

Minutes of the Trustee Board Meeting held on 2nd December 2024 on Teams

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

Apologies: Shashikant Merchant

1.	Welcome and Introduction Jim Fawcett opened the meeting and welcomed everyone.	Action
2.	Declaration of Conflicts of Interest None declared.	
3.	Finance update NR updated the finance position. Last years closing balance was £78k re: services. Expenditure in first half of the year – 5% within the budget. £5k ahead than planned. Income was the normal grant from Bolton Council of £31,250 and income from ICP for the primary care project of £15,375. Salaries increased in 2 nd half of the year re: NI – used up £5k NI grant in first half of the year, will need to pay to HMRC in second part of the year. Projected surplus for the year – £4k in 2024-25. Projected reserves will be £81k at the end of this financial year. It is unknown if any further income opportunities will arise in 2025. Salaries, - employers NI –will benefit HWB by £2k – instead of the £5k grant, HWB should receive £10.5k. Projected reserves are £60k by the end of 2025. Financial position is good.	
4.	Governance Minutes from the Trustee Board Meeting held on 30th September 2024 The minutes were approved. Matters arising: ➤ IT Update – JD reported that performance had improved with the IT system over the last few months and a new account manager had been appointment. JD will meet with the new manager shortly and regular check-ins will be arranged. In addition to this - the shortness of time due to work pressures and staff sickness, plus the uncertainty of the Patient Safety Review which includes local Healthwatch, JD suggested that the contract with IT Answers continue for a further year to see how things go. Trustees agreed with this plan of action and review in 12 months time. ➤ HR Review – since the last Trustee board meeting in September, JD and JF had discussed the way forward with reviewing HR requirements and agreed that there should be a full review of HR roles and job descriptions in the new year. JD has asked all staff to list all their duties so the trustee board have a full picture of what each member of staff does. ➤ Hassan Osman – no further communication has been received from Hassan Osman.	JD to meet IT Answers account manager HR review to be discussed with management

5.	Data Protection N/A	
6.	Operational Update Primary Care Project This work has been commissioned by NHS Bolton working in partnership with Bolton CVS. Purpose is to ascertain how people use their health care services so the ICP better plan for winter pressures and provide more support in communities and stop people from using A & E inappropriately. A draft report was shared with commissioners, a summary report will be produced broken down into primary care networks and post code areas. The report has been discussed at the Voice and Influence meeting. JD presented the report. The report included people's experiences of their GP, using A & E, pharmacies, urgent treatment centres, NHS 111 and urgent dental care service. The report provides a snapshot of experiences. The work was undertaken in 6 weeks – total sample size was just over 430 people from the survey respondents and the focus group participants. UB asked re: next steps. JD reported that there will be follow-up discussions to implement an action plan on the recommendations and review later in the year to see what differences are being made. JD also suggested that HWB workplan can be aligned to some of the ICP priorities which could be one topic per year. AS commented the report showed the real voice of service users and what people are really experiencing. YR enjoyed working with Bolton CVS and undertaking the work in communities. This work can be built on for future work. Patient Choice Initiative Survey to launch in December to run into the new year. Dementia Project LP has been very busy with research on planning the project. The project is growing and people are hearing about HWB plans for this. There has been a lot of interest and the focus is pointing towards post-diagnostic support. There have been offers of support with the project. There is a real need in the community for Admiral Nurses, LP has been exploring this and what difference this would make to communities. Survey questions will be co-produced – further discussed will take place around this. In the new year there will be a draft set of questions and shared with PLWD and their carers for their feedback. Plan is to run the survey and a few months to ensure there is a good amount of feedback. LP also suggested our intelligence is aligned with ICP quality indicators. LP sits on DCERG and has made some good contacts. LP is also attending webinars and training sessions on project management and gaining knowledge. M S offered to look at the survey questions. M S left the meeting at this point and also pointed out an amendment to the risk register regarding shredding paper/physical office.	
7.	IAG Update Qtr 2 intelligence report showed 64 pieces of intelligence. Topics regarding primary care – include difficulties with GP access, use of the NHS App. LP commented on an enquiry where a patient could not use the NHS App and the insistence of the practice to use the app. LP assisted to get this sorted out – all patients should be offered another type of appointment without using the App. There were some mental health enquiries, people being	JD to liaise with AS re: intel report sharing with Bolton Hospital

	made to feel they have to reach crisis point before they are offered any help. Some dentistry enquiries and breast cancer treatment. Some intel around the cardiology dept accessibility. JD also arranged for a client to speak to the deputy CEO of Bolton Hospital as a patient mentor. This client is also interested in HWB dementia project. Positive comments regarding NWS and their excellent treatment of a patient and their family, and Bolton Hospital, arthritis nurses praised, Bolton Lads and Girls club praised for their bereavement counselling. AS asked where the intel report goes which is the ICP, Bolton Hospital, Social Care, GMMH. AS suggested QPEF receive it. It was agreed to add a further column in the report to ask for a response to some of the intel, AS to liaise with JD.	
12.	Policy updates: IT and Social Media Policy JD reported that this policy will be reviewed and brought to the next Trustee board meeting in February 2025.	
13.	Risk Register JD confirmed that all staff have shredders in their own homes in line with the IT policy. It was agreed to keep a watching brief on the IT situation.	
14.	Updates from Representatives As commented on QPEF – Rebecca Baker is the new chair. Angela Stringer has replaced Tracy Joynson – re: patient experience. The group is now focussing on patient experiences, how patients are being listened to and action points. Presentations on incidents – where things have gone wrong, quality of discharges to care homes – 280 reports of eg. Missing documents, missing equipment – task and finish group set up so incident measures are reduced. Not using transfer of care document consistently but is improving. Healthwatch Bolton annual report was also discussed. Jo Dorsman is the neighbourhood link – they want to re-check the findings of the HWB maternity report to look back at the recommendations and what has changed/improved. November QPEF meeting – Trust Annual members meeting – lead directors talked about their areas – establishment of the neighbourhoods, maternity improvement, CQC follow up assessment much better. Implementation of Martha's Law has gone well. 150 more international recruits. Freedom to Speak Up Champions increased. Governors strategy meeting – focused on A & E processes, made a difference in waiting times, 57% get through in 4 hours to majors, more than 95% get through to minors in 4 hours. JF and UB commented on their recent experiences of long waits in A & E and the unsatisfactory conditions of the department. JF suggested patients should not continue to be taken to A & E as patients are being cared for on corridors, not enough staff available. Some processes have been changed and improved. At the moment there are 70 patients a day now with no criteria to reside. UB also commented that some people cannot stay in the department due to mobile phones needing charging and money for the drinks machine. Trustees felt strongly that the A & E department has a lot of issues and the patient experience is abysmal for those having to wait long periods. UB commented about support for patients whilst waiting and that HWB should flag this up with the Trust. AS mentioned a report – 'waiting to be seen' that will be brought to the next QPEF meeting. JD reported that there is also intel in the intel reports and suggestions to use volunteers to assist patients was also flagged up.	

16.	A.O.B JD sadly announced the passing of Jack Firth in November, and that JD and LP will attend the funeral taking place on Monday 9th December at 3pm at Overdale Crematorium if anyone wants to attend. There will also be a tribute to Jack in the next newsletter. Trustees and staff were thanked for everyone's contributions over the past year.	
17.	Date of Next meeting It was agreed that the office will close on Friday 20th December and re-open on 6th January 2025. Next trustee board meeting will be held in February 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

Bolton CCG – Bolton Clinical Commissioning Group

BSAB – Bolton Safeguarding Adults Board

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

GP – General Practitioner

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

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