



**PUBLIC**  
**Healthwatch Walsall Advisory Board (HAB) Meeting**  
**held on Thursday 4 February 2021 11:15 a.m.**  
**Virtual online digital platform Zoom**

- Present:**
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|----------------------|--|
| Mandy Poonia (MP)    | HW Walsall Advisory Board Chair                        |
| Teresa Tunnell (TT)  | HAB Member   |
| Ross Nicklin (RN)    | HAB Member   |
| Dianne Beddows (DB)  | HAB Member   |
| Arun Venugopal (AV)  | HAB Member   |
| Sylvia Bailey (SB)   | HAB Member   |
| Aisha Khan (AK)      | HAB Member   |
| Aileen Farrer (AF)   | HW Walsall Manager                                     |
| Karen Kiteley (KK)   | HW Walsall Community Outreach Lead/HAB Clerk (Minutes) |
| Paul Higgitt (PH)    | Walsall Together Senior Engagement Lead                |
| Lynne Fenton (LF)    | HW Walsall Insight Senior Lead Advocate                |
| Phillip Griffin (PG) | Walsall Together Chair (attended part meeting)         |
- Observers:**
- |                    |                      |
|--------------------|----------------------|
| Saima Begum (SB)   | Member of the Public |
| Aaron Jhooty (AJ)  | Member of the Public |
| Robert Lipke (RL)  | Member of the Public |
| Naresh Hargun (NH) | Member of the Public |
- Apologies:**
- |                  |  |
|------------------|--|
| Val Sarai (VS)   | HAB Member                               |
| Tom Collins (TC) | HW Walsall Engagement & Information Lead |

Item No		Actions
1.	<b><u>Welcome and Apologies</u></b> Members were welcomed to the public meeting of the Healthwatch Walsall Advisory Board Meeting. Apologies were noted.	
2.	<b><u>Declaration of Interests</u></b> <ul style="list-style-type: none"> <li>• DB - Chair PPLG</li> <li>•</li> </ul>	
3.1	<b><u>Minutes and Action log from Public Board Meeting held on 3 December 2020</u></b>  <b><u>Outstanding Action from 3 December 2020</u></b>  <b>Walsall Place Based Committee - Sub-Committee of CCG</b> AF confirmed HWW have a seat on the above committee.	
3.2	<b>GP Data -</b> AV confirmed at the meeting on 3 <sup>rd</sup> December 2020 the CCG can access data via EMIS. CCG can give an overview of DNA, number of appointments available, how many appointments have been accessed per surgery. AV informed members GP Practices have a data sharing agreement with the CCG.	

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<p>3.3</p> <p>3.4</p> <p>3.5</p> <p>3.6</p> <p>3.7</p>	<p><b>Community Pharmacy Service for Minor Illness</b> AF confirmed she had attended the seminar about the Introduction of the New Community Pharmacy Service. Nothing had been made available yet in the Public Domain.</p> <p><b>Communication between Walsall Manor Hospital and Patients</b> It was noted Dianne Beddows is the HAB Member who is leading on this project.</p> <p><b>PPLG Meetings</b> It was noted DB had sent a copy of the minutes from the PPLG to AF and MP.  MP attended the last PPLG Meeting.</p> <p><b>Rethink Mental Health Survey</b> Members were informed Janet Lilley had been contacted and offered a slot at this meeting to present the findings of the Rethink Mental Health Survey, but no reply had been received.</p> <p><b><u>Approval of Minutes 3 December 2020</u></b> The minutes were approved as a true record and a reflection of what was discussed on 03 December 2020.</p>	<p><i>Action rolled forward from 3 Dec 2020 Meeting</i> AF to invite JL to HAB Public Meeting due to take place on 1 April 2021.</p>
<p>4.</p>	<p><b><u>Work Programme Project Updates</u></b> Members were reminded because of Covid-19 two main work priorities of work had been set:</p> <ul style="list-style-type: none"> <li>• Telephone Access to General Practice</li> <li>• Communications between Walsall Hospital NHS Trust and Patients/Service Users</li> </ul> <p>The two pieces of work had been chosen pre Covid. Intelligence had been received from Service Users up in until 31<sup>st</sup> March 2020</p> <p><b>Project 1 - GP Access</b> AF informed members this piece of work had now concluded. A report had been published with recommendations. The report had been sent to Commissioners and shared with the Local Medical Committee. MP and AF are presenting the findings to Walsall CCG Place Based Governing Body Meeting due to take place in February.</p> <p><b>Project 2 - Communication between Walsall Manor Hospital and Patients</b> The project had been mobilised. An online survey was now available. The survey was being distributed to all HWW contacts and promoted on social media. TC and KK are the staff members leading the project. Dianne Beddows is the HAB representative.</p>	<p>TC, KK, and DB to meet to discuss project.</p>

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	<p>It was noted HWW are continuing to receive feedback from members of the public about Walsall Manor Hospital.</p> <p><b>Volunteer Recruitment</b> HWW are being supported by 20 volunteers. The number of volunteers remains static. HWW are currently unable to offer volunteers a full portfolio of work due to COVID-19 restrictions not allowing face-to-face engagement.</p> <p>Volunteers did support HWW on the GP Access project and are supporting on the Engage and Share work.</p> <p>LF/TC are the HWW Team Members who look after Volunteers.</p> <p>It was confirmed Volunteers had been sent training online.</p> <p><b>Enter and View Visits</b> Enter and View Visits had been suspended for 11 months due to COVID-19 restrictions.</p> <p>HWW attend the Information Sharing Meeting. LF is a member of the Care Home Forum and is in contact with the Quality in Care Group, twice weekly. AF and LF are members of the Quality Assurance Group. These are all multi-agency groups looking at issues within Care Homes.</p> <p><b>Community Engagement</b> Community Engagement continues to be online. LF continues to keep in touch via the telephone with seldom heard groups i.e. The Glebe Centre and Migrant Centre. It was noted The Glebe Centre and the Migrant Centre contributed to HWW's recent Newsletter.</p> <p><b>Strategic Influencing</b> HWW continue to attend strategic meetings in the borough of Walsall. It was noted HAB Members have been sent the Meeting Mapping Document.</p> <p>Strategic Meetings HWW attend are:</p> <ul style="list-style-type: none"> <li>• Overview and Scrutiny</li> <li>• Information Assurance Operational Group - Walsall CCG</li> <li>• Quality in Care Meeting</li> <li>• Safeguarding Partnership Children and Adults</li> <li>• Primary Care Commissioning Meeting in Common.</li> <li>• CCG Governing Body in Common</li> <li>• Place Based CCG Meeting</li> <li>• A &amp; E Delivery Board</li> <li>• QSG</li> <li>• BAME Network Group</li> <li>• PPLG Meetings</li> </ul> <p>MP and AF are in the process of scheduling 1:1 meetings with HWW Senior Stakeholders. A meeting has been arranged with the Chair of the Health &amp; Wellbeing Board this will take place week commencing 15 Feb 2021. MP and AF are also arranging to meet 1:1 with the Chief Executive of the Mental Trust and Daren Fradgley who is now the interim Chief Executive of Walsall</p>	<p>HWW Team Member to follow up with Care/Nursing Homes to see if they have carried out the recommendations from previous Enter and View visits.</p>

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	<p>Manor Hospital. Members were informed Richard Beeken has been seconded to Sandwell and West Birmingham NHS Trust.</p> <p><b>Healthwatch Collaboration</b> Healthwatch Walsall continue to have an active role in Walsall.</p>	
5.	<p><b><u>Meeting feedback reports by HAB members</u></b></p> <p><b>One Walsall - Document previously circulated</b> It was noted this report had been previously circulated.</p> <p><b>CCG Information Assurance Operational Group - previously circulated</b> It was noted this report had been previously circulated.</p> <p><b>Social Care &amp; Health Overview and Scrutiny - previously circulated</b> It was noted committee document had been previously circulated.</p> <p>AF informed members HWW attendance at the meeting was welcomed.</p> <p>The main item of discussion at the Social Care &amp; Health Overview and Scrutiny Meeting was the Outpatient Review and the Public Engagement that will be taking place. Walsall CCG are looking at HWW and the CCG undertaking the public engagement about the Outpatient Review. It was noted this was one of the key lines of enquiry from Walsall Together. A meeting will take place week commencing 15<sup>th</sup> Feb 2021 with Walsall CCG, Walsall Together and HWW to discuss Public Engagement and the Outpatient Review. There will be an update at the next Overview and Scrutiny Committee Meeting due to take place in April 2021.</p> <p>Safeguarding Partnership Adult and Children's Annual Report was presented by Liz Murphy - Independent Chair. It was noted Liz Murphy's contract as Independent Chair ends on 31<sup>st</sup> March 2021.</p> <p><b>Health and Wellbeing Board</b> MP attended the Health and Wellbeing Board, Chaired by Councillor Craddock.</p> <p>One of the main issues discussed at this meeting was vulnerable children in Walsall. 675 children are currently on the 'Risk Register' in Walsall, this is above the National Average. 422 children are from white backgrounds and 97 from BAME backgrounds.</p> <p>The Terms and Reference of the Health and Wellbeing Board is being looked at. A Consultant has been brought in to look at developing the Health and Wellbeing Strategic Body, which operates over all the other Strategic Boards in Walsall</p>	
6.	<p><b><u>Intelligence/Feedback update</u></b></p> <p><b>November/December Bi-Monthly Intelligence Report - Enclosure 3</b> The report was shared on screen for the members of the meeting. It is a public document, produced bimonthly and shared within the HWW network of contacts.</p>	

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	<p><b>Information &amp; Signposting Report for Q3 2020/21- Enclosure 4</b>  AF informed members the Information &amp; Signposting Report sits alongside the Contract Monitoring Report that is sent to the Commissioners. 90% of HWW enquiries must be dealt with in 72 hours, the report provides the Commissioners the reassurance HWW are achieving the 72-hour target.</p>	
7.	<p><u>Decisions to be made by the Advisory Board</u></p> <p><u>Project delivered from 2019/20 underspend</u></p> <p>HWW Members were asked to consider projects that could be funded from the underspend. Young Peoples Forum and Mental Health had previously been suggested. A suggestion was also made to link into the 8 Community Associations throughout Walsall with a view to looking at poverty and foodbanks.</p> <p><u>Black Country Healthwatch mental health project</u></p> <p>MP informed members that the Black Country Healthwatch have come together to work on a collaborative piece of work around Mental Health. An initial meeting has been held and further meetings will be scheduled in order to take this work forward.</p>	
7a.	<p><b>Escalation to HW England/ CQC</b>  No escalations to report.</p>	
7b.	<p><b>Publish a report/ agree a recommendation made in a report</b>  Access to GP Services was noted.</p>	
7c.	<p><b>Request information from commissioners/ providers</b>  No specific incidents reported.</p>	
7d.	<p><b>Which premises to Enter and View</b>  Not applicable due to COVID-19.</p>	
7e.	<p><b>Decision about sub-contracting/commissioned work</b>  <b>Walsall Together</b> - refer to Item 8 of the minutes.</p>	
7f.	<p><b>Whether to report a matter concerning your activities to another person- e.g., CCG, Voluntary Sector, another Healthwatch, Advocacy services</b>  Nothing to report.</p>	
7g.	<p><b>Which health and social care services HW is looking at for priority project</b>  Communication at Walsall Manor Hospital with Patients/Service Users  This project has now commenced.</p> <p>Members were encouraged to submit intelligence to support the 2021/22 Work Programme.</p>	

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7h.	<p><b>Refer a matter to Overview and Scrutiny Committee</b> No risk issues have been highlighted.</p>	
7i.	<p><b>Breach/s of the decision-making process</b> No breaches have been reported.</p>	
8.	<p><b>Walsall Together Assurance Report - (Enclosure 5)</b></p> <p>Members had received a copy of the HAB Assurance Report January 2021 which gives assurance to HWAB on progress to date.</p> <p>Healthwatch Walsall is commissioned by Walsall Healthcare Trust as host provider for Walsall Together to deliver the engagement work necessary for co-production of the priority care pathways. HWW's role is to capture the Patient Experience/Voice.</p> <p>The project is focusing on the main health inequalities in Walsall, the key lines of enquiry are diabetes, respiratory, cardiology, outpatient mental health, end of life/palliative care and early start in life with child.</p> <p>Respiratory report is in the process of being written.</p> <p>It was noted some good work had been done around diabetes. A Diabetes Peer Support Group has been set up.</p> <p>Members were informed, Patients engaged with, either in groups or 1:1 really appreciate being asked about their views for the services they are in receipt of.</p> <p>A Contract Monitoring Meeting has taken place with the Walsall Together Team attended by AF - HWW Manager and PH. Walsall Together are happy with the way the project is being delivered.</p>	
9.	<p><b>Health and Social Care Issues from the public</b></p> <p>RL requested more attention and a co-ordinated approach from Social Services to be given to disabled people/families. PH asked RL to get in touch with him.</p>	
10.	<p><b>Any other Business</b> <b>PPLG Meetings</b> DB informed members the Terms of Reference for the Group was being reviewed.</p> <p><b>Engage and Share Pilot Project</b> LF informed members Engage and Share is a pilot project. It had started this week in 4 Learning Disability Homes. TT reported, to engage more relatives the Invitation Letter needs to be reviewed.</p> <p><b>Decision Making Workshop</b> All HAB members to attend Decision Making Workshop.</p>	<p>TT to review the Invitation letter sent to relatives.</p> <p>AF to send dates to HAB Members to attend Decision Making Workshop.</p>

Item No		Actions
11.	<u>Date and Time of Next Meeting</u> Thursday 1st April 2021 at 11:15 am	