

Minutes of the Trustee Board Meeting held on 5th July 2023 on Zoom

Present: Jim Fawcett (JF), Ann Schenk (AS), Shashikant Merchant (SM), Kiran Syeda (KS), Julie Darbyshire (JD) - Operations Manager, Yasmin Rahbar – Engagement Officer

Apologies: Leah Payne

		Action
1.	<p>Welcome and Introduction Jim Fawcett opened the meeting and welcomed everyone.</p> <p>Jim Sherrington RIP</p> <p>The board acknowledged the very sad passing of our trustee Jim Sherrington. Jim had served as a trustee since the inception of Healthwatch in 2013 and he was also involved in the previous structures before including LINKs and the patient and public forums. Jim has always been very supportive and shared his experience and expertise to the board and the mission of Healthwatch. A sympathy card has been sent to Jim's family from the board and staff members and JD will arrange for flowers to be sent to Jim's widow – Cllr Elaine Sherrington.</p>	<p>JD to send flowers to Elaine Sherrington</p>
2.	<p>Declaration of Conflicts of Interest None</p>	
3.	<p>Governance Minutes from the Trustee Board Meeting held on 24th May 2023 The minutes were approved. Matters arising – NHS England website & dentistry. JD checked the text which does not actually state Healthwatch can find people a dentist.</p> <p>Minutes from the Trustee Board Meeting held on 28th March 2023 The minutes were approved. These minutes have been carried forward due to the meeting in May not being quorate. Matters arising – Dentistry report was sent to Yasmin Quereshi Work-station checks have been done Charity accounts are complete</p> <p>Trustees Annual Report & accounts 2022-23 The report was formally signed off. Signed copy to be sent to David Kay</p> <p>Healthwatch Annual Report 2022-23 Agreed and complete and been circulated as appropriate. Published on the website.</p> <p>Constitution Amendment The board agreed to amend the constitution to reflect the change to the postal address. Charity Commission to be informed.</p> <p>Trustee Absence Hassan Osman has not attended any trustee board meetings since 2019. JD has made many attempts to contact Hassan via post, email, telephone (number is not working), and social media messages. Hassan has not responded to any attempts to contact him. It was agreed to write to Hassan Osman to inform him of the</p>	<p>JD to send D Kay signed copy of annual report and accounts</p> <p>JD to contact Hassan Osman</p>

	intention to remove him as a trustee giving him 14 days notice to raise an objection as per the constitution.	
4.	Data Protection Nothing to update	
5.	HR Update Nothing to update	
7.	<p>Operational Update</p> <p>Smears Means Years GP Federation submitted a business case to continue with this work. Not sure what the outcome of this is yet.</p> <p>Carers Strategy No update due to constant cancellation of meetings</p> <p>Cost of Living and Dentistry Report The report was presented at the ICP Strategy, Planning and Delivery committee. Some confusion as to who is responsible to obtain responses to recommendations. Letter from J Fawcett been sent to Rachel Tanner, Naomi Ledwith and Sally McIvor to remind of obligations to respond to Healthwatch reports, and independence from the committee.</p> <p>Office Disposal Log JD gave an update on where things were up to with closing the office. Printer to be collected on 17th July. IT and shredding to be collected on 7th July. NR has sorted the finance files. NR agreed to hold one finance file at the CAB office. The board were in agreement with this. KS asked if cost savings will be reflected in future accounts. The budget has been set to reflect the benefits of the savings over the next 3 years.</p> <p>New workplan – 2023-24</p> <p>Theme: Primary care Project: Exploring barriers to accessing health and care services in the deaf community Bolton Deaf Society will work with us to set up a focus group to explore issues and get feedback on an ongoing basis. Recommendations from the report we produce with the group will be presented at the ICP Strategy, Planning and Delivery Committee.</p> <p>Theme: secondary care/community services/communication Project: Experiences of maternity care This project will be undertaken later in the year</p> <p>Theme: Community Services/mental health support Project: Improving provision of information about the Menopause The survey has been launched this week both digitally and is available printed. Had input from Fiona Noden and Lynda Helsby re: the questions</p> <p>GM Healthwatch The network is currently recruiting a Chief Co-ordinating Officer and an Independent Chair.</p>	

	<p>Bolton ICP</p> <p>It has been agreed that CVS will chair the Voice of the Public Enabling group. A workshop is to be held shortly to move the work forward on the ICP priority areas. Terms of Reference being drafted.</p>	
8.	<p>Information, Advice & Guidance Report</p> <p>There were 25 new enquiries with dentistry being the top theme and GP access. Had enquiry from Macmillan support re: certain breast cancer patients having chemotherapy impacted due to not being able to access an NHS dentist. Letter sent to Mark Fisher – Chief Executive of the GMICB, Ben Squires – Head of Primary Care and Fiona Noden – Bolton Place Based Lead and Barry Kinshuck – Chair of Wigan and Bolton Local Dental Committee. Individual clients have been referred to Barry Kinshuck.</p> <p>Other enquires involve Specialist Weight Management Service (SWMS) and lack of referral impacting on the clients health and wellbeing. [REDACTED]</p> <p>[REDACTED]</p> <p>Copy of letter to Mark Fisher re: cancer and dentistry was shared with the board. We are asking if there is a specific protocol for cancer patients to access NHS dentistry.</p> <p>Thanks to Leah for the preparation of the report. Compliments were acknowledged.</p>	
9.	<p>Community Engagement Update</p> <p>YR was very pleased to announce she had graduated with a BSc (Hons) first class degree in Health and Social Care. The board congratulated Yasmin on her fantastic achievement. YR has also been asked to write an article on food poverty for a journal.</p> <p>Eko our volunteer has attended numerous community events. She is also doing a masters degree in public health which is helping her with her studies.</p> <p>YR updated on activities which include:</p> <p>Smears Means Years outreach at Urban Outreach Health Hive opened in the shopping centre by GP Federation offering vaccinations etc and health screenings Supporting a GP at Stonehill Medical Centre to understand barriers to cervical screening invitations Met with deaf advocate to discuss setting up focus group. Also attending community drop in sessions aimed at the deaf community. Attended community session at Changing Life Directions. Group of ethnically diverse ladies meet to engage, look after their health and wellbeing and support each other. We helped to support arrangements for a GP to attend to discuss menopause with the group. Bolton Cares Support Carers Information day – carers shared experiences, further event to be held in November. Invited to launch events in neighbourhood UCAN locations to connect with neighbourhoods on estates</p>	

	<p>Bolton Community College open days – New Bury community centre and Brownlow Fold Centre – launched menopause survey, lots of interest. Met new groups, Talk Changes – mental health group, made good connections. Helping to promote study on long Covid by Bolton University and Bolton Hospitals. Invited to be interviewed by a disabled lady – the Butterfly Princess show which will help to promote us – taking place on 2nd August.</p> <p>SM asked about support for young girls at school and menstruation. YR reported there are issues with some parents who don't want their children taking part in info sessions at schools. There are charities that also work with schools to provide free sanitary products.</p> <p>AS expressed surprise about the lack of space available to groups that support wellbeing. Lots of funding cuts appear to be happening.</p>	
10.	<p>Updates from Representatives</p> <p>Bolton Hospital Board of Governors – not met, awaiting next date. Had invite to speak to CQC re: Well Led review of the Trust. Lead Governor has resigned. Quality sub committee on 11th July.</p> <p>Not been able to attend Health Overview and Scrutiny Committee workplan meeting</p> <p>Next QPEG is on Monday 10th July – JD to prepare update for AS</p> <p>Locality Board – JF not been able to attend last two meetings. Need further discussion regarding attendance and our voting rights on this committee. JD agreed to attend future meetings and get advice from Healthwatch England.</p>	
11.	<p>Policies</p> <p>Policy Reviews:</p> <p>Expenses policy – it was suggested by NR to remove the provision to pay cash expenses in light of staff working at home permanently. This was agreed.</p>	
12.	<p>Risk Register</p> <p>Agreed to remove the risk of closure of office and health emergency on premises. KS asked about engagement spaces and responsibility for safeguarding. It is the responsibility of the event organiser for safeguarding, health and safety and insurance. We are still required to have public liability insurance in place.</p>	
13.	<p>A.O.B</p> <p>None</p>	
14.	<p>Finance</p> <p>Budget previously agreed</p>	
15.	<p>Date and time of next meetings</p> <p>AGM agreed Monday 14th August at 9.30am on Zoom. All attendees on the call can attend. David Kay can also attend to present the accounts.</p> <p>Next board meeting date to be agreed</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

GMMHT – Greater Manchester Mental Health Trust

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