

Minutes of the Trustee Board Meeting held on 15th September 2025 on Teams

Present: Jim Fawcett (JF), Ann Schenk (AS), Shashikant Merchant (SM), Julie Darbyshire (JD) – Chief Officer, Leah Payne (LP), IAG, communications and engagement officer, Neil Robinson – Finance Director (NR), Yasmin Rahbar (YR)- Engagement Officer

Apologies: Mary Stubbs

1.	Welcome and Introduction Jim Fawcett opened the meeting and welcomed everyone.	Action
2.	Declaration of Conflicts of Interest None declared.	
3.	Finance Update/Hr Review Discussion JD outlined the actions regarding the HR review process and the outcome of the assessment of revised job descriptions against the Agenda for Change framework. NR shared papers which explained the financial impact and grading review recommendations. The board discussed the possible options regarding grading etc, and agreed the outcomes.	
4.	Governance Minutes from the Trustee Board Meeting held on 23rd June 2025 and notes from Extraordinary Meeting held on 7th July The minutes were approved. Matters Arising: • Contract tender/abolition update JD updated on communication from LA commissioner recommendation to extend current contract for another 12 months – to be agreed by Executive Cabinet meeting either in Nov or Dec 2025. National network of Chief Officers to contact HWE to enquire as to how the conflict of interest is being handled, regarding Louse Ansari appointment to NHSE as a non-exec director. National petition has reached over 6k signatures. No response yet received from Wes Streeting to the open letter from the national network of HW Chief Officers. GMICB are very keen to work with GMHW to look at model of patient voice. GMHW's are having local conversations with local commissioners. Campaigning The board agreed to continue to campaign against the abolition of Healthwatch and the independent patient voice. • IT Security Update JD updated – registered with Police CyberAlarm but IT Answers advised would involve an extra cost of £75 per month. JD reported no cyber attacks have occurred, spamming has reduced, no major concerns with the system at the moment. Agreed to defer to the next meeting	Defer to next meeting. JD to obtain further info
5.	Data Protection	

	No further communication from Lex Solicitors	
6.	Operational Update Primary Care Project Phase II – final report has been circulated and an action plan has been devised. HWB have agreed to continue to distribute the GTKWTG booklets and infographics. Final plan will be added to the final report. Patient Choice Initiative The report will be presented at the Planned Care meeting in November to develop an action plan. Dementia Project 138 responses have been received with 6 case studies. Lots of interest in this and community group sessions. Survey will stay open until the end of September. Possible Future Work • Prostate Cancer Work. Working with HW Bury to promote the survey and encourage attendance at focus groups. The survey is looking at experiences regarding diagnosis and treatment, after care and communication. ICP informed, keen to ensure report is shared in cancer forums. • Pharmacist Training HWB have been asked to advise on community engagement opportunities to inform the public about the new changes to newly qualified pharmacists who will be able to prescribe. • GP Complaints Scoping out piece of work to look at experiences of GP complaints process. ICP informed and are welcoming this piece of work.	
7.	IAG Update LP updated 57 new enquiries/feedback since last board meeting in June. 3 enquiries re: weight loss injections. No updates available yet from GMICB. SWMS still being enquired about – no service at the moment. Escalated issue to GMMH Chief Executive on behalf of a client. Member of staff from BFT raised concerns about cost improvement. Letter to be drafted in discussion with JF and AS. JD to meet with ICP to receive update on SWMS.	
8.	Community Engagement Update YR provided an update. Supported case studies for dementia project and YR shared powerful statements from how people are feeling. Feedback was also quite positive regarding opportunities that became available about speaking about dementia. New connections made in community – Team Sahara – support service for South Asian community for people affected by dementia. Meeting with a South Asian mens group and Changing Life Directions womens group. Working with admiral nurse and Bolton Hospice who have provided information sessions in the community.	
9.	Representation and updates BFT Council of Governors Quality meeting	

	AS updated on league tables where BFT is not in a good place. BFT now has 4 divisions rather than 5. QPEF meeting – looked at feedback re: PLACE assessment, action plans followed particularly in nutrition and catering. HWB intel report was discussed and each division is asked to look at the issues. Rick Catlin looking at to improve the voice of patients to improve services, including Martha's Rule. Now have division staff to ask patients for their opinion on their care. OSC meeting: urgent care changes, improving 4 hour targets etc. 178 additional staff working in primary care services. Lots of comments about the abolition of Healthwatch. AS suggested there may be Healthwatch trustees who may want to become Non-Executive Directors No additional monies for redundancies in BFT. MARS will be pursued. Question is how to monitor the impact of reductions in staff on quality.	
10.	Policy updates: Serious Incident Reporting Policy New policy agreed. Home Visiting Policy – revised Revised policy agreed. External Volunteering Policy Policy agreed – amend max number of days from four to one per month.	JD to amend
11.	Risk Register Core contract and abolition 5:5 Finance uncertainty for contract extension 3:3 Staffing	
12.	A.O.B	
13.	Date of Next meetings: Trustee board meeting date: 3rd November 2025,	

Abbreviations:

AVMA – Action for Victims of Medical Accidents

BASB – Bolton Adult Safeguarding Board

BDA – British Dental Association

BFT – Bolton Hospitals NHS Trust

BGOH – Bolton Guild of Help

BMWT – Bolton Muslim Welfare Trust

Bolton CCG – Bolton Clinical Commissioning Group

BSAB – Bolton Safeguarding Adults Board

CQC – Care Quality Commission

DCERG – Dementia Carers Expert Reference Group

DPO – Data Protection Officer

F2F – Face to Face

GTKWTG – Get to Know Where to Go

GMICB – Greater Manchester Integrated Care Board

GMICP – Greater Manchester Integrated Care Partnership

GMHW – Greater Manchester Healthwatch

GMMHT – Greater Manchester Mental Health Trust

GMPS – Greater Manchester Patient Services

GP – General Practitioner

HOACIS - Health Overview and Adults, Communities and Integration Scrutiny Committee:

HOSC – Health Overview and Scrutiny Committee

HSC – Health and Social Care

HWB – Healthwatch Bolton

HWE – Healthwatch England

ICP – Integrated Care Partnership

IMP – Information Management Platform

ITA – I T Answers

LDC – Local Dental Committee

LFT – Lateral Flow Test

MARS – Mutually Agreed Redundancy Scheme

MVP – Maternity Services Partnership

PALS – Patient Advice Liaison Service

PHSO - Public Health Service Ombudsman

PLWD – People Living With Dementia

QPEF – Quality Patient Experience Forum

SAR – Subject Access Request