

Minutes of the Trustee Board Meeting held on 11th october 2021 on Zoom

Present: Jim Fawcett (JF) - Chair, Ann Schenk (AS), Shashikant Merchant (SM), Jim Sherrington, Leah Payne (LP) IAG, Engagement and Communications Officer, Julie Darbyshire (JD) - Operations Manager, Yasmin Rahbar (YR), Community Engagement Officer, Neil Robinson (NR) - Finance Director

Apologies: Tracy Boylin, Anne Bain

1.	Welcome and Introduction JF opened the meeting and welcomed everyone.	Action
2.	Governance i. Minutes from the Trustee Board Meeting held on 14th June 2021 The minutes were approved as a correct record. Matters arising: i. Data Protection - Retention of Records Policy The policy was noted and approved. It has also been signed off by the Data Protection Officer. Policy to be stored with the Data Protection Policy. AS commented that Jim Sherrington had been elected as a governor at Bolton Hospital NHS Trust for North East group.	
3.	Finance Update - Neil Robinson Current situation is good for the year to date and projected to the end of the financial year. There is a surplus above required reserves of approx. £30k assuming there are no changes in activity. With the relaxing of Covid 19 restrictions it is anticipated that activities will start to increase. Required reserves are 3 months operating costs £31k, surplus of £30k more in reserves that what is required. Surplus will cover to next financial year. As previously agreed by the trustee board there will be an additional staff payment (to be paid in December 2021), in lieu of payrise equating to £4k to be split between staff. NI contributions are increasing next year for staff and staff salaries can be increased by 2% from 1 st April to cover increase in NI payments for employee and employer. Impact will be around £2k. Projection is that the position will remain stable until the end of the LA contract. Again this will be taken from the surplus monies so thus reducing the pot of surplus monies to around £23k. <ul style="list-style-type: none"> • It was agreed that the £4k will be paid to staff as an additional payment in December (no salary increase) • It was agreed that the increased cost of the NI contributions for staff in April 2022 will be paid using money from the surplus pot. • It was agreed that the fixed term contract (Yasmin Rahbar) can be extended to the end of the Local Authority contract (end June 2023) assuming no further cuts to the central budget. 	

	<p>Quote from Alex Tan</p> <ul style="list-style-type: none"> The quote for the analysis of the Access to GPs survey (£800), was approved. <p>Renewal of BT Contract</p> <ul style="list-style-type: none"> The renewal of the contract was agreed for another two years. 	JD to renew BT contract
5.	<p>Operations Update JD presented the operations update:</p> <p>Ian Hutchinson memory book is now printed and will be sent out to each trustee.</p> <p>Workplan 2020-21 updates and impact:</p> <p>Mental health - Impact of Bereavement during Covid 19 in BAMER Communities The report has been discussed with Francis Andrews (Medical Director) and Suzanne Lomax (Bereavement Nurse, Clinical Service Lead) from Bolton Hospitals NHS Trust. Francis and Suzanne were very welcoming of the report and the recommendations were discussed. It was agreed to improve the information available to bereaved families, particularly those whose first language is not English. HWB will be invited to attend a sub-group of the End of Life group to focus on bereavement support and information and to co-design new information resources. Francis also agreed to discuss the report with the Director of Public Health to see what further work can be done in the community.</p> <p>Cancer Screening - Rumworth Project The pilot has now had it's first outreach session and Yasmin will be continuing to make links in the community to seek out suitable venues to hold outreach sessions. There is to be one outreach session per month at the moment. Yasmin is also working with Answer Cancer to look at holding a coffee morning to get community champions involved in the project.</p> <p>Workplan 2021-22</p> <p>Primary Care - Access to GPs. 407 responses have been received to the public survey. Unfortunately to date - no responses have been received to the practice staff survey. Alex Tan to analyse the patient survey. Staff and volunteers are reviewing the GP websites. The CCG have been in touch requesting data regarding feedback about accessing GPs due to local Cllrs being contacted by constituents having difficulties with various GP practices in Bolton. Some of the intelligence gathered has also been shared with a focus group by Health Innovation Manchester who are researching the use of digital technology in primary care.</p> <p>Secondary Care - Healthwatch England have launched the Hospital Waiting Times survey which closed on 10th October. The local data will be shared shortly. HWB have also been working with the CCG and partners on the 'While you Wait' initiative to be rolled out on 11th October. This is initially a website providing information to support people whilst they wait for their hospital treatment, how to keep well and how to seek out sources of information and support. This is very much a work in progress and further information will be available soon.</p> <p>Adult Mental Health HWB continues to support the Living Well initiative. Looking to gather stories from people who live with a mental illness or care for someone.</p>	

	<p>The intelligence will be used to inform the planning of the initiative. HWB will also build on the work done on bereavement as above.</p> <p>Integrated Care Partnership There have been various meetings with people involved in the planning of the partnership. It has been suggested to arrange a meeting with Sally McIvor who chairs the ICP in Bolton (and Rochdale).</p> <ul style="list-style-type: none"> It was agreed to draft a letter to Sally McIver to arrange a meeting. 	Trustee board to draft letter to Sally McIvor
6.	<p>Information, Advice & Guidance Report LP presented the report</p> <p>From 8th June to 7th October there were 117 new enquiries which equates to 60 additional enquiries. NHS dentistry remains the main reason why people contact HWB. 57 people contacted HWB about accessing an NHS dentist but these people are also asking about their family members so does not represent the true picture. HWB is only able to signpost people to the Urgent Dental Care service but this is for dental emergencies not routine dental treatment.</p> <p>GP access enquiries are increasing in both quantity and complexity. Mainly around accessing, telephoning, people feeling they have to go to A & E etc. There are also serious concerns around mediations errors for some clients which HWB are looking into and discussing with the Head of Safeguarding today.</p> <p>Thanks were passed onto LP and the report was noted.</p>	
7.	<p>Community Engagement Update YR thanked JD and LP for ongoing support. Great source of help and support.</p> <p>YR presented her update from her activities. She has been out in the community and working on the following:</p> <ul style="list-style-type: none"> Community College Outreach Rumworth Project GP Access Website Reviews Promotion of Living Well project Talked to students and staff about their experiences accessing their GP Delivered a mini presentation to ESOL learners 12 people signed up to receive a newsletter Met with people at cookery classes and ESOL classes Subscribing people to the newsletter Encouraging people to complete the GP Access survey and hospital waiting times Presented to community champions including refugees Met JanFox Happier Minds supporting deaf and LGBT communities Promoting Rumworth project, making new links in the community 	
8.	<p>Updates from Representatives</p> <p>AS reported on the following meetings recently attended:</p> <ul style="list-style-type: none"> <i>BFT Hospital board of governors</i> - met on 12th Aug. Lot of people accessing A & E have tried to access care elsewhere. Concerns about winter and increasing C19 levels, flu, childrens respiratory conditions and pneumonia. Huge spike is expected. Increase 	

	<p>in interest in nurse training. Governor elections held - Jim Sherrington NE, Alan Yates SE, Pauline Lee -Bolton West, David Edwards and David Barnes in Bolton West, and Susan Moss. AS raised issue of cost improvement programmes and lack of feedback.</p> <p><i>QPEG meeting</i> - AS not received invitation to this months meeting. JD to check.</p> <ul style="list-style-type: none"> • <i>OSC</i> - 8th Sept - confirmed workplan, nurse recruitment, one Cllr asked about when the local review of handling of Covid is due- Chief Exec not decided yet. Living Well was also discussed. Su Long presented slides on ICS, ICP but not very informative and strong feeling that was anti-democratic. Cllrs forming working groups to look closer at the issues and lack of clarity. Need to keep asking all questions re: ICP and Healthwatch is not the voluntary sector. 	<p>JD contact Jayne Hill re: QPEG papers</p>
9.	<p>Risk Register No changes</p>	
10.	<p>A.O.B None</p>	
11.	<p>Date and time of next meetings 6th December 11.00am on Zoom</p>	