

Minutes of the Trustee Board Meeting held on 19th April 2021 on Zoom

Present: Jim Fawcett (JF) - Chair, Ann Schenk (AS), Tracy Boylin (TB), Shashikant Merchant (SM), Hassan Osman (HO), Umair Badat (UB), Leah Payne (LP) (IAG, Engagement and Communications Officer), Julie Darbyshire (JD) (Operations Manager), Yasmin Rahbar (Community Engagement Officer)

Apologies

		Action
1.	<p>Welcome and Introduction JF opened the meeting and welcomed everyone.</p>	
2.	<p>Governance i. Minutes from the Trustee Board Meeting held on 22nd February 2021 The minutes were approved as a correct record.</p> <p>ii. Minutes of meeting with Tim Bryant held on 17th March 2021 The minutes were noted</p> <p>Matters arising:</p> <ul style="list-style-type: none"> i. Jim Sherrington - SM had agreed to contact Jim to check in on him. JD reported SM had called to say he could not get an answer when contacting Jim. ii. Insurance - homeworking - JD reported that the charity insurance covers computer equipment situated anywhere and in transit for the sum of £17k. Public liability insurance is only needed if the public come to the house of a member of staff in a business capacity which does not apply to Healthwatch Bolton staff. 	
3.	<p>Data Protection</p> <ul style="list-style-type: none"> a. The final Data Protection policy was presented. This policy has been ratified by the Data Protection Officer. LP commented that clarity is needed as to how long certain types of information should be stored. JD commented that there is some training being arranged with the DPO which should clarify these issues. AS commented that there should be a requirement for staff and trustees to have a refresher training session on data protection on a yearly basis and that this should be included in the policy. b. The GDPR Action plan was presented - most urgent actions have now been completed. It was agreed to action plan be presented quarterly. 	JD to amend DP policy
4.	<p>Finance</p> <ul style="list-style-type: none"> a. Salary review - JF commented that the management & strategy group had met to discuss how staff remuneration should be handled in the future regarding increases and increments. Due to the budget restrictions it was felt that it was not possible to include a yearly uplift to staff salaries and therefore to offer a sum of money payable at Christmas time as a 'Christmas bonus' b. Accounts Examiner fee - JD commented that David Kay (Partner, Barlow Andrews), had provided a quote for examination of the final accounts this year. This is expected to be £1800 which the board accepted. 	
5.	<p>Operations Update JD presented the operations update:</p> <p>Volunteers A new volunteer has decided to volunteer one day a week starting on 28th April in the office. Other volunteers have been involved in the care home website work</p>	

	<p>and some are looking at the website of Bolton Hospital to give their feedback before a new one is developed.</p> <p>Workplan update:</p> <ul style="list-style-type: none"> - mental health work final report due at the end of April (Impact of Bereavement) - Care home websites - final report due soon - Covid reports - All the intel from our reports has been included in the GM Healthwatch report due to be circulated soon. Info from latest report - Impact on Health and Care services is to be discussed with Melissa Maguiness at a meeting in May. <p>-</p> <p>Priority setting 2021/22</p> <p>The survey is still live and so far there have been over 70 responses asking people what areas HWB should focus on next year. Early indications show mental health, primary care and secondary care being the top 3 priorities. The survey will stay live until the end of April or until we have enough intel from a wide and diverse audience to form a workplan. In addition to the survey, YR is working with community groups to get their feedback on what their priorities are. The Local Authority have asked HWB to get involved in the Living Well programme.</p> <p>AGM The date of the AGM was agreed - 16th August at 11.00am on Zoom</p>	
6.	<p>Information, Advice & Guidance Report LP presented the report</p> <ul style="list-style-type: none"> - Dentistry again remains the top enquiry - people still having difficulties in accessing and registering with an NHS dentist in Bolton. LP reported that issues are regularly shared with NHS England and Healthwatch England as the issue is a nationwide one. There is a dentistry task and finish group set up across Greater Manchester Healthwatch to look at the issues. The final report from this group is due and will be shared with the Health and Social Care Partnership and the Local Dental Committees. A letter was drafted to Emma Hall-Scullin (Consultant Dental Public Health) from JF and AS outlining some recommendations and suggestions for improvements around communication from NHS England on NHS dentistry and oral health. A response has not yet been received but some communications materials were shared recently. Again there is no solution to what a person can do who is seeking NHS dental treatment and does not meet the criteria for urgent care. - A meeting took place with Barry Kinshuck (chair of the Wigan and Bolton Local Dental Committee) where the problems of accessing NHS dentistry were discussed. The LDC have similar frustrations with the system and are looking to work with Healthwatch to try and be a driver for change. - Covid 19 vaccinations have again been the subject of many enquiries - mainly about access to them. We continue to update our website with the latest information. 	
7.	<p>Community Engagement Update YR introduced herself to the board. She talked about her background and her experience and what work she has been doing for Healthwatch. YR is working with Healthwatch part-time and studying at Bolton University and is in the 3rd year of her degree in health and social care. YR demonstrated the community engagement database that she has been working on and populating with over 400 groups. The database is very comprehensive but is user friendly and it is easy to search for particular information. YR also talked about her workplan and how she is sharing the priorities survey and targeting groups that don't usually</p>	

	engage with Healthwatch. SM suggested some groups he is aware of in Tonge and Halgh. SM agreed to share some contact information so that HW can make links with these.	
7.	<p>Updates from Representatives</p> <p>AS reported on the following meetings recently attended:</p> <ul style="list-style-type: none"> • <i>BFT Hospital board of governors</i> - A& E targets have been poor. There is the Director of Public Health annual report published (JD to circulate link to the board). There will be a new digital strategy on IT and comms. • <i>QPEG meeting</i> - this group has replaced the PEIP, however the membership of the group has changed considerably. The group appears to be more focussed on internal divisions and patient experience rather than the wider system. Work is being done to incorporate more of the PEIP membership and remit into this group. • <i>OSC</i> - updates on Covid 19, incidents have dropped but there are still higher infection rates in certain places than other places. There will possibly be another wave of infections now that things have started to open up again. There will be a refresh of a strategy for unpaid carers - carers support structures in neighbourhoods. 	
8.	<p>Risk Register No changes</p>	
9.	<p>Polices for Review To be deferred to the management and strategy group</p>	
10.	<p>A.O.B None</p>	
8.	<p>Date and time of next meetings 14th June 11.00am Zoom</p>	