrutiny Committee