

Minutes of the Trustee Board Meeting held on 24th February 2025 on Teams

Present: Jim Fawcett (JF), Ann Schenk (AS), Mary Stubbs (MS), Julie Darbyshire (JD) – Chief Officer, Leah Payne (LP), IAG, communications and engagement officer, Neil Robinson – Finance Director (NR)

Apologies: Shashikant Merchant, Yasmin Rahbar

1.	Welcome and Introduction Jim Fawcett opened the meeting and welcomed everyone.	Action
2.	Declaration of Conflicts of Interest None declared.	
3.	Finance update NR updated on the finance position. NR explained the additional income for the primary care project has been split over 3 months £4750 in March and then the rest into next year's accounts. Salaries cost are up due to extra hours for staff on the primary care project. Outcome equates to £145k income, expenditure £134k so gives a year-to-date balance and reserves of £89k due to the £20,259 additional income. Projection figures – based on this year (with no changes), estimate surplus in Q1, main reason for shift in deficit in Q 4 – employers NI rebate has all been used up in the first 9 months of the year. Contract due for renewal in April 2026. Budget is in a good position but additional income is non-recurrent. Discussions will be taking place regarding the contract for 2026 and beyond. Phase II Primary Care Project Proposal Document: JD commented the document is due to be signed off by NHS Bolton, so work can commence. The board agreed the proposal.	
4.	Governance Minutes from the Trustee Board Meeting held on 2nd December 2024 The minutes were approved. Matters arising: ➤ IT Update – JD not yet met the new account manager due to sickness. Meeting is arranged in March. No major issues to report apart from a recurrent error message which JD is flagging up with ITA. ➤ HR Review – staff have listed all their duties. The board agreed to meet to discuss job descriptions, skills review and strategic plan. JD to send out dates to meet. ➤ Intel Reports – Bolton Hospital has responded to the Qtr 3 intel reports with feedback on issues relating to them. The board welcomed the summary of action points provided by Bolton Hospital. Awaiting feedback from primary care.	JD to arrange meeting date
5.	Data Protection N/A	
6.	Strategic Plan Review Plan to be revisited and discussed later in the year after meeting with LA commissioners. JD updated she had met with Andrew Walton re: contract renewal. JD informed A Walton re: DASH review report due which may affect local Healthwatch and the HWE proposal to become the commissioner. JD to inform JF of the meeting, JF to attend.	JF to attend meeting with LA commissioners

	LP commented re: specific IAG outreach sessions in the community do not happen anymore. For further discussion.	
7.	Operational Update Primary Care Project Phase I of the commissioned project looking into how people choose their healthcare in Bolton and how this might impact on attendance at A & E, is now complete. The report has been presented at the System Urgent Care board and will also be presented at a future Strategy, Planning and Delivery Group meeting. There has been excellent feedback about the report and how it is being used. NHS Bolton have agreed to submit a testimonial. ➤ Phase II A proposal has been agreed for the total of £14,250 to work again with Bolton CVS and share information about the healthcare options in Bolton. The work is being scoped out and will focus on the Farnworth and Kearsley and the Brightmet and Little Lever areas of Bolton. Final report should be ready by the end of May 2025. Patient Choice Initiative The survey is still live and is still being promoted. Over 25 responses received so far. Dementia Project Bolton Council announced last week that they would like to discuss our work with them to hopefully align our dementia project with work their priorities. We will be meeting them in March which should give a clearer focus for this work. Healthwatch England Impact Awards Again, we have been shortlisted for an impact award for our work on menopause. We will be presenting our work on 13th March to the HWE network. Choosing Healthcare Report AS commented on the rich data and intel in the report and how well it is being used. The report is now available on HWB website.	
8.	IAG Update & Qtr 3 Intelligence report LP gave an overview of enquiries received – 45 received via IAG and community engagement feedback. Top 3 issues – A & E, (long waits, poor attitudes, good care), accessing GP appointments, (difficulty getting appointments and long waits for appointments). Kildonan House has been problematic regarding accessing medical records. Safeguarding alert – YR reported an incident with a service user which was flagged with Next Steps manager (Greater Manchester Mental Health NHS Trust // Addictions Division), who reported this. Safeguarding alert – JD raised issue with CQC/ICP/Bolton Hospital re: mobile phlebotomy service concerns. LP reported IAG enquiries are increasing again. Emerging themes: complaints made against GP practice – some people unhappy with how practices are dealing with complaints – not offering local resolution. Long delays to respond to complaints and inadequate complaint responses. Intel has also been shared with GMHW regarding GMPS - who deal with primary care complaints.	

9	Community Engagement Update Paper prepared by YR was shared with the board. JD commented on the complimentary letter received from BMWT event thanking YR for attending their event. YR has undertaken many events and meetings – Home Instead are having quarterly events that HWB will be attending. Their event was useful to make new connections with new groups.	
10.	Policy updates: Social Media Policy refresh JD explained the template used from Charity Commission to update the policy ad include new IT information, security and apps. The policy was agreed. AI and Chatbots Policy – JD explained that a template policy was available from Peninsula which this policy is based on, to ensure that AI chatbots are being used appropriately. JD explained that AI has been very useful to summarise long documents and lots of text. The policy was agreed.	
11.	Risk Register It was agreed to keep a watching brief on the IT situation. No further changes but review finance once grant monies are agreed for 2026 and beyond.	
12.	Updates from Representatives AS reported on – QPEF meeting – 13th Jan, reset for the group. Diabetes team has new clinical lead. Enhanced care pilot going on in surgery. More apprentice nurses on the wards and part-time female chaplain. Meeting on 10th Feb – shared patient story, young man (40s) had bad experience in hospital. BFT admitted where things had gone wrong and want to use the intel from Friends and Family and patient feedback. Action plan produced. Some people have been arriving at the wrong venue for appointments. Patient experience team has been reviewed and doing more one to one work. LP asked if HWB can raise difficult enquiries via QPEF – needs to go via PALS first. AS happy to do this. Council of Governors strategy group meeting – elective care developments – reduced 12 month waits. Need info on how developments have impacted on wait lists. Health and Adult Social Care OSC meeting – focus on mental health services in neighbourhoods and out of area placements. Childhood immunisation, rates are not great for Bolton, doing targeted engagement. New intermediate care unit – Dove House staffed by BMBC. CQC ratings were discussed again re: care homes, issue raised by Bolton Pensioners. Asked for a commission to be set up in Bolton to look at CQC ratings and how people can make choices for care. Want review of effectiveness of inspections. Enter and View was also mentioned that HWB are unable to undertake these due to resources. Consultation on list of NHS approved medical procedures. JD commented that the engagement will commence in March. Bolton Adult Safeguarding – peer review taking place in readiness for CQC inspection. Focus groups taking place. AS re-signed BSAB constitution – AS to forward to JD for HWB records. Full council of governors meeting – high mortality rates in Bolton, explanation re: coding and analysis.	AS to forward constitution to JD

13.	A.O.B None	
14.	Date of Next meeting It was agreed the next board meeting will be in person with a lunch. JD to send out dates. HR Review meeting will also be in person. LP commented on positive feedback received from clients, changed information on BARDOC website so it is easier to see how to make a complaint. LP received complimentary feedback from a client who LP assisted with an enquiry, who was very thankful for the empathy and time given to this client and the impact this has had. Feedback and praise was also picked up at an engagement event where LP had assisted a client with their issue. The board were very impressed by the feedback received and also feedback from system players in recognising the worth and value of HWB. Thanks were given to all staff.	

Abbreviations:

AVMA – Action for Victims of Medical Accidents

BASB – Bolton Adult Safeguarding Board

BDA – British Dental Association

BFT – Bolton Hospitals NHS Trust

BGOH – Bolton Guild of Help

BMWT – Bolton Muslim Welfare Trust

Bolton CCG – Bolton Clinical Commissioning Group

BSAB – Bolton Safeguarding Adults Board

CQC – Care Quality Commission

DCERG – Dementia Carers Expert Reference Group

DPO – Data Protection Officer

F2F – Face to Face

GMICB – Greater Manchester Integrated Care Board

GMICP – Greater Manchester Integrated Care Partnership

GMHW – Greater Manchester Healthwatch

GMMHT – Greater Manchester Mental Health Trust

GMPS – Greater Manchester Patient Services

GP – General Practitioner

HOSC – Health Overview and Scrutiny Committee

HSC – Health and Social Care

HWB – Healthwatch Bolton

HWE – Healthwatch England

ICP – Integrated Care Partnership

IMP – Information Management Platform

ITA – I T Answers

LDC – Local Dental Committee

LFT – Lateral Flow Test

MVP – Maternity Services Partnership

PALS – Patient Advice Liaison Service

PHSO - Public Health Service Ombudsman

PLWD – People Living With Dementia

QPEF – Quality Patient Experience Forum

SAR – Subject Access Request