

**NOTES OF A MEETING OF THE HEALTHWATCH ADVISORY COMMITTEE MEETING
HELD TUESDAY, 10am 13th August 2024**

	09 th July 2024	13 th August 2024	10 th Sept 2024	8 th October 2024	12 th November 2024
Adrian P Hardy (Chair)	√	√			
Maggie Skilling	√	Apologies			
Ann Lloyd	√	Apologies			
Ernie Rothwell	√	√			
Malcom Coe	√	√			
Mary Hill	√	√			
Jean Peet	Apologies	Apologies			
Elaine Clayton	√	Apologies			
In attendance					
Karen Parker, Chief Officer HWWL	√	√			
Lacey Briscoe Office Manager	√	√			
Lisa Armstrong (Volunteer Co- ordinator)	√				
George Sharp Engagement Officer		√			
Yemi Oke Administration Officer (Minutes)		√			

1.	<p>WELCOME AND INTRODUCTIONS</p> <p>The Chair Adrian Hardy (AH) welcomed everyone to the Advisory Committee (AC) meeting and gave a brief introduction of the function of Healthwatch Wigan and Leigh (HWWL). Introductions took place around the room for the benefit of the members of the meeting who were attending as observers:-</p> <p style="text-align: center;">Aneek Morris (AM); Jimmy Roberts (JR); John Fox (JF); Kate Jakson (KJ); and Margaret Brown (MB)</p> <p>AH mentioned the projects embarked on by Andrea Arkwright (AA), George Sharp (GS) and Ann Lloyd (AL) for the AC observers to have an overview of how the AC supports the project work of HWWL.</p> <p>An overview of the role and function of the AC included - AC support the Board of Directors, delegated responsibility from the Board to the AC for decision making. Decisions are deliberated and discussed at the AC and ratified by the Board.</p>	
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	<p>Karen Parker (KP) added that the AC are a formal committee which forms part of the Governance structure. HWWL make decisions on issues raised by the AC while another function of HWWL regarding NHS related issue is outside the purview of the AC. Highlighted that Healthwatch belongs to the people of the Wigan Borough and the committee provides wider conversation to enable representations from the community to inform these decisions.</p> <p>The statutory functions of Healthwatch were summarised and provided for information to the meeting observers.</p>	
2.	<p>Apologies</p> <p>Apologies were received and noted</p> <p>The Chair advised of the resignation of the former Chair and member of the Advisory Committee and volunteer for HWWL Janene Davies. The Chair expressed thanks and appreciation to Janene for her hard work, time and commitment provided during their time at the AC. Proposed that some flowers be sent as a token of our appreciation of her work with us.</p>	
3.	<p>Notes of the Advisory Committee 09th July 2024</p> <p>The notes were received and agreed as a true record.</p>	
4.	<p>Action log 09th July 2024</p> <p>The action log was reviewed and discussed.</p> <ul style="list-style-type: none"> - Mental Health report will be going to the Overview and Scrutiny (O&S) in November - decision agreed at the July AC meeting. KP noted prior to November she will be creating a plan for the meeting to go with the report. AA and/or GS who undertook the work will be invited to go along to the meeting with AH, who is our O&S representative. - Recruitment onto the AC - AH and Lacey Briscoe (LB) mentioned the impact of the Newspaper Article which has been successful in advertising roles onto the AC and attracting possible new members onto the committee. 	

<p>5.</p>	<p>Chief Officer - Update</p> <p>KP provided an update of her recent work commitments highlighting that strategic relationships remain positive and KP has been invited to join the Leadership Group which has been agreed at Wigan Health and Wellbeing Board, which has been accepted with the caveat of maintaining our independence - a reflection of the positive strategic relationship of HWWL and KP continuing to build positive strategic relationships within the borough.</p> <p>Staff update - HWWL have a full staff team and highlighted the recent employment of Yemi Oke (YO) as HWWL's new Administration Officer.</p> <p>HWWL recently had a member of the Princes Trust join the staff team on two-week placement which was a very positive experience. Following on from this placement the young person has joined HWWL as a volunteer who will support our Communication Officer, Lee Whalley (LW).</p> <p>Recruitment drive - Authorised representatives (AR) were added and trained as new volunteers. The role of AR widened to enable active engagement in activities. KP provided a further overview of the role of an AR and around the power of Enter and View for the benefit of the meeting observers.</p> <p>Malcolm Coe (MC) requested for names and list of all ARs and volunteers for reference and proper documentation.</p> <p>Health and Wellbeing Board Report</p> <ul style="list-style-type: none"> • Chair of the Board Kathryn Drury (KD) and KP attend • KP would give annual report (Monitor Activity) at the next quarter. 	
<p>6.</p>	<p>Approve Operational Priorities and project planning</p> <p>Nothing to report</p>	
<p>7.</p>	<p>Agree whether to request specific information around health and social care</p> <p>Nothing to report</p> <p>AH asked the committee to think for future meetings of anything they may be aware of or brought up as an issue in</p>	

	<p>the community which could be brought to the meeting under this item for further discussion.</p> <p>General discussion entailed amongst the group around dentistry - AH, indicated that issue with dentistry had been mentioned at the O&S meeting, but until the Government indicate how the dentists' payment contract will be amended there was no change expected in levels of service.</p> <p>KP affirms we have the power to request information from service providers but there is a process to adhere to before this can be done - a question needs to be asked, HWWL investigating the root cause of the matter on ground and then our response being recorded.</p> <p>KP provided an overview around the statutory obligation of this power explaining that HWWL can formally request information, highlighting the importance of the set process being adhered to carry out this request to ensure a record of conversations and relevant decisions has been noted.</p>	
<p>8.</p>	<p>Receive regular updates of ongoing projects and work programmes</p> <p><u>CAMHS</u></p> <p>GS update:</p> <ul style="list-style-type: none"> • 12 Sessions booked with 4 being done, with October/November deadline in view. • Event planning in motion to link people together with a singular objective of letting people know about CAMHS. This was being held in conjunction with the Youth Cabinet in Wigan and the event was proposed for February 2025. • AH raised the issue of methods (e.g. survey and interviews) to be used to facilitate the engagement of people and GS confirms those have been put in place. • Mary Hill (MH) added that if the event attendance would help in intelligence gathering, then it's worth attending, and AH seconded that opinion. • KP proposed a project extension to December on the premise that it would provide more time for collaborative efforts in achieving CAHMS goals. She also added working with the Youth Cabinet takes time as we tend to work at their pace and as a result, the 	

	<p>programme planning would extend beyond October/November but not beyond February.</p> <ul style="list-style-type: none"> AH advised further report on CAHMS Plan/ Timetable would be helpful in October. <p><u>Discharge Project - Update</u></p> <p>MH provided an update as AL was absent today:</p> <ul style="list-style-type: none"> Inefficient Discharge Process: the investigation for the discharge process was the result of the AC workshop held earlier this year. The project aims at gathering stories of those with ‘no right to reside’ in the hospital; with 8 stories being gathered so far. She added that AL leverages the good relationship she had with the hospital being visited with much support from staff to garner supporting information. Communication barrier is another problem identified. The Ward Staff are no longer responsible to co-ordinate the discharge process. AH also opined that patient transport service is another issue affecting the discharge process. This was evident from reviews undertaken in the Discharge Lounge at RAEI. KP mentioned Ann’s capacity goes beyond the identification of issues, to proffering solutions. She added the front-liners experience would be useful. It was concluded that AL, AH and MH would get a report written to be shared before the end of the year on the project. AH added that the relevant experience of the AC observers would be useful on the discharge project. <p>Further discussions entailed around the attendee’s experiences of A&E services and it was discussed how people should be enlightened about the services A&E provide so that only people that need the service would go there.</p>	
<p>09.</p>	<p>Agree which premises to Enter and View and when these premises are visited</p> <p>Nothing to report</p>	

	<p>KP provided an overview of the Enter and View. HWWL is yet to exercise this power but now, with a bigger team, protocol can be followed to begin its use. What was done in the past was engagement rather than Enter and View.</p> <p>It was opined that we may not get the result anticipated if visits are announced - rationale of an announced visit was provided which is to inform service provider and the service users' families about our visit in case they have questions and observations on the service. KP further added that both Enter and View and engagement visits can be done at the same time, and/ or in collaboration with other HWs and a joint report written to that effect.</p>	
<p>11.</p>	<p>Provide representation to specific committees and Boards as determined by Wigan Borough CIC</p> <hr/> <p><u>Overview and Scrutiny</u></p> <p>AH had circulated the Agenda for the recent meeting to the AC and the Board and asked for any comments to be sent to AH prior to the meeting. The Mental Health report will go to O&S in November. The re-invigoration of the Smoke Free Wigan work by the Council was mentioned, which had been reinforced by the work that GS had done in relation to Vaping in the community</p> <p><u>Other bodies we are represented on</u></p> <p>KP noted further on this item within the Agenda and suggested that she would attend AC bi-monthly to provide updates on the meetings that she attends - this would provide further reassurance to the AC that HWWL are carrying out their function.</p>	
<p>12.</p>	<p>Agree whether to refer a matter to the Overview and Scrutiny Committee.</p> <p>Nothing to report.</p>	
<p>13.</p>	<p>Monitor activity and receive reports against statutory functions.</p> <p>Nothing to report.</p>	

14.	<p>Board Updates</p> <p>Ernie Rothwell (ER), the link Director, provided a Board update :</p> <p><u>Financial report</u></p> <p>At the end of first quarter, financials are fine - the commercial aspect of HWWL generated a lot of questions and discussions. There should be terms and conditions for the purchase of goods and services by HWWL hence the resources should be judiciously used. Agreed that purchase orders would be issued for any contract going forward and any large ticket items that have a value over £1000.</p> <p>Discussions around ongoing projects, available resource.</p> <p>Decision agreed for the function of AC to remain as at present.</p>	
15.	<p>Decisions made at today's meetings</p> <ul style="list-style-type: none"> • All AC Observers were asked and have subsequently agreed to become volunteers. • JF joined the Audit Team, together with MC and ER. • The subject of Hospital at Home was moved to the next meeting. • Additional progress report needed on the CAMHS and the Discharge Project. 	
16.	<p>Any other business (AOB)</p> <p>AM (Observer) raised questions about being a HWWL Volunteer and raised an issue about hospital at home practicalities for patients with visual, hearing or age related issues that meant that they could not access all the support that would be needed. KP suggested this as a matter arising for further discussion at the next AC meeting.</p>	
17.	<p>Date and time of next meetings</p> <p>Tuesday 10th September 2024 10am-12.30 Sunshine House, Gallagher Room</p>	
18.	<p>Items for Information</p>	