**Walsall Together Service User Group**

**Minutes of meeting held on**

**11am, 15th February 2022**

**Attendees**

Phil Griffin Walsall Together Service User Group Chair  
Phil Ellett Walsall Resident, Service User  
Naresh Hargun Walsall Resident, Service User  
Lydon Jones Walsall Resident, Service User  
Sylvia Bailey Walsall Resident, Service User  
Paul Higgitt Engagement Lead, Healthwatch Walsall  
Janet Davies Brownhills Community Association, Centre Manager  
Robert Lipke Walsall Resident , Healthwatch Volunteer  
Janet Jukes Northgate PPG  
Rebecca Johnson Commissioning Manager, Walsall CCG  
Jayne Bailey Jones Walsall Resident, Service User  
Balbir Seimar Walsall Resident & Community Champion  
Roger Corbett Walsall Resident, Healthwatch Volunteer  
Michelle McManus Acting Programme Director, Walsall Together

1. **Declarations of Interests**

None

1. **Apologies**

Andrew Green Walsall Resident  
Kim Green Walsall Resident, service user  
Michelle Beddow Walsall Together Communication Lead  
Lynne Gamble Walsall Resident  
Emma Van – Dun My Time Active  
Rachel Barber Black Country and West Birmingham CCG, Lay Member

1. **Minutes from Last Meeting – 21st September 2021**

Inaccuracy – Janet Juke is a PPG member of Northgate Medical Practice – not the Chair

1. **Action Log**

To look at a future agenda item around social prescribing and what it means and how people can access the service.

Format of future meetings to be held each month and to have updates on the progress on the care pathways.

End of Life / Palliative Care report will be made available in March 2022

1. **Matters Arising**

Based on the back of a successful Diabetes Awareness Event last year we are planning to another Diabetes Awareness Event on the 27th of April in the Palfrey or Birchills area with a focus on engaging with people from ethnic minority communities.

We are also working with Walsall Community Diabetes Team to develop a booklet for patients, Social Prescribers and GP practices with information what services are available for patients and service users at risk or living and managing with diabetes.

The end of life / palliative care report has been completed and once this has been signed off it will be made available at the service user group in April.

It was mentioned that although the engagement and reports on diabetes, respiratory and cardiology have been made available we need to continue to get feedback on how this information is being used in care pathway redesign.

In asking the group what other priority areas they would like to focus on:

* Child and adult obesity
* Social Prescribing
* Refresh on mental health, anxiety and diabetes

1. **Care Pathways Update – Progress to Date**  
   Update from Michelle McManus – Acting Programme Director, Walsall Together

Since we talked to the group in September, we then were hit by the Omicron variant, and we had to redeploy staff involved in care pathway redesign to front line services in the hospital. However, all the plans as we discussed are all in train.

**Action – Michelle McManus:** The team have though committed to coming back to a near future service user group meeting with a much more detailed update.

With a board development session planned this week we shall be looking at social prescribing as a priority. As we set our priorities, we can update in terms of what the board are saying and how this group can contribute to that going forward.

Phil Griffin highlighted that we are all grateful to the commitment by NHS staff. None of us are in any doubt of the stresses and strains on staff and the system. We are in no doubt at all that Walsall Together are committed to improving the system as a whole.

This has provided assurance to this group that there are the plans and commitment of our engagement to be implemented in change.

Michelle McManus – there is an important role in this group to make sure that we come back and regularly update that our position now is around long-term health management.

Service User noted that through the pandemic there was lower-level social prescribing taking place in communities and that we should build on this. There were concerns that GP access is still a challenge so how will people be able to be supported through social prescribers.

**Item 7. Further Engagement Plans – Key Lines of Enquiry Next 6 months**

In relation to the care pathways there is and will continue to be commitment in redesign and improvements in care as this was set out in 2019. The last 2 years have been very challenging but building community resilience, improving hospital and community-based care are still at the forefront on Walsall Together.

We have had some good engagement and we want to build on this.

And from this meeting today social prescribing is one of the fundamental themes for partners and we welcome the involvement of service users in this process. Using the links to improve physical and mental health is necessary.

As the contract with Walsall Together is committed up to August 2022 it has been agreed that we will support the work around the neglect strategy but also to focus engagement on 2 areas. These 2 areas are a pilot project in the North of Walsall around Male Suicide and also around patient and service user engagement around chronic kidney disease. These 2 are some of the priorities within Walsall Together and the Primary Care Networks.

**Item 8 – Walsall Together Service User Group Development**

Michelle McManus: There is no intention that we would stop the Service User Group. The question that we need to answer is in what form it will take place. It gets complicated with the white papers and the changes taking place in the system. What the papers and what Walsall Together are trying to do is formalise some of the structures around patient and service user engagement. There are still the statutory organisations that have a duty to engagement but what we want to see is a more formal approach to communisers and providers working closer on patient and service user engagement.

So, the idea is that we have one Citizen Panel in Walsall that providers and communisers can use to help shape health and social care in Walsall. We don’t want to lose the commitment of the Walsall Together Service User Group.

**Item 9 Any Other Business**

None

**Item 10. Date and Time of Next Meeting**

Once we have agreed on a representative to update on Social Prescribing . Propose the end of March 2022.