

Minutes of the Trustee Board Meeting held on 28th March 2023 on Zoom

Present: Jim Fawcett (Chair) (JF), Leah Payne (LP) Senior IAG, Engagement and Communications Officer, Julie Darbyshire (JD) - Operations Manager, Shasikant Merchant (SM), Kiran Syeda (KS)

Apologies: Jim Sherrington, Ann Schenk, Tracy Boylin, Yasmin Rahbar, Mary Stubbs, Neil Robinson

1.	Welcome and Introduction	Action
1.	Welcome and Introduction Jim Fawcett opened the meeting and welcomed everyone.	
2.	Declaration of Conflicts of Interest None declared	
3.	Governance Minutes from the Trustee Board Meeting held on 8th February 2022 The minutes were agreed as a correct record. No matters arising.	
4.	Data Protection Nothing to update	
5.	HR Update Mary Stubbs fixed term contract will end on 31 st March 2023	
7.	<p>Operational Update</p> <p>New Volunteer JD updated that a new volunteer has been recruited – Ekoyen Emefiele-Ehi. Eko is a public health masters student at Salford University. She will be working with Yasmin doing community engagement.</p> <p>Cervical Cancer Screening Project Project is continuing to reach out to the community. Yasmin has attended sessions at the Salvation Army, Fleethouse and one is planned at Ladybridge High School this week. There is uncertainty about the future funding for this project but HWB will support if capacity allows.</p> <p>Carers Strategy Update No meetings have taken place, so item deferred to next meeting.</p> <p>Workplan – 2022-23 - Reports</p> <ul style="list-style-type: none"> • Access to Dentistry – the report was approved. Feedback extracted and submitted to the Health & Social Care Select Committee inquiry into dentistry. Report to be shared with the ICP for responses. Report can be shared with local Cllrs and MPs – Yasmin Quereshi is the chair of the All Party Parliamentary Group on Dentistry. JF requested to send the report direct to Yasmin Quereshi being mindful of local government pre-election periods (previously known as Purdah). LP reported Barry Kinshuck shared info regarding new initiatives to increase urgent dental care and access. More information to follow. • Cost of Living and Health and Wellbeing – the report was approved. 	<p>JD to send dentistry report to Yasmin Quereshi</p>

- The report has been discussed with staff from Bolton Public Health and will feed into a wider report that will help shape projects to provide support for people in the community.
- People's Perceptions of Virtual Health Care – the report was approved with responses from commissioners and providers
- Smears Means Years report will be available at the next meeting

Healthwatch Priorities 2023-24

The results of the public consultation survey, community engagement work and individual enquiries have shown that the top priorities are:

1. Primary care – access to GPs, dentistry and mental health support
2. Secondary care – hospital care, waiting times, cancellations, transport and communication issues, maternity services
3. Community services, pharmacy, optician and mental health support, information on menopause.

Draft workplan proposal:

Theme: Primary care

Project: Exploring barriers to accessing health and care services in the deaf community

Bolton Deaf Society have expressed a desire to work with us to help amplify the voices of the deaf community and to highlight the barriers deaf people face when accessing care.

Theme: secondary care/community services/communication

Project: Experiences of maternity care

Lots of feedback has been received from community groups and women from ethnically diverse communities about negative experiences of maternity care. The project will explore what these are.

Theme: Community Services/mental health support

Project: Improving provision of information about the Menopause

Again, lots of feedback being shared about lack of information about the Menopause in communities. The project will explore this and make recommendations.

Trustees agreed with the draft workplan. The projects are timely and topical.

Insight report – an insight report will be produced regularly. This report will demonstrate the comments we receive from the public about health and care experiences. The report will be shared with all commissioners and providers to give a flavour of what people are saying. The ICP should be able to use the intelligence in their voice of the public enabler group as well as HWB thematic reports.

Also need to consider ICP engagement opportunities and GMHW work.

GM Healthwatch

Some funding has been agreed for the network but, at the moment, it is unclear about the amount.

Bolton ICP

Bolton ICP has now established its three priorities:

	<ul style="list-style-type: none"> • Neighbourhoods and community • Children and mental health • Workforce, Organisations Development and Digital <p>The plan is to start with engagement on these three priority areas. It will also review the engagement relationships with other bodies including HWB.</p>	
8.	<p>Information, Advice & Guidance Report</p> <p>LP reported 19 enquiries received relating to dentistry. Evidence on dentistry submitted to Health and Social Care Select Committee. Had enquiry from Living Well clients about dentistry – LP to investigate what these are. Fewer GP enquiries received, could be due to the extended GP access offer. Enquiry about pharmacy issue and concern about reliance on pharmacists. Enquiries about lack of communication between hospital and GPs leading to missed appointments and lack of empowerment. Had one enquiry re: wheelchair repair which has been escalated. One Continuing Health Care enquiry received to be escalated. Compliments also received about the IAG service.</p> <p>Henshaws – charity working with people with visual impairments. Approached HWB to publicise fund raising (match-funding appeal). Advice taken from HWE about this. Advice was to find out what approach we have taken with other organisations, what is in HWB constitution as regards promoting fundraising. If promoting one organisation then would have to consider promoting others. It was therefore agreed that HWB take a blanket approach to not promote any organisations specifically around fund-raising. HWB can still promote the organisations and what they have to offer.</p> <p>Digital Strategy</p> <p>LP presented a draft digital strategy. LP has been working with the Lightful Academy to learn about making the most of social media channels and ensure organisation is visible. In light of HWB reduction in staff, an enhanced digital presence is needed. To improve HWB reach, how to get involved and how to demonstrate impact. Useful to connect with more diverse communities and accessibility. Will be useful to update website with IAG information etc. To use the Lightful social media platform to link all social media channels together and to post to multiple channels to and schedule posts to save time. A SWOT analysis has also been done. The strategy outlines what it can do, costs of digital packages, benefits of using it. All costs in the strategy are already in HWB budget. No new costs incurred or contract. Can get volunteers involved to help with website content. Trustees agreed the digital strategy is extremely useful and an excellent piece of work.</p>	
9.	<p>Community Engagement Update</p> <p>YR has been supporting the health drop-in sessions and the Smears Means Years project. She recently connected with: Horwich over 50s club, Winter Hill Insight (group for people with a visual impairment) Brightmet Age Well, Salvation Army, Fleethouse, Sunning Hill Primary School parents evening and attended an International Womens Day event. HWB were also invited to hold a stall at a mental health conference arranged by AQUA and an event for World Social Work day where HWB work was presented.</p>	
10.	<p>Updates from Representatives</p> <p>None available</p> <p>JD to circulate flash reports from Locality Board when they are produced.</p>	<p>JD circulate flash reports re: Locality</p>

		Board Meetings
11.	<p>Policies</p> <p>Policy Reviews:</p> <ul style="list-style-type: none"> • Salary policy No amendments • Health and Safety policy No amendments JD to review staff home workplaces to ensure staff still have the correct equipment and workstations are appropriate. 	JD to carry out workstation reviews
12.	<p>Risk Register</p> <p>Narrative to be updated to cover risk of losing key personnel in light of key forthcoming financial decisions being taken.</p>	Update risk register
13.	<p>A.O.B</p> <p>None</p>	
14.	<p>Finance</p> <p>This agenda item was discussed in confidence under part 2 of the meeting. It was agreed to approach Barlow Andrews for a quotation for the preparation of the annual accounts. Final budget to be deferred until the next meeting</p>	JD to approach Barlow Andrews for Accounts quotation.
15.	<p>Date and time of next meetings</p> <p>Wednesday 24th May at 6.30pm on Zoom</p>	

Abbreviations:

AVMA – Action for Victims of Medical Accidents

BFT – Bolton Hospitals NHS Trust

BGOH – Bolton Guild of Help

Bolton CCG – Bolton Clinical Commissioning Group

GMICB – Greater Manchester Integrated Care Board

GMHW – Greater Manchester Healthwatch

HSC – Health and Social Care

HWB – Healthwatch Bolton

HWE – Healthwatch England

ICP – Integrated Care Partnership

LDC – Local Dental Committee

LFT – Lateral Flow Test

OSC – Overview and Scrutiny Committee

