

Minutes of the Trustee Board Meeting held on 28th April 2025 at the Friends Meeting House, Bolton

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), Yasmin Rahbar (YR)

Apologies: Shashikant Merchant, Leah Payne

1.	Welcome and Introduction Jim Fawcett opened the meeting and welcomed everyone.	Action
2.	Declaration of Conflicts of Interest None declared.	
3.	HR Review – Notes from Meeting Held on 14th April The review is looking at existing staff job descriptions and mapping these to the needs of Healthwatch Bolton. Agreed objective way to ensure scoring the right characteristics. AS contacted James Mawrey – deputy CEO at Bolton Hospitals NHS Trust, to ask for assistance in doing this. Agreed date of 22 nd May. AS and JD to attend. Job descriptions have been obtained from HW Bury, HW Wakefield and HW Hartlepool. As to look at these. Hopefully there will be some progress by the next trustee board meeting in June.	AS/JD to meet with James Mawrey on 22nd May
	Finance – N Robinson At the end of year - £80k in the bank – stable and sound position, no major concerns this year. There may be the opportunity to do more commissioned work that will bring in more income. HR review will have a financial impact – will have to see how this works with the remainder of the contract.	
4.	Governance Minutes from the Trustee Board Meeting held on 24th February 2024 The minutes were approved. Matters arising: ➤ IT Update –JD has met with the new account manager – Jake Summers. Jake has suggested upgrading cyber security on the system. NR commented that some contracts require cyber essentials as terms of fulfilling the contract. Costings were included in the email from Jake Summers. Sentry £12 per user and Sentinel £3.75 per user. The board questioned that the current hosting system already provides strong security. NR suggested contacting David Kay at Barlow Andrews to ask for this thoughts on this. NR suggested downgrading Sage accounts package from £100 per month to £30 per month as this is all that is needed. This can be done from 1 st June with a new direct debit agreement. The board agreed to this. NR commented that Windows 10 support ceases in October 2025. Currently laptops do not support Windows 11 packages. It was agreed to purchase two new laptops for NR and JF.	JD to contact David Kay NR to downgrade SAGE JD to source 2 new laptops
5.	Data Protection N/A	

6.	Draft Trustee Annual Report Text JD presented the text for the annual report for David Kay to include in the charity annual account. AS suggested adding QPEF and Greater Manchester Healthwatch Network and Bolton Hospital NHS Council of Governors. The report was approved. Full report to be signed off at the June board meeting.	JD to amend the text then send to D Kay
7.	B Gallagher Email – Enter and View AS commented that an email had been received from Bernie Gallagher at the Bolton Pensioners Association regarding concerns that the CQC are not fit for purpose and the LA inspections are not public documents. Bernie wanted to ask if HWB wanted her to meet with the LA to discuss allocating more funding to HWB to ensure HWB can undertake the enter and view function and to have a physical office. AS has replied to her email to acknowledge interest but will need much further discussion. Also to discuss with LA commissioners at contract review. The effectiveness of Enter and View needs to be reviewed as it is labour intensive work and relies on recruitment of trained volunteers. There is variation in what HW undertake enter and view visits and some have these included in their contracts. MS asked to see further enter and view information. MS also offered to attend the event at Bolton Wanders engagement event.	JD to send MS Enter and view information
8.	Operational Update Primary Care Project Phase II 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 active. £15,320 has been received from NHS Bolton to carry out this work. The work entails taking information out into the communities of Brightmet and Little Lever and Farnworth and Kearsley. The work will continue until mid-June and a full report will be available by the end of June/early July. Patient Choice Initiative The report is now complete with 65 respondents. The report was approved and will be shared with the commissioner at Bolton Hospital before wider circulation for responses to recommendations. Dementia Project Draft survey is now ready – been co-produced and reviewed by other stakeholders such as Bolton LA, Bolton Dementia Support, Age UK etc. There will also be face to face case studies. The project will continue to the end of this year. Healthwatch Bolton Contract 2024-25 Monitoring report has been submitted to the commissioner. No feedback has been received yet. Healthwatch Bolton Annual Report This is due for publication at the end of June 2025. Priorities 2025-26	

	Report has been produced based on feedback received from December to March. Top themes include long waiting times, GP access, timely appointments, mental health support, face to face appointment issues, follow up care continuity issues and struggles using technology. The analysis is also based on the IAG and community engagement feedback The priorities of Primary Care and Mental Health Support were agreed. For primary care it was agreed to revisit the groups engaged with in phase I of the urgent care work. It was also agreed to do some work looking at experiences of using GP practices due to the negative feedback from service users. AS suggested linking in with Patient Participation Groups (PPGs) AS commented she does some work with asylum seekers and refugees at BRASS and it was agreed that YR could come along to a session to share the infographic about healthcare options. The workplan was agreed.	AS/YR to attend BRASS session
9.	IAG Update – Qtr 4 Intelligence Report JD summarised the main points: - 61 primary care 32 hospital issues 15 mental health issues 8 other services Main themes were lengths of time waiting for GP appointments, respect and dignity, communication and quality of treatment, help with making complaints. AS commented that Bolton Carers Support provide a wide range of support services. The report was approved. JD confirmed that the report is sent to Liz Walton and Richard Catlin as well as Fiona Noden, Naomi Ledwith (NHS Bolton), Kath Oddi (NHS Bolton), Miranda Washtington (GMMH), NWAS, AS to send the report to Rebecca Bradley at Bolton Hospital.	
10.	Community Engagement Update YR commented on the work she has been doing on the primary care project. Lots of events including: Women Together event had a presentation from David Neilson – Admiral Nurse who we arranged to attend. There was interest in training up community champions (information sharers) in the community about dementia. Asian Elders Health and Vaccination event Sapphire Partnership 5 year birthday event – YR shared the Choosing Healthcare report which was welcomed. JF asked how many groups are engaged with and how many new ones have been approached. JD suggested informing our commissioners about the types and range of organisations and groups we engage with and how many new ones have been engagement with. YR talked about how much networking and connecting different organisations together is done. AS commented that HWB reports are being very well used in the health and care system.	JD to ensure the HWB annual report contains information about community engagement

	YR commented on the work she has been doing on the primary care project and getting groups interested to take part. The first session went well. YR was commended on how many groups she has engagement with and the diverse range of these.	
11.	Representation and Updates Bolton Hospital Council of Governors – Exec officers updated on their areas. Staff survey was good but with some weaknesses. Quality of food was flagged up – now have an improvement plan for the quality of catering. Finance – have to remove all deficits by end of financial year which is between 6/7% equating to £37M in a year. Focus on staff reductions and system change. QPEF – patient story theme, booklet 'getting to know you' saves having to keep repeating information. The booklet has made life a lot easier for patients. HWB intelligence report was very well received. Now looking at Patient Opinion website for intelligence – will be included in their reporting. Bolton Health and Social Care Adult OSC – good session on neighbourhoods and Bolton Carers Support. Some services may have to stop if funding stops. Maternity services improvements were also discussed. Bolton Safeguarding Adults Board - Meeting– preparing for the CQC inspection. New manager has started – safeguarding lead – Michelle Hulme. JF flagged up an issue regarding a nurse on D2 ward playing games on a phone for one and a half hours. JD agreed to include this in the next intel report.	D2 issue to be included in the intel report
12.	Policy updates: Health and Safety – Home Working Policy JD presented a new policy to reflect all staff are home working with updated information and relevant health and safety laws. The policy was agreed.	
13.	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.	
14.	A.O.B None	
15.	Date of Next meeting: 23rd June 2025 – in person at the Friends Meeting House, Silverwell St, Bolton.	

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 – IT 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