

**Healthwatch Walsall Independent Strategic Advisory Board (ISAB) Public Meeting**

**6 May 2025 via MS Teams**

**Present:** Ross Nicklin (RN) ISAB Chair

Elizabeth Byrne (EB) ECS Managing Director – ISAB Member

Simon Fogell (SF) ECS Chief Executive – ISAB Member

Aileen Farrer (AF) HW Walsall Manager

Tom Collins (TC) HW Walsall Engagement & Information Lead

Pete Allen (PA) HW Walsall Outreach & Engagement Officer (Part Meeting)

Sue Cousins (SC) Member of the Public

Roger Corbett (SC) Member of the Public

**Apologies:** Andrew Green (AG) ISAB Member

Herbie Khosah (HK) ISAB Member

Umaymah Nawaz (UN) ISAB Member

| **Item** |  | **Actions** |
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| **1.** | **Welcome and Apologies**  Members were welcomed to the public ISAB Meeting and apologies were received as noted above. |  |
| **2.** | **Declaration of Interests**  No declarations of interest. |  |
| **3.** | **Minutes Public Board Meeting held on 25 March 2025**  The minutes of the public Board Meeting held on 25 March were agreed as an accurate record.  **Action Points 25 March 2025**  No actions from the meeting held on 25 March 2025 |  |
| **4.** | **Work Programme 2025/2026**  Board paper outlined in detail and discussed as follows:    Young Carers & Unmet Needs  24 completed surveys have been completed to date and although staff are meeting regularly with young carers, there have been some difficulties in getting the young people to complete the surveys. However, conversations are taking place from which insight is being garnered. Engagement is also taking place with Schools in the Borough and drop-in sessions are being held.  Emerging themes highlighted to Board and noted these will be included in the final report.  Experience of Accessing Primary Care Mental Health Services for Ethnic Minorities  This second work project agreed by Board is scheduled to commence in July 2025 and will be seeking to understand the experience of any barriers faced by ethnic minority groups in accessing mental health services within primary care settings. Preliminary desktop research is currently underway, and the project scoping document is in development.  Board was pleased to note that this work will be promoted by two ISAB members who have also agreed to facilitate engagement and offer translation services with service users, should this be necessary.  Core Functions of Healthwatch  Alongside the 2 work projects Healthwatch Walsall will continue to:   * Carry out engagement and outreach to all communities in the Borough of Walsall. * Carry out a programme of Enter & View visits to care homes and primary care settings. * Undertake the National Adult Social Care Survey for 2025 for people with cognitive impairment on behalf of the Local Authority. * Provide information, advice and signposting. * Continue to seek to increase the number of Healthwatch volunteers. * Work collaboratively with partners and have strategic influencing.   Question from SC about how we engage with people with cognitive impairment and noted this is by the staff member having the relevant training and experience.  Board noted the contents of the report. | Herbie Khosah  Umaymah Nawaz |
| **5a.** | **Escalation to HWE/CQC**  No escalations made to HWE/CQC. |  |
| **5b** | **Publish a report (February 2025 – Date)**  Board noted that the following reports had been published:   * Patient Experience Report Cancer Services Walsall Manor Hospital * Patient Experience Report Urology Services Walsall Manor Hospital * January E-Bulletin |  |
| **5c** | **Request for Information from Commissioners Providers**  No requests made. |  |
| **5d** | **Enter and View – Forward Plan**  Board approved the following Enter & View forward plan:   * July - Anson Court Care Home * August – Birchills Health Centre * September – Mossley Fields GP Practice |  |
| **5e** | **Decision about sub-contracting/commissioned work**  No decisions required about sub-contracting or commissioned work. |  |
| **5f** | **Whether to report a matter concerning your activities to another person- e.g. ICB, Voluntary Sector, another Healthwatch, Advocacy services** -  No reports made. |  |
| **6** | **Which health and social care services HW is looking at for priority project**  Current work projects noted in previous agenda item. | . |  | Note | HWM |
| **7.** | **Refer a matter to Overview and Scrutiny Committee**    No matters referred. |  |
| **8.** | **Breach/s of the decision-making process**  No breaches to report. |  |
| **9.** | **Health and Social Care Issues from the public**  Discussion took place with Sue Cousins, Vice-Chair PPLG, about potential opportunities to bring intelligence from PPGs into HWW. One idea to be followed up was the amalgamation of PPLG and HWW meetings and noted this would be followed up.  Roger Corbett, wished to express his thanks to HWW for the great work they do and the value for money they provide. | TC/AF |
| **11.** | **Any Other Business**  No items of any other business were raised. |  |
| **12.** | **Date and Time of Next Meetings**  Next meeting to be arranged. Dates to be canvassed for August 2025. |  |