

Minutes of the Trustee Board Meeting held on 27th June 2022 on Zoom

Present: Jim Fawcett (JF), Ann Schenk (AS), Shashikant Merchant (SM), Kiran Syeda (KS), 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

1.	Welcome and Introduction JF opened the meeting and welcomed everyone	Action
2.	Declaration of Conflicts of Interest None declared	
3.	Governance Minutes from the Trustee Board Meeting held on 11th April 2022 The minutes were approved as a correct record. Matters arising: <ul style="list-style-type: none"> a. ICP and Locality Board JD shared a briefing paper to explain the new arrangements and in particular the Bolton Locality Board. Placed based lead is Fiona Noden and there will be a Bolton Health and Care Trust that will manage the local ICP. Requirement is that the chair of Healthwatch Bolton will attend the Locality Board meeting. JF agreed to attend future meetings. AS commented overlaps from different bodies cause confusion and budgets from GM. JD commented the locality board will have sub-groups for HW to present intelligence to. b. Substance misuse project - finalised and sent to Local Authority. Case study subjects need to sign off before the report can be published. c. Asian Elders & Unpaid Carers:LP not able to attend meeting with Asian Elders. YR attended Unity in the Community event d. LFTs costings - JD reported prices start at £2 per pack. The board agreed to pay for staff LFT tests. 	JD to purchase LFT tests for staff
4.	Notes of meeting with Tim Bryant 23/5/22 TB is commissioner of adult and children and young people at the Local Authority. Discussed what LA is working on - TB is leaving, Tracy Minshull will be our liaison at the Local Authority. CCG staff transferring to ICP on 1 st July. Working on young carers - may ask us to be involved in a future review. TB is leaving in October to take early retirement. HW contract - won't go to tender, TB hoping to sort our new contract before he leaves. Meeting Tracy Minshull in July and we can share workplans. AS also commented there should not be a budget reduction to our contract.	
5.	Data Protection HWB were contacted by the Information Commissioners Officer re: TG. TG approached ICO with FOI request for the case file. ICO agreed to withhold the info as per instructions from our Data Protection Officer.	
6.	HR Update Peninsula Service Proposal Renewal for 12 months. The board agreed to the renewal.	
7.	Finance <ul style="list-style-type: none"> a. VOICE Local Annual Accounts & Trustee Annual Report Accounts are all in order and satisfactory. AS thanked the team for their hard work over the past 12 months. JF to sign letter of acceptance to David Kay. The board agreed the annual report and the accounts.	Letter of acceptance to be sent to D Kay

	<p>b. AGM date it was agreed the date of 22nd August at 10.30am on Zoom</p> <p>c. Access Charity Insurance renewal: the board agreed to the renewal.</p>	
8.	<p>Operations Update JD presented the operations update:</p> <p>a. HWB Annual Report 2021-22 The report was agreed.</p> <p>b. Annual Priorities 2021-22 Primary care and dentistry work complete Secondary care, hospital waiting times report complete Mental health - Unpaid Carers - report to be circulated, report agreed by the board. Intel will be shared and fed into the Carers Strategy refresh. LP reported there will be an IAG info page on HWB website. Rumworth Project Report: The report was agreed. It was agreed to continue to work on this important project through 2022-23</p> <p>c. Workplanning Framework - JD explained the purpose of the framework to ensure there is clarity how HWB makes decisions on pieces of work, statutory objectives etc. If HWB works in partnership with external organisations then certain criteria should be met around fitting with thematic priorities, statutory duties and branding requirements. HWB has been approached to work in partnership by Bolton GP Federation on GP extended hours. GP Fed want patient engagement regarding the extended hours offer. Bolton Hospital have also approached HWB regarding public perceptions of digital consultations. GMHW may be some work on childrens mental health Bolton LA may want us to work with young carers</p> <p>It was agreed to sign off the new priorities for 2022-23: Primary care and adult and childrens mental health. JF suggested exploring dentistry in care homes and in particular people living with dementia. It was agreed to explore this as part of the workplan. JD reported GMHW are keeping NHS dentistry on the agenda.</p> <p>d. Draft Workplan 2022-23 The workplan was agreed. GMHW may also shape the workplan.</p>	
9.	<p>Information, Advice & Guidance Report LP thanked Mary Stubbs for her help and support 70 enquiries since the last board meeting in April. Majority of enquiries are around access to GPs and dentistry. LP & JD met with QSC members to discuss the quality of feedback from the CCG regarding the intelligence HWB provides. It has been agreed to ensure the CCG know what our ask is and for them to share info about learning from our intel. LP commented many enquiries are increasing in complexity and are time consuming. Experiencing difficulty in being able to signpost some people to services such as AVMA due to huge case loads and back logs. Access to NHS dentistry enquiries continue to be high. LP commented on the really positive feedback from clients. LP has also completed her leadership and management level 3 certificate. MS also updated on the training she has been doing. JF commented staff are doing a great job. Bolton News Article - NHS Dentistry HWB provided a press statement regarding issues people have in Bolton in accessing NHS dentistry. HWB statement highlighted issues with the dentistry contract and it is not due to immigration. Sadly the article did not include this fact, so was not a true representation of what was in the press statement. The article generated a few comments from the public. Thankfully trolling has been minimal. The article would have</p>	

	been more useful if it had exaggerated the impact the lack of NHS dentistry has on all communities.	
10.	<p>Community Engagement Update</p> <p>YR updated on the work she has been doing in the community.</p> <p>YR is also picking up many issues around lack of access to NHS dentistry and young children oral health issues. YR will contact Jean Holgate (Oral Health team) to follow up on this.</p> <p>YR has connected with groups via Bolton University: Bolton Health Information Partnership which consists of the public general library, academic library, Bolton College and BFT library. YR has also connected with The Bolton Integrated Community Network which supports development of services for local communities. YR is presenting to this group in June. YR has attended the Unity in the Community event, engaged with over 60 people with interactive games and new newsletter sign-ups. YR & MS also attended MHIST information event, GP access and dentistry access feature a lot in community engagement conversations. Attended Deane and Derby health and wellbeing event with Answer Cancer. YR & MS were involved in organising speakers for the event. The event was really well attended and generated some excellent feedback regarding HWB involvement in helping making this happen. 12 newsletter sign-ups. The third Flowhession mini conference took place as a follow up from our work on bereavement. 2nd outreach took place (Rumworth project) at BCOM but was blighted by unexpected environmental issues. YR and staff attended training at Henshaws. YR & MS attended fun day at Ladybridge primary school and connected with diabetes rep which proved very useful. Was a good event to engagement with men. MS commented about the fire service being first responders to cardiac arrest calls and the issues this has raised. Fire unions have now suspended this work but there are to be further talks to re-instate this.</p>	
11.	<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 Presentation re: restricting around neighbourhoods and co-locating staff. Case study shared, patient with multiple needs, community team communicated well and is a model to move forward. Only 2 areas operating around the neighbourhood model. • BFT Full Council Governors meeting - Ann Schenk Discussion about lead Governor re: whistle-blowing problems. Need formal nomination and formal written proposal. • OSC - not attended, being reconstituted. Information meeting soon to reset terms of reference. 	
12.	<p>Risk Register</p> <p>Agreed to leave status as it is.</p>	
13.	<p>A.O.B</p> <p>None</p>	
14.	<p>Date and time of next meetings</p> <p>Next trustee board meeting - 19th September, 10.30am, Zoom AGM: 22nd August, 10.30am</p>	

Abbreviations:

AVMA - Action for Victims of Medical Accidents

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