

## Minutes of the Trustee Board Meeting held on 14<sup>th</sup> June 2021 on Zoom

**Present:** Jim Fawcett (JF) - Chair, Ann Schenk (AS), Shashikant Merchant (SM), Umair Badat (UB), Kiran Syeda (KS) - Treasurer, Leah Payne (LP) IAG, Engagement and Communications Officer, Julie Darbyshire (JD) - Operations Manager, Yasmin Rahbar (YR), Community Engagement Officer, Neil Robinson (NR) - Finance Director

**Apologies:** Tracy Boylin, Anne Bain, Jim Sherrington

| 1. | <b>Welcome and Introduction</b><br>JF opened the meeting and welcomed everyone.   | <b>Action</b> |
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| 2. | <p><b>Governance</b><br/>i. <b>Minutes from the Trustee Board Meeting held on 19<sup>th</sup> April 2021</b><br/>The minutes were approved as a correct record.</p> <p><b>Matters arising:</b></p> <ul style="list-style-type: none"> <li>i. <b>Jim Sherrington</b> - JD reported she had spoken to Jim recently. He has been very unwell and has also moved into supported accommodation. He is doing Ok and still wants to be involved in the trustee meetings. JD has posted information to Jim about trustee meetings and how to access them online using Zoom.</li> <li>ii. <b>Data Protection</b> - staff have done the refresher training. Regarding the Data protection policy - JD has asked DPO to provide a form of words around retention of client records so that HWB can keep records on file indefinitely. This is in case of any future investigations (eg. Police), where HWB may need to show its involvement. This also safeguards HWB regarding data retention.</li> </ul>   |               |
| 3. | <p><b>Finance Update - Neil Robinson</b></p> <p>NR presented the unaudited financial statements for the year ended 31<sup>st</sup> March 2021, as prepared by the independent Examiner - Barlow Andrews. The trustee annual report was also circulated.</p> <p>The last year was very successful, cutting expenditure and sorting the finances around Greater Manchester Healthwatch. Also updating reserves to increase from £30k to £65k at the end of financial year. There was a surplus of £35k. Net assets increased to £61k. Everything is stable. Budget is break-even so there is no pressure. Can overspend slightly as have reserves. There may be small contracts available and use sub-contractors. GM situation is now finished and can look forward to a stable year 2021-22 and 22-23.</p> <p>Carrying forward unrestricted reserves of £65k which is an increase from last year.</p> <p>JF extended thanks to Neil and Barlow Andrews for preparation of the accounts.</p> <p><i>The Trustees annual report and unaudited financial statements were agreed and approved.</i></p> |               |
| 4. | <p><b>Draft Healthwatch Bolton Annual Report - 2020-21</b><br/>AS - Report is very impressive considering the pandemic etc, how much excellent work has been done. Thanks to the staff for all their hard work.</p>   |               |

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|    | <p>The report should go to the QPEG and feed into patient engagement at Bolton Hospital.</p> <p>The template this year has allowed HWB to report on past work- to report on any progress on impact. For example the cervical cancer screening work is included in the report as there have been recent updates to this work. Bolton Council of Mosques and Answer Cancer have been doing some work in raising the importance and awareness of cancer screening. Bolton GP Federation have also been in touch wanting to build on some recommendations in the report and asking HWB to work with them on a pilot project to increase screening uptake in Bolton.</p> <p>Impact of Bereavement report - will be discussed with Bolton Hospital and the Local Authority shortly.</p> <p>Care Home Website Review report will be shared with care homes shortly. AS commented the report is very interesting, worthwhile and very practical. The work can be expanded on and revisited in the future.</p> <p>Covid 19 Response and IAG enquiries - majority of enquires were around access to NHS dentistry.</p> <p><b><i>The report was accepted and approved subject to proofreading and amendment of minor typos.</i></b></p>   |  |
| 5. | <p><b>Operations Update</b></p> <p>JD presented the operations update:</p> <p>Home working - still following Government advice to work at home. HWE had discussions with engagement leads in HW network. Many HW are keen to return to face to face engagement. Need to do risk assessments re: return to office. Attending CVS session on going back to face to face working.</p> <p>JF - we should stay working at home at the moment and occasional visit to the office.</p> <p>UB - stick to national guidance as much as we can.</p> <p><b>Workplan update:</b></p> <ul style="list-style-type: none"> <li>- Mental health work final report is with the graphic designer at The Flowhession Foundation (no extra cost)</li> <li>- Care home websites - Final report complete</li> <li>- Covid reports -GM Healthwatch report published.</li> <li>- HWE Dentistry report - published</li> <li>- GM Dentistry report - publishing supplementary report due to the HWE report being published first - will be published on 21<sup>st</sup> June.</li> </ul> <p><b>Priority setting 2021/22</b></p> <p>Report produced from the survey and IAG intelligence. Top three priorities are:</p> <p>Primary Care<br/>Secondary Care<br/>Adult Mental Health</p> <p><b>CCG Executive meeting - 9/6/2021</b></p> <p>HWB were given the opportunity to present past and present work. CCG interested in the primary care work. JF said CCG exec were very pleased and impressed with HWB work.</p> <p>CCG want to work with HWB on the planning of secondary care work and the primary care work. HWB are invited to any future meetings to update on progress of work.</p> <p>KS - really interesting to get the perspective of the GP as well as the patient.</p> | Continue to follow Government advice on home working |

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|    | <p>Staff are attending HWE workshop - Theory of change - 20<sup>th</sup> July - will help to scope out new workplan topics</p> <p><b>Community Champions Scheme in Bolton</b><br/> HWB staff have signed up as community champions to share trusted information in communities</p> <p><b>Volunteering in the community</b> - Covid 19 surge testing in Bolton<br/> Staff members volunteered to help out taking the PCR kits out to neighbourhoods in Bolton and will do more in future if have capacity.</p> <p><b>Volunteers</b> - all HWB volunteers given cards and gifts to say thank you and celebrate National Volunteers week.</p> <p><b>GM Healthwatch</b> - focus of work is on the Integrated Care System (ICS). Task group set up to discuss.</p>   |  |
| 6. | <p><b>Information, Advice &amp; Guidance Report</b><br/> LP presented the report</p> <p>45 new enquiries - dentistry remains top enquiry<br/> Had communication from NHS England - dental comms tool kit - very helpful but still directs to NHS website to find a dentist. HWB do not advise people to use this website, HWB check the website and at the moment there are no dental practices taking on new NHS patients in Bolton.<br/> Enquiry re: medication delay - escalated to Local Pharmaceutical Committee chair and CCG.<br/> Enquiry re: Parkinson's disease - waiting times for referrals impacting on condition. Looking for way to receive medication in advance of referral, escalated to CCG. HWB asked to encourage people to share their experience with HWB.<br/> NHS digital - GP practices sharing patient data - HWB were asked if should advise people to opt out. HWE are running a poll to assess amount of enquiries. HWB can share information but the decision is up to the patient. Deadline extended to September. Info is on HWB website.<br/> HWB still attend CCG professionals' meetings to discuss difficult clients.<br/> GP issues - CCG invited HWB to share further enquiries with them.<br/> Client feedback - been challenging year, lots of info changing all the time and enquires are more complex. Clients so thankful and comments and compliments show how valued and appreciated the IAG service is.<br/> JD thanked LP for all her work - not an easy job and LP is much appreciated and fully supported. LP thanked AS and JD for support. AS - fantastic to read the compliments - really reflects the human side and how much people do appreciate - "it really is a credit".</p> |  |
| 7. | <p><b>Community Engagement Update</b><br/> YR thanked JD and LP for ongoing support. Great source of help and support. The IAG report provides real insight.<br/> YR looking at different ways to contact new groups and doing presentations. Enjoyed taking out the priorities survey to new groups - minority ethnic groups. YR discovered new groups - doing introductory presentations to these. Spoken to ESOL groups - 2 members of the community flagged up some health and social care issues that IAG dealt with. Doing presentations at Deane and Derby Centre and in September more groups will be meeting soon.<br/> Volunteered with Bolton at Home team for surge testing - had a good response, lot of interesting comments and concerns from the community. Awareness of the pandemic, caution taking the test, would the test expose them to the virus, HWB helped to dispel some of the risks. Made good connections with Bolton at Home</p>  |  |

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|     | <p>and peer navigators. Going to future community champions meeting. Looking at engaging with more young people to get some representation and hear their perspective. Youth Leads and Bolton Together have done some work together - Covid Conversations - young person's perspective on living with Covid 19. Meeting HW Liverpool to discuss working with young people and sharing ideas. Doing further training on data protection, IAG. JF, JD and LP thanked Yasmin for all her hard work in making such good progress in her role. YR also met with Michelle Del Rosso re: working together in future.</p>  |  |
| 8.  | <p><b>Updates from Representatives</b></p> <p><b>AS reported on the following meetings recently attended:</b></p> <ul style="list-style-type: none"> <li>• <i>BFT Hospital board of governors</i> - met on 10<sup>th</sup> June. Focus on Covid surge, media spotlight, contact from Matt Hancock, cabinet office, CQC etc, using Bolton as test case re: link between infections and admissions. Compliments paid to everyone including Healthwatch Bolton who helped out with the surge testing.</li> </ul> <p>Liaison midwife for minority communities making good progress. Maternity services improving.</p> <p>Potential to become Integrated Care Trust - confusion about this, not sure what structure this will take. Meeting with Fiona Noden Chief Executive of Bolton Hospitals Trust, who will clarify - meeting AS, JF, JD on 19<sup>th</sup> July.</p> <p>Covid update - surge is in younger age group and unvaccinated. Young people are target for vaccinations. There are some younger people in hospital and quite poorly with Covid. Most people in hospital haven't been vaccinated - not by choice but because they were not in the age cohort of the current vaccination programme. Other group of people in hospital is the people who have only had one vaccination. Currently have two dedicated Covid wards - 11 in critical care.</p> <p>Impact on urgent care - some impact but massive surge in A &amp; E - some due to inadequate access to GPs, some for scans/xrays, some referred to A&amp; E from 111. Cancer and elective - Bolton ahead - back on target shortly. More co-operations at GM level to take elective waiting list patients - may have to travel across GM - keep watching brief on this. Schools are generating Covid cases. Estates strategy - capital redevelopment taking place, womens health care, maternity and day care - subject of bid for government money. Other plans for site, key worker housing, car park spaces. Trust has to make savings of £3 million, only small proportion identified so far - need to keep watching brief on this. Staff awards evening taking place on 25<sup>th</sup> June on zoom.</p> <ul style="list-style-type: none"> <li>• <i>QPEG meeting</i> - still not allowed to attend each meeting, only quarterly. Hopefully meeting with F Noden will clarify. Not sure where HW sits in the architecture of the Trust - need clarity.</li> <li>• <i>OSC</i> - not met again - next meeting 6<sup>th</sup> July.</li> </ul> |  |
| 9.  | <p><b>Risk Register</b><br/>No changes</p>   |  |
| 10. | <p><b>A.O.B</b><br/>Agreed to pay Honorarium payment to N Robinson for financial support</p>   |  |
| 11. | <p><b>Date and time of next meetings</b><br/>AGM - 16<sup>th</sup> August, 11.00am Zoom</p>  |  |