

Minutes of the Trustee Board Meeting held on 23rd June 2025 at the Friends Meeting House, Bolton

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

Apologies: Shashikant Merchant, Kiran Syeda

1.	Welcome and Introduction Jim Fawcett opened the meeting and welcomed everyone.	Action
2.	Declaration of Conflicts of Interest None declared.	
3.	Healthwatch Bolton Re-Tender Discussion JF informed the trustees that the Local Authority (LA) is having to put the Healthwatch Bolton contract out to tender. The new contract will start from 1 st April 2026. JF commented the need to ensure all effort is put into bidding for this contract. TUPE regulations will apply if another provider wins the contract. HWB has to provide current costings to the LA. JD has recommended a conversation with the Chief Officer at Healthwatch Salford and a consultant who worked as an interim Chief Officer for Tameside – Steve Innett. AS attended GMHW chairs meeting – lots of support offered. Next step is to provide details of current running costs to the LA. JD to register HWB on The Chest portal as a new supplier to enable HWB to apply for the tender. Contract length is proposed to be 3-4 years, possibly 5. AS suggested acquiring more trustees, people can be approached who may be interested. JD commented that HWB can contribute to reviewing the service specification which may attract more funding than the current grant agreement. JF suggested a small team of trustees work on the bid which was agreed.	JD to register on The Chest NR to provide details of current running costs to the LA. JD to produce trustee role description. JD to contact Steve Innett
4.	Governance Minutes from the Trustee Board Meeting held on 28th April 2025 The minutes were approved. Matters arising: HR Review AS updated on meeting discussions. Agreed to re-draft job descriptions and link to workplan and strategy. Spoke to James Mawrey at BFT – they agreed to put the revised job descriptions through Agenda for Change salary scales to see relativities. Then HWB need to discuss further. Awaiting BFT to review. IT Security Update JD updated – D Kay suggested further advice be taken. JD spoke to account manager at ITA and suggested some free cyber security solutions: Police CyberAlarm and National Cyber Resilience Centre (NCRC), with funding via Local Authorities. It was agreed to use Police CyberAlarm and the NCRC.	JD to implement Police CyberAlarm and NCRC
5.	Data Protection LP updated on a recent data breach. HWB was contacted in January 2025 by XXX Solicitors in Bolton asking for patient records relating to a client they were assisting. HWB replied to say HWB have had no dealings with this patient. In May 2025 XXX Solicitor submitted a Subject Access Request to	

	HWB regarding the same patient. JD replied to say HWB have had no dealings with this patient. No acknowledgement was received from the solicitor. JD notified HWB Data Protection Officer who advised to contact the solicitor and suggest they log a data breach with the Information Commissioners Office. To date no acknowledgement has been received from the solicitor. All data relating to this client has been deleted from HWB systems.	
6.	Operational Update Primary Care Project Phase II – final focus group now complete. Report being analysed. 203 people attended the focus groups and total reach was over 108,000 on social media/website and newsletter channels. Patient Choice Initiative The report will be presented at the Planned Care meeting in July to develop an action plan. Dementia Project The survey has been launched and has so far received over 50 responses, to run until mid- September. Case studies – dates are being set up to do face to face interviews with people. Community talks have also taken place – eg. Women Together group and Bolton Black History Group – LP arranged for the Admiral Nurse to attend. Being asked to set up further talks. Talks have been very well received and an opportunity to roll out further in the community. HWB have a seat at Bolton Dementia Partnership. LP also attends the Dementia Carers Expert Reference Group. Trustees were encouraged to share the surveys. It was suggested that the survey be used in care homes. It was agreed to contact Andrew Walton again. LP to meet with public health to understand the work they are doing. Healthwatch Bolton Annual Report JD presented the report which was agreed and will be published by 30th June on HWB website and sent to commissioners, HWE, CQC, HOSC. Trustee Annual Report The report was agreed and signed off by the chair. Examination Representation letter JF signed the letter to be returned to David Kay at Barlow Andrews.	LP to contact Andrew Walton JD to send letter to D Kay and copy of signed annual report and accounts
7.	IAG Update LP updated – 32 new enquiries since the last board meeting. Three enquires re: Kildonan House GP, escalation sent to GM Patient Services Team but sent back to HWB. Issues with lack of information contained in the complaints documents. LP asked primary care contracts team to ask if all GPs can update their complaints process with the correct information. They have also not responded to requests for medical records. JD commented HW can bring intel to the ICP to feed into their 'early warning system'. At the moment all ICP receives is an annual update from GPs on themes of complaints. LP also reported that service has been withdrawn from a vexatious client, who has been written to by JD.	

8.	Community Engagement Update YR provided an update. Delivered 13 focus groups – 203 members in total for the primary care project phase II. Worked in partnership with Bolton CVS. Lots of information packs were shared. People have been connected with new groups and some groups will benefit from a re-visit. Primary care booklets been given out at every opportunity. 46 events/venues attended from March 2025 where information has been shared on Get to Know Where to Go/Choosing Health project. Info has been shared with key partners, community champions, etc. Key themes were highlighted – mental health support, GP access, receptionist behaviour/gatekeeping, insensitive comments, digital problems using the NHS app. Many commented on wanting walk-in centres to return. Physical completion of forms is difficult, confidentiality issues with receptionists, medication issues, prescribing issues.	
9.	Representation and updates AS updated on the Council of Governors meeting: Tosca has left, Martin North has had his role as chair extended for another year. Trying to succession plan people into vacancies. Recruit new ones in September. Niruban had 360 appraisal. Jim Mackie visited BFT, focused on savings. Urgent care team exemplar for reduction of A & E waits. Bolton No 1 nationally for breast cancer screening. £36.9M savings needed in this financial year. £34M identified so far. QPEF meeting: , PLACE assessment – food assessment very poor – action plan – more digital ordering, and washing of hands, cleaning. Children and Young people's experience report: food not good, wifi not good, capacity for parents to stay etc., needs to improve. Health Overview and Adults, Communities and Integration Scrutiny Committee: – formal meeting to set the workplan. Bolton Safeguarding Board – CQC may visit in next few weeks. Annual report to be published soon. GMHW chairs meeting – said be alert to possible issue regarding any research done by HW, that Reform UK may misuse.	
10.	Policy updates: Zero Tolerance Policy New policy agreed. Home Visiting Policy New policy for use if staff/volunteers need to visit homes to carry out interviews. MS raised the issue of using a code phrase to raise an alert if there may be danger. It was agreed to include this. The policy was agreed.	JD to Include code word and action plan into the policy
11.	Risk Register AS suggested to alter the score on core contracting arrangements. It was agreed to change to 3:3. NR suggested removing the work Covid and reduce the risk score to 1:1	JD to change risk register scores
12.	A.O.B NR raised the issue of providing personal alarms for staff doing home visits. JD agreed to look into the cost of such a service. NR to share information of proposed CAB system. Home visits are minimal, however such an alarm may also be useful for community engagement.	JD to research personal alarms systems on phones

13.	Date of Next meetings: Trustee board meeting date: September 15th 9.30am, online. Date of AGM was agreed as 18th August at 9.30am online on Teams.	

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

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

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