

**NOTES OF A MEETING OF THE HEALTHWATCH ADVISORY COMMITTEE MEETING  
HELD TUESDAY, 9<sup>TH</sup> AUGUST 2022**

**PRESENT :** Janene Davies (Chair)  
 Ann Heaton  
 Adrian Paul Hardy  
 Adrian D’Arcy  
 Annmarie Stone  
 Mohammed Albaadani  
 Maggie Skilling  
 Wendy Moss  
 Malcolm Coe  
 Ann LLOYD  
 Ernie Rothwell  
 Mary B Hill  
 Carole Jones

**ALSO IN ATTENDANCE :**

Karen Wilson (HWWL Senior Engagement Officer)  
 Andrea Arkwright, Lisa Armstrong and George Sharp (HWWL Engagement Officers)  
 Doris McCartney (BSL Interpreter)  
 Vikki (PA)

1.	<p><b>APOLOGIES</b></p> <p>Jean Peet</p>	
2.	<p><b>WELCOME AND INTRODUCTIONS</b></p> <p>JD welcomed everyone to the meeting.</p>	
3.	<p><b>NOTES OF MEETING HELD 12.7.22</b></p> <p>Notes of the previous meeting, having been previously circulated, were agreed as a correct record.</p>	
4.	<p><b>MEMBERSHIP</b></p> <p>KW reported that Lynn Moore has resigned from the Advisory Committee due to other commitments and one other member has not adhered to the Code of Conduct under the Terms of Reference by not attending the 3 previous consecutive meetings and not sent apologies.</p> <p>JD will contact the member to seek clarification on the way forward.</p> <p>With this in mind, and with the knowledge that there are people interested in joining the Advisory Committee it was agreed to review the Terms of</p>	

	<p>Reference and current membership to look at gaps in representation at the October meeting.</p> <p>KW did suggest approaching a person who HWWL are working with on the young people's engagement, to join the committee who would bring in the views of young people, ethnic minorities, and the faith sector.</p> <p>It was agreed to invite him to the October meeting as a guest.</p>	<p>KW to add TOR for discussion at October meeting.</p> <p>KW to invite guest to October meeting.</p>
5.	<p><b>ITEMS FOR INFORMATION</b></p> <ol style="list-style-type: none"> <li>1. <b>Notes of Mental Health Lived Experience Forum 6.7.22</b></li> <li>2. <b>GP services for homeless and rough sleepers</b>  LA reported that following on from the project on Access to Primary Care Services she had been invited to a meeting about GP services for the homeless and rough sleepers.   The Local Authority is looking to provide a service to this community with various ideas being discussed. The meeting will be held bi-monthly and LA will report back to the committee on developments.</li> <li>3. LA reported that a number of GP practices are looking to work with us now including Beech Hill, Shevington and Sullivan Way and she is engaging with those practices and their PPGs alongside some AC members who are members of those PPGs.</li> <li>4. GS updated the Committee with the work on the Addiction project.   A number of videos have now been recorded. To make them accessible there is a translation tool and another day of filming is required to add the BSL translation.   GS reported that the videos are powerful and the next step is to agree how to release them.   HWWL will collaborate with local organisations to share the information and there were a number of suggestions from the committee :</li> </ol>	<p>Noted</p> <p>LA to share this information with APH prior to the Health Scrutiny meeting</p>

	<ul style="list-style-type: none"> <li>• Link with PCN Directors</li> <li>• Schools and youth organisations</li> <li>• Local press</li> <li>• TV coverage</li> </ul> <p>It was agreed that one or two of the videos be shared at the next or October meeting.</p> <p>5. AA updated members on the Living Well design Group who she is now supporting by recording mental health patient and carer stories using ethnographic research. She is also developing an information database.</p>	<p>Videos to be shown at future meeting</p>
<p>6.</p>	<p><b>Designing a boroughwide engagement model for young people</b></p> <p>GS explained the plan to create a model of engagement with young people aged 0 to 25 yrs based on the project description previously circulated and following on from our ICS event in June.</p> <p>The committee agreed this piece of work.</p>	<p>Agreed</p>
<p>7.</p>	<p><b>SPRING NEWSLETTER - QUARTER 1 2022-23</b></p> <p>Copies of the newsletter were circulated, and members asked for feedback on the design, layout and content.</p> <p>Members felt that the format is easy to read and liked the fact that the content links up with our Statutory Functions, but made some comments/suggestions:</p> <ul style="list-style-type: none"> <li>• Check the language is English UK rather than English USA, therefore avoiding z in some words</li> <li>• Avoid the colour contrast - poor for the visually impaired and some Healthwatch lettering disappears in the green shading</li> <li>• Type setting is inconsistent and too small in some areas</li> <li>• Didn't like the heading Spring Report and suggested future newsletters should be headed 'Healthwatch Report' following by the relevant months and identify which Quarter e.g. Healthwatch Report, Quarter 1, April to June 2022</li> <li>• Add QR codes where possible to link back to the website, eg to take a person to a report on our</li> </ul>	

	<p>website or when the Addiction videos go live if someone is reading hard copy of the report by using the QR code they will be taken straight to the link</p>	
8.	<p><b>UPDATE FROM STAFF</b></p> <ul style="list-style-type: none"> <li>• AA explained that volunteers who had taken part in the WWL PLACE training are now waiting for assessment dates.</li> </ul> <p>AMS did not recall receiving an invitation to the PLACE training and asked if AA would put her name down and inform WWL that he would require an interpreter</p> <ul style="list-style-type: none"> <li>• KW reported that the HWWL NHS Complaints Advocacy Service has been awarded the Quality Mark which recognises quality in independent advocacy and last for 3 years.</li> <li>• LA reported that she was working with GS and MA engaging with asylum seekers pre and post section 95 to check that they can access the services they are entitled to.</li> <li>• LA reminded members about the dementia training session on Thursday, 11<sup>th</sup> June.</li> <li>• AL gave an update on the care home project. All the ‘behind the scenes’ work is complete eg risk assessment, briefing sheets etc. She will be attending the Care Homes Managers forum in September to brief the managers on the project and there will be a final briefing of volunteers before a test visit. There will be a newsletter article in the press next week.</li> <li>• MA continues to work with the muslims through the Wigan Mosque. There is a new committee at the mosque and MA is working with the Imam to seek permission to place a comment box within the mosque.</li> </ul>	

<b>9.</b>	<b>NEXT MEETING</b>  The meeting on Tuesday, 13 <sup>th</sup> September, 10am to 12.30 pm at Sunshine House will be a session with Lynn Mitchell, GMIC on Quality Frameworks and a workshop on our Missions, Vision and Values.  There will be no agenda until the October meeting.	
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