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|  | **11 April 2023** | **09 May 2023**  **Meeting Cancelled** | **13 June 2023** | **11 July 2023** | **08 August 2023** |
| **Janene Davies Chair** |  |  |  | **Apologies** |  |
| **Ann Heaton** |  |  |  |  |  |
| **Maggie Skilling** |  |  |  | **Apologies** |  |
| **Ann Lloyd** | **Apologies** |  |  | **Apologies** |  |
| **Ernie Rothwell** |  |  |  |  |  |
| **Annmarie Stone** | **Apologies** |  | **Resigned** | **Resigned** | **Resigned** |
| **Malcom Coe** | **Apologies** |  |  |  |  |
| **Mohammed Albaadani** |  |  |  |  |  |
| **Mary Hill** | **Apologies** |  |  |  |  |
| **Carole Jones** |  |  | **Apologies** |  |  |
| **Adrian D’Arcy** | **Apologies** |  | **Apologies** | **DNA** | **Apologies** |
| **Adrian P Hardy** | **Apologies** |  |  |  |  |
| **Jean Peet** |  |  | **Apologies** | **Apologies** | **Apologies** |
| **Elaine Clayton** |  |  | **Apologies** |  |  |
| **Debbie Szwandt** |  |  |  | **Apologies** | **DNA** |
| **In attendance** |  |  |  |  |  |
| **Karen Parker, Chief Officer HWWL** |  |  |  |  |  |
| **Andrea Arkwright,**  **Involvement & Engagement Officer HWWL** |  |  |  |  |  |
| **George Sharp**  **Engagement Officer HWWL** |  |  |  |  |  |
| **Lisa Armstrong**  **Volunteer Coordinator** |  |  |  |  |  |
| **Linda Sykes**  **Board Director** |  |  |  |  |  |
| **Lacey Briscoe**  **Administration Officer**  **(Minutes)** |  |  |  |  |  |
| **Doris Moreton (BSL Sign Language Interpreter)** | Appointment Cancelled |  |  |  |  |
| **Gemma Mazza**  **(BSL Sign Language Interpreter)** | Appointment Cancelled |  |  |  |  |

**NOTES OF A MEETING OF THE HEALTHWATCH ADVISORY COMMITTEE MEETING HELD TUESDAY, 10am 08 August 2023**

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| **1.** | **WELCOME AND INTRODUCTIONS**  The Chair JD welcomed everyone to the meeting. |  |
| **2.** | **Apologies**  Apologies were received and noted |  |
| **3.** | **Presentation:**  Equality Delivery System  Debbie Jones (DJ) – Equality, Diversity and Inclusion Service Lead was invited to the meeting to deliver a presentation on the Equality Delivery System (EDS2022). DJ provided a slide show presentation which outlined the objectives of the presentation which were noted to raise awareness on the delivery system, explain EDS2022, what it involves and why stakeholder engagement is needed. DJ explained how the EDS2022 is structured around 3 domains and the presentation would be discussing Domain1: Commissioned or provided services (Patient Services) and a further explanation followed on the 4 outcomes of this Domain. DJ presented the 3 services which have been identified for review this year and explained how evidence/data is to be provided for the 4 outcomes for each of these 3 services. The 3 services are 1) Learning Disability Service 2) Maternity Service and 3) Assisted Conception Service.  Questions were derived from the presentation; a question was asked around the Integrated Care System and why these services had been chosen and if the services have been determined within Wigan Locality. DJ confirmed these were chosen due to the amount of work being undertaken with Equality, Diversity and Inclusion within these services and DJ confirmed this is within the Wigan locality.  A question was asked around what is happening with engagement and DJ confirmed that this is still in process and is at the beginning of any engagement activity having taken place. A discussion entailed around patient engagement and what does DJ want to come from patient engagement. DJ confirmed feedback on pathways and for patients to be involved from the beginning. KP informed the group that she and DJ had been in previous discussions around focus groups and the Voluntary Community, Faith and Social Enterprise VCFSE sector.  KP asked for the committee’s view on if anyone is interested in becoming involved in creating a Task and Finish Group. A discussion followed on this question which explained that during previous discussions with DJ, KP confirmed that Healthwatch Wigan and Leigh (HWWL) will be involved from the beginning within the Task and Finish Group and then to see how it evolves.  A further discussion entailed around the action plan of the EDS2022 system and KP asked DJ who the action plan is accountable too. DJ advised this would feed into the Divisional Patient Experience Group which is chaired by the Chief Nurse at Wrightington Wigan and Leigh NHS Foundation Trust (WWL).  A discussion entailed around changing the culture around involving patients within action plans and how the change of culture will be the biggest battle.  A further discussion entailed around learning development and if Neurodiversity is being captured when using the services discussed. DJ discussed with the group how staff networks are evolving and training is high within neurodiversity and disability.  At the conclusion of the presentation DJ was asked to advise on the next steps. DJ advised the group that she will be going back to service leads to generate their involvement, start the process of the Task and Finish Group and hopefully have the support and involvement of 2/3 HWWL volunteers. LS expressed her interest in assisting with the Task Finish group.  KP and LS discussed how they can build this into The Patient Engagement & Experience Group meeting, attended by LS as a HWWL representative. KP and LS have regular meetings with the Associate Chief Nurse at Wrightington Wigan and Leigh (WWL) to discuss areas of engagement which HWWL and WWL could work together on to improve patient engagement within WWL.  It was agreed that DJ will contact KP with further information relating to a Task and Finish Group and KP will then disseminate this to the Advisory Committee. DJ advised the group that in terms of a timeline she is looking at Oct-Dec 2023 as results are to be published from the EDS2022 at the beginning of March 2024.  A final discussion entailed around budgets for EDI engagement and DJ advised that there is currently no funding. An action was agreed from this point that further discussion was required and the questions raised would require a response from senior roles within WWL.  An action was derived and agreed by the Committee for the Chief Nurse and the Associate Chief nurse at WWL to be invited to attend a future Advisory Committee meeting to discuss and respond to further questions relating to the lack of funding for engagement. KP suggested that this invitation should be opened up on a wider scope to invite others. | Action: KP TO Liaise with Chief Nurse/Associate Chief Nurse at WWL |
| **4.** | **Notes of the Advisory Committee 11 July 2023**  The notes were received and agreed as a true record |  |
| **5.** | **Action log 11th July 2023**  Both action plans were presented.  **Action Log – Outstanding Actions:**  The actions were provided to the group and discussed individually.  Agenda Item 4 derived from meeting dated 11/7/23:  MS asked for clarification around the role of a sponsor. KP provided an explanation of the role of a sponsor to be someone who has oversight and accountability for a project. Every project is to have an oversight sponsor and additional support. The view is for sponsors and staff involved in the projects to present and report back to Board members during scheduled Board meetings.  APH provided an example of his role as a sponsor for the Mental Health project and how he will be attending Atherleigh and Hardybutts with AA and GS to oversee the project.  KP informed the group if they have any ideas for alternative name for this role then suggestions are welcome.  Agenda Item 8 Addiction derived from meeting dated 11/07/23:  KP confirmed that GS has been in touch with HW Blackpool to discuss Vaping model  Away Day Action dated 13/06/23 – Care Home Project Debrief:  It was agreed at the Away Day in June that a Care Home project debrief would be set up to look at the project on a whole, not the project content itself, to create an evaluation and guide for future projects. AL informed the group that she will arrange this and liaise with LB to collate some dates.  Agenda Item 11 Sexual Health Update derived from meeting dated 11/07/23:  APH advised the group that a sexual health update will be provided at the September A/C meeting, and he informed the group that GS will be involved in the assessment of bids within the tender process of this project.  **Relevant Decision Log**  The relevant decision log was presented to the group.  No further comments raised | Action: AL and LB set up a meeting for the project debrief. |
| **6.** | **Who’s Who – Presentation**  KP provided a PowerPoint presentation and informed the group that she wanted to revisit this topic to provide further clarity on the governance of HWWL. KP informed the group that HWWL is not a hierarchical organisation, and the purpose of the presentation is to provide an overview to highlight how one part of the organisation cannot work without the other. KP showed the group a diagram which showed accountability of roles and outlined the strategic and operational roles within the organisation. Slides were shown of each Board member and the staff team to provide an overview of each person and their role within the organisation.  Four scenarios were provided on the role of a volunteer and how each scenario can be different for each person, dependent on individual circumstances, but all scenarios cover the role of a volunteer.  KP concluded the presentation and opened for questions – no further questions were raised. |  |
| **7.** | **Approve Operational Priorities and project planning.**  Vaping Project  The Chair asked if all members had received the Vaping proposal and asked for approval.  All committee members approved the proposal.  Work Plan  The work plan for 2023/24 was presented to the committee for approval.  Discussion followed on Thematic Projects and APH asked a question around Sexual Health and where this would fit within the plan. KP discussed changes around the workplan with the Governance table being removed and a new table being added to show the work on Diabetes and Sexual Health. Vaping will be moved from Inequalities section and added to Thematic Priorities. The Equality Delivery System and Engagement with WWL with be added to Partnership Involvement.  Workplan was approved  A question was raised by MB in relation to a workshop being set up to discuss priorities. KP suggested a workshop to be set up for January 2024 with the Advisory Committee and Board Directors in preparation for the April workplan. | Action: January Workshop to be set up to discuss April workplan |
| **8.** | **Agree whether to request specific information around health and social care.**  Nothing to report. |  |
| **9.** | **Receive regular updates of ongoing projects and work programmes.**  Nothing to report. |  |
| **10.** | **Agree which premises to Enter and View and when these premises are visited.**  Nothing to report. |  |
| **11.** | **10 Minute Break** |  |
| **12.** | **Provide representation to specific committees and Boards as determined by Wigan Borough CIC** | Action: CJ to add HWWL to the directory  Action: APH to take the Care Home Report to the Overview and Scrutiny Committee |
| **Reports from HWWL Reps on other meetings**   * **Overview and Scrutiny Meeting**   APH attended the Health and Social Care Scrutiny Committee meeting dated 24/07/2023 and feedback was provided to the group. APH discussed accessing GP Services and informed the group that this is due for discussion in January.  APH informed the group that a follow up of the HWWL dentistry report is due for discussion in March. KP informed the group that Barry Kinshuck is doing a presentation, in the public, in September on dentistry.  APH informed the group of the ranking statistics of Care Homes, as noted in his feedback form, and stated that these can be compared to the Care Home work recently completed within HWWL with a view to feeding this back to the November Overview and Scrutiny meeting. KP provided an update on the current status of the Care home report. The Board approved the Care Home Report at the Board Meeting on the 17th July and the report is still awaiting responses from the Care Home Support Delivery Group and they have 20 days to respond. KP advised that agreement would need to be provided by the Advisory committee to escalate the report to the Overview and Scrutiny board following the responses. It was agreed that the care home report would be taken to the Overview and Scrutiny Committee.   * **Carer Network Meeting**   CJ attended the Carer Network meeting dated 10/07/2023 and feedback was provided to the group.  CJ discussed item “Our Town Directory” which is a directory which lists all available support services. CJ asked the groups thoughts on HWWL being added to this list as a support service. It was agreed that HWWL would be added to the directory.  A Carer’s conversation sheet was shown to the group in which comments and feedback are taken on board. The sheet is still in working progress and will be published in November and will then continue to be updated.  KP advised that KP and CJ have a planned meeting with the Service Manager for Adult Health and Social Care to discuss Healthwatch and Carers. Following this meeting CJ will meet with LA to complete a write up for reports. |
| **13.** | **Agree whether to refer a matter to the Overview and Scrutiny Committee.** |  |
| **14.** | **Monitor activity and receive reports against statutory functions.** |  |
| **15.** | **Board Updates**  ER provided an update from the Board meetings. He informed the group that the Board had approved the Care home report and the Addiction report with gratitude and commendation for all persons involved.  ER advised the group that recruitment of the advisory committee has been taken on board and they are also looking at the advertisement of more members. A discussion entailed from this point on recruitment and the difficulty around the current timing of the A/C meetings for some members of the public. It was agreed that the current day and time of the meetings works well and instead alternative means will be looked at to involve more people in the meetings. LS discussed with the group a point of consideration when recruiting new members is that there seems to be a lack of representation from the Leigh part of the borough as the committee is primarily made up of Wigan locality.  ER informed the group that he and GS have met to discuss Young People projects and in particular the Vaping project. ER discussed the lack of resources available and advised that the work around young people is ongoing with the current focus being on which segments are to be worked on. |  |
| **16.** | **Volunteer – Processes Update**  LA started the discussion by expressing thanks to all of the HWWL volunteers for their time given, and for the passion and enthusiasm shown which is recognised and greatly appreciated.  LA explained how the Voluntary Framework has been updated to create and ensure a positive experience of volunteering. It was discussed how the Investment and Volunteer framework is used as a model to look up to and LA has taken on the role to streamline the collation of documentation to ensure consistency. LA provided each volunteer with a pack of documentation she requires from each of them and advised if they require an Authorised Representative ID badge and/or any uniform these can be arranged. LA noted that uniform is not compulsory but is available if anyone would like some ordering.  LA asked the group to ensure that when they are representing at a meeting that they complete a feedback sheet post meeting and send through to LA for assimilating onto forums and Board meetings.  LA informed the group that the expenses policy had been updated and this has gone to the Board for ratification. LA advised that she will be continuing to look at the policies and will contact volunteers for input on areas of expertise.  Volunteer recruitment on the website is being looked at and updated by LA with the help of The Hook Design Ltd and LA may be requesting videos from current volunteers to share feedback on their volunteering experiences. |  |
| **17.** | **Decisions made at today’s meetings**   * KP to liaise with the Chief Nurse and the Associate Chief Nurse at WWL to invite them to future A/C meetings to discuss funding and engagement. * Care Home project debrief to be set up – lead by AL * APH to take the Care Home project to the Overview and Scrutiny Committee * Approval of the Vaping proposal |  |
| **18.** | **Any other business (AOB)**  AL extended her thanks to JD, LA and MB for all of their help with the Care Home report.  LS asked when would the report be revisited and KP suggested possibly using Enter and View in the future. KP advised that the report is with the Care Home Support Delivery Group and the group have been asked to provide a response to the report. A response will be provided by the Director of Adult Social Care on behalf of the group and on receipt of the response it will be published within the report. |  |
| **19.** | **Date and time of next meetings**  **Tuesday 12 September 2023**  **10am-12.30 Sunshine House, Gallagher Suite** |  |
| **20.** | **Items for Information**  Decision log was received. |  |