

Healthwatch Walsall Independent Strategic Advisory Board (ISAB) Public Meeting
10 June 2026 online

Present:

Ross Nicklin (RN)	ISAB Chair
Ingrid Lindon (IL)	ISAB Member
Simon Fogell (SF)	ECS Chief Executive
Aileen Farrer (AF)	HW Walsall Manager
Tom Collins (TC)	HW Walsall Engagement & Information Lead

Apologies:

Herbie Khosah (HK)	ISAB Member
Umaymah Nawaz (UN)	ISAB Member

Item		Actions
1.	<u>Welcome and Apologies</u> Members were welcomed to the public ISAB Meeting and apologies were received as noted above.	
2.	<u>Declaration of Interests</u> No declarations of interest.	
3.	<u>Minutes Public Board Meeting held 6 January 2026</u> The minutes of the meeting held on 6 January 2026 were agreed as an accurate record as proposed by RN and seconded by IL.	
4.	<u>HWW Work Programme 2025/2026</u> As agreed at the January meeting a potential list of suggestions for projects was agreed as below: • Hospital Appointments • Availability of Activities in Care Homes • NHS Online • Dementia • Palliative Care • Vaccination Uptake • Corridor Care • Neurodivergence • Maternity Triage • Epilepsy Referral	

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	Since the last meeting 3 projects have commenced and Board were given an update as follows: <u>Hospital Appointments</u> An internal target was set to achieve 200 completed surveys and it is pleasing to note that the target has been slightly exceeded. Work has been carried out primarily by surveys, online and through general outreach together with observation sessions taking place at Walsall Manor Hospital. Issues noted during observational sessions at Walsall Manor Hospital were escalated to the Trust at the point they were noted. The observations will also be included in the final report. It is anticipated that data analysis and report writing will commence in early July. <u>Use of NHS App Online</u> The project for NHS App Online was outlined to members and as per the previous project, an internal target was set to achieve 200 surveys which has now been achieved through online surveys and through general outreach and engagement. It is anticipated data analysis and report writing will commence in July. <u>Neurodiversity</u> This project will examine both primary and secondary care settings, with a particular focus on how effectively services meet the needs of neurodivergent individuals. The study will adopt a qualitative approach, supported by a short survey. Data collection will primarily be undertaken through focus groups and one-to-one interviews, enabling participants to share their experiences in depth. An internal target has been set to secure 40 completed surveys, with qualitative data gathered alongside and underpinning the survey findings. The project commenced at the beginning of June and is currently underway. <u>Future Projects</u> Discussion took place regarding the remaining proposed projects, with particular consideration given to dementia and the need for further scoping work to determine the focus of any future project. Following discussion it was agreed this project be deferred until further consideration has been given to the most appropriate area of focus. It was agreed that an exploratory, qualitative approach may be beneficial in the first instance. This could involve engaging	

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	with individuals through existing dementia-focused groups, cafés, and forums to better understand the challenges and issues they experience. The purpose of this initial engagement would be to develop a comprehensive understanding of areas where services are not meeting needs, thereby providing an evidence base to inform the scope and objectives of a future project. The group agreed that activities within care homes would be a suitable project to commence during the summer months. Initial work has already been undertaken to develop potential questions for both residents and care home staff. The project is likely to begin with a desktop-based exercise, involving contact with care homes to establish whether they employ a dedicated Activities Coordinator and to gather information on the range of activities available to residents. This initial scoping work would help to build an overview of current provision across care homes. Subject to the findings, the project could then progress to observational visits to explore how activities are delivered in practice and to assess their value and impact on residents. Consideration would also be given to activities that take place outside the care home environment, such as visits to parks, shops, and community venues, with a focus on understanding the contribution these opportunities make to residents' wellbeing, social engagement, and quality of life. It was noted that this would be a standalone project and would be undertaken separately from the existing Enter and View programme. Board agreed to this being the next work project to commence. <u>Young Persons Project</u> A discussion took place regarding a potential young people's project, which UN, the young ISAB member had previously expressed an interest in leading and undertaking in its entirety. The proposed focus would be on individuals aged 16–24, with no identifiable personal information being collected as part of the project. It was suggested the focus of this would be to explore young people's views on vaccinations, recognising the value of understanding attitudes, experiences, and sources of information within this age group. It was agreed that RN and AF would discuss the scope and feasibility of the project further with UN. In addition, RN agreed to write to the Board to ascertain whether any volunteering support could be made available to assist with project delivery and organisational activities for the remainder of the contract period.	

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5a.	<u>Escalation to HWE/CQC</u> No escalations made to HWE/CQC.	
5b	Publish a Report (January – June 2026) <u>Enter & View</u> • Dr Mahbub Surgery • Inglewood Care Home • Rushall Care Home • Beechdale Surgery • Mossley Fields Surgery • Watermill Care Home <u>Bulletin Reports</u> • January 2026 • February 2026 • March • Barriers to Accessing Primary Care Mental Health Services for Ethnic Communities • Spring Newsletter	
5c	<u>Request for Information from Commissioners Providers</u> No requests made.	
5d	<u>Enter and View – Forward Plan</u> Dr Khan Medical Practice was put forward for consideration for an E&V visit following an approach from the Care Quality Commission (CQC), contacting Healthwatch Walsall to ascertain whether any intelligence or feedback had been received regarding the practice ahead of a forthcoming inspection visit. The proposal was considered and approved. Further visits to be scheduled.	
5e	<u>Decision about sub-contracting/commissioned work</u> A request had been made from Walsall Local Authority for independent patient experience review following the withdrawal of the contract for Inglewood Home. The work involved speaking to former Inglewood residents and their relatives to provide the Local Authority with a “lived experience” oversight. The work is being delivered by AF and TC.	

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6.	<u>Whether to report a matter concerning your activities to another person- e.g. ICB, Voluntary Sector, another Healthwatch, Advocacy services -</u> No reports made.	
7.	<u>Which health and social care services HW is looking at for priority project</u> Current work projects noted in previous agenda item.	
8.	<u>Refer a matter to Overview and Scrutiny Committee</u> No matters referred.	
9.	<u>Breach/s of the decision-making process</u> No breaches to report.	
10	<u>Health and Social Care Issues from the public</u> No members of the public present.	
10.	<u>Any Other Business</u> <u>Abolishment of Healthwatch</u> An overview of the parliamentary process was provided, including the key stages and timescales associated with the proposed legislative changes. At the present time there has been no notification altering the March 2027 date for the abolishment of Healthwatch. <u>Annual Report</u> The Annual Report, which highlights the activities, achievements, and impact of Healthwatch Walsall over the previous contract year, had previously been sent to Board and majority approval had been received. It was noted that the report is currently progressing through the organisation's governance and approval process prior to submission on 30 June 2026.	
11.	<u>Date and Time of Next Meetings</u> Next meeting to be arranged.	