

Minutes of the Trustee Board Meeting held on 26th October 2020

Present: Jim Fawcett (JF), Ann Schenk (AS), Tracy Boylin (TB), Hassan Osman (HO), Shashikant Merchant (SM), Jim Sherrington (JS), Neil Robinson (NR) (Finance Director), Leah Payne (LP) (IAG, Engagement and Communications Officer), Julie Darbyshire (JD) (Operations Manager)

This meeting was held on Zoom

1.	Welcome and Introduction Apologies were received from Anne Bain.	Action
2.	<p>Governance i.Minutes from the Trustee Board Meeting held on 29th June 2020 The minutes were approved as a correct record.</p> <p>Matters arising:</p> <p>1. Bolton Hospitals FoundationTrust (BFT), Quality Account It was agreed to ask BFT for any feedback they wish to provide regarding our response to their Quality Account</p> <p>2. GDPR JD updated that the audit with the appointed Data Protection Officer (DPO) will take place on 28th October. The DPO is PPP Management</p>	JD to contact BFT
3.	<p>HR JD reported that as agreed, a gold leaf has been ordered from Bolton Hospice in memory of Ian Hutchinson. The leaf will be added to the Tree of Life for a period of 3 years. It was also agreed that a photo memorial be produced and displayed at the office. JD and LP remain working at home for the most part, attending the office 1-2 times per week socially distanced.</p>	
4.	<p>Finance Update NR gave an update on the financial position for the first 6 months of the financial year:</p> <p>Income totalled £77,000 comprising of core grant from BMBC of £75,000 and £2,000 from Healthwatch England for the Hospital Discharge project. Expenditure over the period was £53,000 (of which £43,000 was salaries). Therefore for the first half of the financial year the ‘surplus’ monies are £22,000.</p> <p>Cash balances at 30th September were £101,000 of which £37,500 was the payment for Q3 (Oct to Dec), accrued transfer to GMHW of £13,500, £1,500 accruals leaving ‘free cash’ reserves of £49,000.</p> <p>Projected cash flow for the remainder of the year: The assumptions on which this was made are that staffing and overhead levels would remain effectively stable over the remainder of the year. NJC awards for salaries have been announced at approximately 2% for 2020-21 which will be paid in November. Finance officer honorarium will be paid in March. All overheads remain at similar levels and the £13,500 transfer back to GMHW is expected in December. This will leave expected cash levels of £79,000 leaving an available sum of £25-£30,000 above required year end reserves available for additional expenditure and activities, Covid -19 permitting or the surplus could be accrued for use in the remaining two years of the Bolton contract.</p>	

<p>5. Operational Update</p> <p>Cervical Cancer Screening Engagement Report - JD reported the report has been circulated to stakeholders.</p> <p>Current Workplan:</p> <p>Discharge from Hospital - The final report is embargoed until 27th October. HWB carried out staff interviews as part of this piece of work. The report will be circulated to stakeholders later this week and the board.</p> <p>Living with Covid 19 HWB have produced a total of 4 reports since May. These reports detail how people are dealing with the effects of the pandemic lockdown, quality of information, the NHS test and trace and coronavirus testing. There is a current live survey on health and care which will run until at least Xmas looking at GP access, dentists, mental health and social care. All Covid reports have been shared with Healthwatch England who have used our intelligence to present to the House of Commons Health and Social Care Committee and have been featured in the report: <i>Delivering core NHS and care services during the pandemic and beyond.</i></p> <p>Mental Health: the report - Young People and Emotionally Healthy Schools has been circulated to stakeholders. The CCG still intend to work in partnership with HWB to progress the work into schools but with the current Covid situation this looks unlikely. HWB can harvest data on mental health via Covid 19 reports for the time being. HWB were part of World Mental Health day online event on 9th October. Leah kindly shared her personal story of being a carer for her mum who is living with dementia. Leah shared her experience and also how she keeps herself both physically and mentally well. Her talk was extremely well received by the audience - the reach was 70+ people online for the event. HWB are also part of Bolton People’s network - a network of mental health users, carers and organisations.</p> <p>Social Care: with Covid 19 restrictions HWB are unable to undertake any enter and view visits to care homes. Therefore HWB are looking at ways to engage the authorised reps into working differently. HWB propose to plan a piece of work to survey care home websites, looking at what information they provide or don’t provide so people can make an informed choice. In addition to this HWB will also run a survey to gather feedback from residents and families.</p> <p>Engagement HWB has been exploring ways to continue to engage under the current Covid restrictions and being short staffed. We are aware not everyone can get online so we have been striving to contact organisations in Bolton who produce their own newsletters and getting an article to promote us. We are also recording for Newstalk. We are having our general leaflet redesigned and face masks made (logo), and will be asking organisations such as Urban Outreach to include in food parcels to give out to vulnerable people. We are also aware that we have few strong links to BAMER communities in Bolton and this is an area we need to focus on with the possibility of commissioning some work from Flowhesions Foundation who can run some engagement events and translation work. <i>It was agreed to look at commissioning some work to enhance engagement with BAMER communities.</i> We are now part of the BAMER Alliance in Bolton.</p>	<p>JD to get a quote from Flowhesions</p>
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	<p>We are also encouraging people to share their personal stories with us of coping during Covid 19 and we will look at story sharing on other topics.</p> <p>Greater Manchester Healthwatch It was finally agreed at the last meeting to split the remaining monies of £13,500 between the 10 Healthwatch to use towards work on Covid 19. All 10 Healthwatch will be asked to invoice us for the money.</p>	
6.	<p>IAG Update LP presented the IAG report from 1st April to October 2020 There were a total of 105 enquiries during this period. There were 48 dental enquiries received ranging from people unable to register with an NHS dentist to other more serious issues. These enquiries represent nearly 50% of total enquiries during this period. HWB has contacted over 70 dental practices in the Bolton and surrounding areas in an attempt to find an NHS dentist accepting new patients. HWB have a dedicated webpage with dental information and advice and also promote the health and care survey which asks about dentistry. HWB has also re-established a working relationship with GM dental officers and NHS England to escalate these concerns. Healthwatch England are also gather national intelligence on dentistry to which HWB is feeding into. Other IAG themes include coronavirus and accessing support during shielding, inconsistent use of PPE on maternity wards, people struggling to register with a GP, and GP telephone consultation problems. All enquiries, where possible, have been escalated to the relevant organisation are intelligence is shared with the CCG Quality Surveillance Committee for feedback, action and learning.</p>	
7.	<p>Updates from Representatives AS reported she had been joining the OSC meetings online but has been struggling to be allowed to speak or ask questions. The meetings are mainly Covid related and consist of lots of presentations and stats but very little discussion. AS will attend the next meeting on 28th October. JS reported that he was successful in being elected as a Bolton Hospitals Foundation Trust governor but he has declined to take up the position in favour of another candidate. JS felt he should continue in his role as the nominated Healthwatch representative on the board of governors. It was agreed that this issue needs further discussion and will be deferred to a management meeting.</p>	
8.	<p>Date and time of next meetings The next meeting will on the 7th December at 11.00am on Zoom. The next management meeting will take place on 13th November, 11.00am on Zoom.</p>	