

Minutes of the Trustee Board Meeting held on 7th December 2022 on Zoom

Present: Jim Fawcett (Chair) (JF) , Ann Schenk (AS), Kiran Syeda (KS), Tracy Boylin (TB), Leah Payne (LP) IAG, Engagement and Communications Officer, Julie Darbyshire (JD) - Operations Manager, Neil Robinson - Finance Manager (NR)

Apologies: Shashikant Merchant, Yasmin Rahbar, Mary Stubbs

1.	<p>Welcome and Introduction Jim Fawcett opened the meeting and welcomed everyone</p>	Action
2.	<p>Declaration of Conflicts of Interest None declared</p>	
3.	<p>Governance Minutes from the Trustee Board Meeting held on 17th October 2022 The minutes were agreed as a correct record</p> <p>Matters arising:</p> <p style="padding-left: 20px;">a. Primary care - Bolton and District Pensioners Association (BDPA)</p> <p>JD updated on the meeting that HWB were invited to on 16th November. The BDPA wanted to again ask why no one from HWB or primary care commissioning would attend the public meeting held on 12th October. This was explained again, and the group raised a number of other issues that HWB agreed to look into. These included:</p> <ul style="list-style-type: none"> • What is the remit/role of GP Patient Participation Groups (PPGs)? • What is the mechanism for the public to raise questions in the new health and care system? • Can we share a diagram or ‘organogram’ of who is who in the new system? <p>JD and LP confirmed that these issues had been raised by HWB, and subsequent responses had been shared with the BDPA by email to Bernadette Gallagher on 2/12/22</p> <p style="padding-left: 20px;">b. Young Carers discussion</p> <p>TB had raised an issue about recognition for pupils excluded from school due to caring responsibilities. TB and LP discussed what support is offered to pupils facing permanent exclusion from school due to caring responsibilities. LP to feed back to Bolton Health & Care Partnership -</p> <ul style="list-style-type: none"> • What do schools do to raise awareness about young carers? • Is there a universal way schools work with young carers? • Do Local Authorities monitor how many pupils have been excluded due to their caring responsibilities? • Can there be a rep on the carers partnership? <p>LP to feed back at the next carers partnership meeting in the new year.</p>	LP to feed back to carers partnership
4.	<p>Data Protection Freedom of Information request re: expenditure on equality and diversity. The request has been submitted to many HW across the country. After advice from the DPO HWB responded to the request within the timeframe.</p>	
5.	<p>HR Update Nothing to update</p>	

<p>6.</p>	<p>Finance NR updated on the current financial situation and forecast. Report circulated for 1st 8 months of the year and then the remainder projection. Important to look at what happens over the next few years. LA grant will be £125k for next 3 years with no inflationary increase and no extra funding. It is a real terms cut of 10%. Salaries £120k - next year should be fine but very little scope for salary increases or growth. Need to look at reducing staff costs down to 80%. Maximum is £95k on salaries, any extra will be need to be funded out of reserves. NR explained the breakdown of the current expenditure. Next year all supplier contracts need to be reviewed. Need £40k in reserves next year so will need to look at either generating income or reducing costs. JF asked if BGOH had received any grants or help towards energy bills TB suggested a discussion with the management and strategy committee to consider a paper to the next board meeting.</p> <p>HWB contract paper - The Local Authority decided to waive requirement to tender for a new contractor but instead issue HWB a new grant for 3 years. Awaiting official letter of confirmation</p> <p>New telephone system - new system started this week - working well, no interruption in the service. Cloud based system is working well. It is a 12 month contract. Still in contract with BT until next November when we will end the contract.</p>	<p>JD to ask BGOH if any energy grant monies had been received</p> <p>JD to arrange management and strategy group meeting in January</p>
<p>7.</p>	<p>Operational Update JD presented the operations update:</p> <p>Cervical Cancer Screening Project Project is continuing to reach out to the community. Session done at St Bede's primary school and Bolton deaf club. The project won a highly commended award at the Healthwatch England impact awards.</p> <p>Unpaid Carers Report Carers strategy was launched in November and findings from the report have helped to shape this. LP continues to attend the task and finish group</p> <p>Workplan - 2022-23</p> <p>Primary care - Access to GPs continues to be the issue that most concerns people. JD attended meeting with practice managers to listen to their concerns and how they are coping with the demands of patients. Managers felt patients come to the GP for all their concerns since the pandemic, with little attention to self-care and self-management. HWB is being told that GPs are seeing more people face to face now but yet people are still reporting they are having difficulties. JD offered to attend again in 6 months.</p> <p>Virtual Care Experience Draft report ready. JD meeting with BFT to discuss the findings on 14/12/22. JD updated on the findings of the survey. Recommendations to be included: Concerns about blanket policy and not taking into account people's circumstances and preferences. Depends on what the consultation is about mostly. Don't want to default to purely digital. Almost a triage service followed up with a face to face. Need communications to say on the strength of a virtual consultation they could be followed up with a face to face. LP suggested comms on what patients should expect from their appointment and if have access issues, what they can do to tell the provider. Also why are virtual appointments being offered.</p>	

	<p>JD updated that the report will be shared with commissioners at Locality board.</p> <p>Mental Health and Dentistry Decided to amend current survey to avoid confusion. Survey to ask about impact on physical and mental health. Launching in December.</p> <p>Greater Manchester Healthwatch Network - Phase II Big Conversation - ICB 5 year plan engagement. The report was shared with GMICP. Health and care were the biggest concerns for Bolton locality. The GMICP will launch their strategy in January.</p> <p>HWB assisted with this piece of work. 75 responses received. HWB should receive £1k for this work.</p> <p>HWB Cost of living and impact on health and care Survey currently live</p> <p>Bolton Safeguarding Adults Board Made links with the board chair and officer. The board want HWB to join the board. The board also has subgroups on comms and engagement - LP to attend. AS interested in joining the BASB.</p> <p>Sir Robert Francis - chair of HWE Farewell statement from Robert Francis. Interim chair appointed.</p>	
8.	<p>Information, Advice & Guidance Report LP updated on the current IAG cases - 52 enquiries received. NHS dentistry at the top followed by GP access. GP related enquiries - waiting times, appointments, staff attitude. End of life care - intel being received that GPs not following gold standard framework for end of life care. Mens health event, mental health and prostate cancer - LP helping to find speakers for the event and HWB to attend to promote HWB. Enquiries re: cost of living more similar enquiries expected in the future. Lp & JD will be meeting with T Joynson at BFT and customer care team at NHS Bolton to discuss issues taken to the Placed Based Quality and Safety Committee.</p>	
9.	<p>Updates from Representatives</p> <ul style="list-style-type: none"> • Bolton Hospital Board of Governors - next meeting on 12/12, but two extraordinary meetings happened to re-appoint the chair. • Bolton Adult Health and Social Care Overview and Scrutiny Committee -no HWB rep able to attend. JD reported mins stated HWB annual report was noted. Rachel Tanner updated on conversations about the HWB contract with BDPA rep. • GMHW - meeting with ICB to support GMHW - case for funding to carry out the GM work. • Bolton Locality Board - JF unable to attend previous meetings but will attend December meeting. 	
10.	<p>Policies</p> <p>Policy Reviews:</p> <ul style="list-style-type: none"> • Safeguarding policy - amendment agreed regarding availability of staff and trustees and updated contact information added. • Financial Management policy and procedures- no amendments • IT and Social Media policy - no amendments 	
11.	<p>Risk Register</p>	

	It as agreed to reduce the impact of Covid 19 pandemic to Likelihood 3 and Consequence 3 =9. It was agreed to amend the Finance to Medium Term Finance and set at Likelihood 3, Consequence 4 =12. Loss of key personnel to be discussed at Management and Strategy group meeting.	
13.	A.O.B None	
14.	Date and time of next meetings Next trustee board meeting - 8th February 2023, 6.30pm on Zoom Trustees agreed to close the office on Thursday 22nd December. Office to re-open on 3rd January 2023	

Abbreviations:

AVMA - Action for Victims of Medical Accidents

BFT - Bolton Hospitals NHS Trust

BGOH - Bolton Guild of Help

Bolton CCG - Bolton Clinical Commissioning Group

GMICB - Greater Manchester Integrated Care Board

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