

Healthwatch Walsall Independent Strategic Advisory Board (ISAB) Public Meeting
Wednesday 20 August 2024
Blakenall Village Centre, Thames Road, Walsall WS3 1LZ

Present: Ross Nicklin (RN) ISAB Chair
Dianne Beddows (DB) ISAB Member
Andrew Green (AG) ISAB Member
Simon Fogell (SF) ECS Chief Executive
Aileen Farrer (AF) HW Walsall Manager

Apologies: Di Beddows (DB) ISAB

Item		Actions
1.	<p><u>Welcome and Apologies</u></p> <p>Members were welcomed to the public HAB Meeting and apologies were received as noted above. Two members of the public in attendance.</p>	
2.	<p><u>Declaration of Interests</u></p> <p>Declarations of Interests noted as:</p> <p><u>Andrew Green</u> – Chair Walsall Council Internal Audit Committee and Independent Representative on Walsall Council Standards Committee. <u>Dianne Beddows</u> – PPLG Chair</p>	
3.	<p><u>Minutes and Action Log from Public Board Meeting held on 21 February 2024</u></p> <p><u>Approval of Minutes 21 February 2024</u></p> <p>Item 2 (Declaration of Interests) to be amended to read: Andrew Green, interest in 8C, Chair of Walsall Council Audit Committee and independent person of Walsall Council Standards Committee.</p> <p>With the foregoing amendment, the minutes of the meeting held on 21 February 2024 were approved as a true record and proposed by Andy Green and seconded by Simon Fogell.</p> <p>Noted that the May public Board Meeting was an engagement session with the Chair of Healthwatch England, and this has been reported on the Healthwatch Walsall website.</p>	

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	<p><u>Action Points 21 February 2024</u></p> <p>No actions from the 21 February 2024 meeting.</p>	
4.	<p><u>Work Programme Project 2024/2025</u></p> <p>The paper was outlined and as an updated members were advised that currently 16 surveys have been received for the cancer project and 27 surveys completed for the urology project. A full breakdown of work undertaken was given and, whilst not stated in the update report, it is to be noted that contact is being made with cancer support groups within the Borough.</p> <p>Board noted the contents of the report.</p>	
5.	<p><u>Escalations to HW England/CQC</u></p> <p>No escalations were made to Healthwatch England or the CQC.</p>	
6.	<p><u>Publish a report</u></p> <p>The following reports have been published:</p> <ul style="list-style-type: none"> • Annual Report 2023/2024 • E Bulletins – February – June 2024 • Walsall Urgent and Emergency Care • NHS 111 Patient Experience • NHS Dentistry • Teens & Toddlers • Accessible Information Standard • Long Covid • Black and Asian Women Experience of Maternity Services • Enter & View Reports: <ul style="list-style-type: none"> ○ Sina Health Centre ○ Lockstown Practice ○ St Luke's Practice ○ Highgate Lodge 	
7a (i)	<p><u>Request Information from Commissioners/Providers</u></p> <p>At a recent meeting with the Interim CEO of Walsall Manor Hospital, clarification was sought regarding a surgical care practitioner undertaking gall bladder procedures, and whether the relevant consent had been obtained. It was confirmed that the practitioner is no longer undertaking procedures personally and that all relevant patient consent had been received.</p>	

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(ii)	In accordance with HWE guidance, HWW had posed a series of questions to the Black Country ICB. A response is awaited and will be the subject of ISAB discussion once received.	
7b.	<p><u>Enter and View</u></p> <p>ISAB approved the following Enter & View visits:</p> <ul style="list-style-type: none"> • Grand Cedars (August 2024) • Richmond Hall (September 2024) • Hatherton Street Super Surgeries (October 2024) 	
7c.	<p><u>Decision about sub-contracting/commissioned work</u></p> <p>(i) Healthwatch Walsall had been successful in its bid to undertake work regarding secondary eye care. The survey results are to be uploaded to HWE by 30 September 2024 and the results will also form the basis of a short HWW report which will be shared with partners and published.</p> <p>(ii) HWW has submitted a microgrant bid to the ICB to undertake engagement regarding primary care transformation with the homeless/rough sleepers and people with sensory loss. Post Meeting Note: Bid unsuccessful on this occasion.</p>	
8d.	<p><u>Whether to report a matter concerning your activities to another person- e.g. CCG, Voluntary Sector, another Healthwatch, Advocacy services</u></p> <p>No reports made.</p>	
8e.	<p><u>Which health and social care services HW is looking at for priority project</u></p> <p>Current work programme identifies the following:</p> <ul style="list-style-type: none"> • Patient experience of cancer services at Walsall Manor Hospital. • Patient experience of urology services at Walsall Manor Hospital. • Unmet social care needs for young carers. 	
8f.	<p><u>Refer a matter to Overview and Scrutiny Committee</u></p> <p>No matters referred.</p>	
8g.	<p><u>Breach/s of the decision-making process</u></p> <p>No breaches to report.</p>	
9.	<p><u>Health and Social Care Issues from the public</u></p>	

Item		Actions
	<p>The following issues were raised:</p> <ul style="list-style-type: none"> Concern expressed about level of training given to carers in Homes. If further training were to be given to enhance skills this would allow carers to provide more services within Homes. There is online training provided, but practical training is required to support this. Increased staffing also required for dementia patients. This issue to be raised at the next HW/CQC meeting. 	
10.	<p><u>Any Other Business</u></p> <p>No items of any other business raised.</p>	
11.	<p><u>Date and Time of Next Meetings</u></p> <p>Annual Public Meeting – 24 October 2024, 10.00 a.m. – 2.00 p.m. Venue to be confirmed.</p>	