**Walsall Together Service User Group**

**Minutes of Meeting held on**

**15th June 2021**

**Present:**

Phil Griffin Walsall Together Service User Group Chair  
Nazima Esscopri Ethnic Minority Community Development Worker  
Andrew Green Walsall Service User / Resident  
Emma Van Dun Senior Healthy Lifestyles Specialist  
Mandy Poonia Healthwatch Walsall HAB Chair  
Aileen Farrer Healthwatch Walsall Manager  
Steph Cassell Brown My Time Active   
Shaz Akhtar Transforming Communities Together, Walsall  
Paul Higgitt Senior Engagement Lead, Healthwatch Walsall   
Teresa Tunnel FACE Walsall  
Sharon Felton Darlaston All Active  
Lynn Gamble Walsall Resident

**In attendance**

Michelle Beddow Communications Lead for Walsall Together  
Rachel Barber Blackcountry CCG, Lay Member  
Donna Chaloner Community Diabetes Lead  
Michelle McManus Acting Head of Transformation, Walsall Together

**Apologies**

Kim Green Service User, Walsall Resident  
Agnes Wallwork Expert by Experience, Walsall Resident   
Sharon Powers Service User, Walsall Resident  
Sarah Taylor One Walsall  
Janet Davies Brownhills Community Association  
Phil Ellet Service User, Walsall Resident

**Agenda Item 3: Review of Action Log**

PH shared the action log with the group.

A member asked that consideration be given to amending the log to close completed actions and for it to be of less detail for use to update on exceptional matters at future meetings.

Another user agreed that format of action log should be reviewed but felt it important to keep actions under review to ensure feedback to group on any issues raised.

Chair agreed with views of members; he emphasised that group needed reassurance of feedback on issues raised. After further discussion it was agreed to undertake a review taking members comments into account.

The Group noted updates on each item. and in particular:

SUG Feedback on intelligence Central Point for wider public access, Communication with wider public access.

Access to GP’s: noted a wider issue being addressed directly via Walsall Healthwatch. Michelle Beddow advised that the Black Country CCG has been working on toolkits for GP’s and there are regular updates on GP access.

**Item 6**: Service user feedback agreed for this to be amalgamated with Item 4.

**Item 8.** End of life survey engagement

A member noted that from the EOL survey was constrained to a period of 18 months, which would have been affected adversely by COVID19 restrictions and whether this may skew feedback.

Member also enquired as to whether there were plans to seek views from those who have not experienced end of life circumstances but may wish to comment on what they might expect? Member felt it was important that such feedback was important to ensure service transformation based not just on past experiences.

Paul Higgitt explained that work programme was directed via End-of-Life Steering Group, but that there is also an end-of-life ambitions framework that is discussed around choice and future discussions around end of life, and future conversations.

It was agreed for further work between Paul and Michelle on the scope of the engagement for this group.

**Agenda Item 4: Walsall Together Update**

Michelle McManus gave an overview of status of engagement programme thus far.

She referred to Respiratory Report which has been shared with the respiratory service leads and looking at whether a support group would be useful for patients but also expanding the role of social prescribers.

With regards to access to IAPT services and availability of mental health services in Walsall, work was underway in creating personalised care plans and developing routes for access to the care navigation centre for support and avoidance of admission to hospital.

A member questioned the different between the care navigation centre and 111., and whether any work was planned on sharing of patient information with centralised care plans, and how users would be consulted.

Another member commented that there isn’t just one place for the patient to be able to navigate through the system and felt it important that the entire health of the patient be considered.

It was agreed that a future meeting of the Group receive information on how the care navigation centre will operate and what plans are in place to maintain confidentiality of patient and service user data being shared.

With regards to Children and Young People. It was noted that several initiatives are in place to improve engagement with Children and Young People involving several agencies.

It was agreed that the CPLG would be asked to provide some direction on areas for engagement with young people, including remit and scope.

A member highlighted that young people with Special Educational Needs Disabilities also need to be engaged, and this was agreed by the Group.

**Agenda Item 5: Diabetes Community Action Plan**

Donna Chalenor, Community Diabetes Lead gave an update on the progress of the diabetes community action plan and make best use of the intelligence from the service user.

**Action:** to share the action plan with the group and to be shared in a newsletter and on the Walsall Together website

Donna explained that the 4 years transformation funding had reduced incidence of amputation. She advised of concern that diabetes is an increasing and remains a major issue in the population health. It was agreed that Paul Higgitt would identify a patient who may be interested in support the diabetes population health management programme.

Sharon Felton gave an update on the West Midlands Amputee Support Group. The group offers peer support and help people to access aids and adaptions. Sharon also explained the emotional trauma and the impact on the family for the future of their lives. Michelle McManus noted that we can promote this group and make it know the diabetes specialist team.

**Agenda Item 6:** Update on end-of-life engagement.

Engagement has started and we have shared the survey. We encourage people to share their experiences of the end-of-life care pathway.

**Any Other Business** None

**Date and time of next meeting**: To be advised