

## Minutes of the Trustee Board Meeting held on 17<sup>th</sup> October 2022 on Zoom

**Present:** Ann Schenk (AS), Kiran Syeda (KS), Umair Badat (AB), Tracy Boylin (TB), Leah Payne (LP) IAG, Engagement and Communications Officer, Julie Darbyshire (JD) - Operations Manager

**Apologies:** Jim Fawcett, Jim Sherrington, Shashikant Merchant, Yasmin Rahbar, Mary Stubbs

1.	<b>Welcome and Introduction</b>	<b>Action</b>
1.	In the absence of the chair Jim Fawcett, Ann Schenk agreed to chair the meeting	
2.	<b>Declaration of Conflicts of Interest</b> None declared	
3.	<p><b>Governance</b> <b>Minutes from the Trustee Board Meeting held on 27<sup>th</sup> June 2022</b> The minutes were agreed as a correct record</p> <p>Matters arising:</p> <ul style="list-style-type: none"> <li>a. Meeting with T Bryant/T Minshull (13<sup>th</sup> July) JD updated on this meeting - meeting was to discuss workplans, future working and the HWB contract. Regular meetings will take place throughout the year. A further meeting took place in September with Rachel Tanner to discuss HWB's place on the locality board and committees on strategy and planning and quality and performance. The next meeting will be in November with Tracy Minshull.</li> <li>b. Draft Strategic Plan - the board agreed the plan is concise and comprehensive and covers what HWB does. The plan was agreed and will be published on the website and circulated. The Enter and View power has been left in the plan, this power can be reviewed in the new year. AS suggested a refresher session to remind trustees and the staff about the enter and view power.</li> </ul>	
4.	<b>Data Protection</b> The Information Commissioners Office contacted HWB in September regarding a CQC officer. HWB consulted the Data Protection Officer for advice on how to proceed. It was agreed to reply to the ICO to get confirmation about who had sent the email. No further information has been received up to now.	
5.	<b>HR Update</b> Nothing to update	
6.	<b>Finance</b> <ul style="list-style-type: none"> <li>a. Salary uplift paper - the paper had been previously agreed on email. Trustees agreed with the recommendations in the paper.</li> </ul>	
7.	<p><b>Operational Update</b> JD presented the operations update:</p> <p><b>Cervical Cancer Screening Project</b> Ongoing and making good progress. Yasmin has been doing great work making links in the community, identifying venues etc. The project is now working in Halliwell, reaching out to homeless shelters, Fleet House. The project is also doing health checks and vaccinations. In November there will be a cervical screening session in St Bedes Academy - the first in the country to be held in a school.</p>	

	<p><b>Unpaid Carers Report</b>  The report was presented to the Locality Board in September. LP is attending task and finish groups with the Local Authority to feed into the all age carers strategy. A community directory is being developed by the LA and HWB can looking at a carers resource lining up with this. Need to focus on people who are not registered as carers. Important to have the action plan with the strategy, may possibly be ready for carers rights day in November. Important to remember former carers too. TB - good to see how this will be achieved. Some young carers are not being supported and this is affecting their education, and some are being excluded from school, also impacting on mental health. LP suggested to pick up with TB some of the issues with young carers. KS suggested using the words 'priority is advocacy for carers and former carers'.</p> <p><b>Workplan - 2022-23</b></p> <p><b>Primary care</b> - Improving Access to Primary Care - Extended Access offer. Report is complete and Bolton GP Federation has responded to recommendations. More work to be done on how the extended access service will be rolled out. HWB have offered to speak to the Bolton Pensioners Association to engage with them and listen to their concerns about access to GPs. JD to follow up.</p> <p><b>Virtual Care Experience</b>  Working in partnership with Bolton Hospital. Survey currently live to find out what people think of having virtual consultations.</p> <p><b>Mental Health and Dentistry</b>  Currently scoping out the proposal about looking at how the mental health of people is being affected by not having access to NHS dentistry.</p> <p><b>Greater Manchester Healthwatch Network</b> - Phase II Big Conversation - ICB 5 year plan engagement</p> <p>HWB are running a survey asking 4 questions about health and care. Each GMHW is doing the same to feed into a GM wide report which will then feed into the 5 year plan for the ICB.</p>	<p><b>TB to meet with LP re: young carers support</b></p> <p><b>JD to follow up Bolton Pensioners</b></p>
8.	<p><b>Information, Advice &amp; Guidance Report</b>  LP updated on the current IAG cases - 73 cases from 24<sup>th</sup> June to 13<sup>th</sup> October. Majority of cases are again about access to NHS dentistry. Cases are increasing again and becoming more complex. GP enquiries are also increasing, and many are needing to be escalated. LP gave examples of some of the cases being dealt with. Enquiries regarding access to medication is also on the increase and is upsetting many patients. People are getting increasingly frustrated and upset. LP thanked Mary Stubbs and JD for their support with enquiries.</p>	
9.	<p><b>Community Engagement Update</b>  In the absence of YR, JD updated on community engagement activity. YR had submitted a comprehensive report. YR attended wellbeing event at the Wellbeing Hub at Bolton Hospice, well attended event and networking opportunities. GP access was hot topic and many surveys completed. Presented to Bolton Pulmonary Support group, Macmillan coffee morning and Mhist event. Attended BAND world mental health day, sharing information and gaining feedback. There are future visits to prostate cancer support group, Transforming Lives, and over 50s group, the Well foodbank. Cost of living event in November coming up. Themes are GP access, mental health and dentistry as well as cost of living. YR thanks team for their support.</p>	

10.	<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>• Bolton Hospital Council of Governors. Bolton Hospital project plan on inpatient survey outcomes - 5 problem areas that need work on including discharge, meds, discharge charter - national discharge leaflet to be published and so will adopt this. Council of governors - discussion around lead governor role. Agreed to survey governors to find out views on this. Trust are currently reviewing operating strategy</li> <li>• Lived Experience Panel - reference group of people with lived experience of health issues. Currently recruiting people -info to be circulated to HWB contacts.</li> <li>• QPEG - meetings have been reset - R Catlin now chairing and welcome HWB to be part of the group. Main topic was inpatient survey results, 4 more issues in bottom 20% to add to the other 5 topics. These relate to pain, privacy and dignity, choices and communications. JD and AS meeting with Tyrone Roberts Head Nurse. Still no information about the Local Care Trust. Donna Hall will be stepping down as chair from April 2023.</li> <li>• AS volunteered to do PLACE assessment. Work needed on patient line entertainment system. HWB could do small survey on this.</li> <li>• Health Overview and Scrutiny Committee - AS unable to attend next meeting in October. HWB annual report scheduled for agenda in February.</li> <li>•</li> </ul>	<p><b>JD to circulate Lived Experience volunteer opp to contacts</b></p>
11.	<p><b>Policies</b></p> <p><b>New policy -</b></p> <ul style="list-style-type: none"> <li>• Menopause Guidance in the workplace The policy was agreed</li> </ul> <p><b>Policy Reviews:</b></p> <ul style="list-style-type: none"> <li>• Complaints - no amendments - agreed</li> <li>• Equality and Diversity - section added on Equality impact Assessment Process - agreed</li> </ul>	
12.	<p><b>Risk Register</b></p> <p>Agreed to leave status as it is. JD commented about the office premises being somewhat inaccessible, currently office is not DDA compliant. JD agreed to look at opportunities. TB suggested reviewing timings of trustee meetings due to work commitments making it difficult for some trustees to attend. Some trustees would prefer either early morning (8.30am to 10.00am) or early evening meeting times (6.30pm to 8.00pm). JD agreed to send out a doodle poll so trustees can indicate their preferred meeting days/times.</p>	<p><b>JD to circulate doodle poll</b></p>
13.	<p><b>A.O.B</b></p> <p>None</p>	
14.	<p><b>Date and time of next meetings</b></p> <p>Next trustee board meeting - <b>to be agreed after results of meeting preferences doodle poll</b></p>	

**Abbreviations:**

AVMA - Action for Victims of Medical Accidents

BFT - Bolton Hospitals NHS Trust

Bolton CCG - Bolton Clinical Commissioning Group

GMH&SCP - Greater Manchester Health and Social Care Partnership

GMHW - Greater Manchester Healthwatch

HSC - Health and Social Care

HWB - Healthwatch Bolton

HWE - Healthwatch England

ICP - Integrated Care Partnership

LFT - Lateral Flow Test

OSC - Overview and Scrutiny Committee