healthwatch Wigan and Leigh

NOTES OF A MEETING OF THE HEALTHWATCH ADVISORY COMMITTEE MEETING HELD TUESDAY, 10am 11th March 2025

1.	**Welcome and Introductions** AH welcomed everyone to the Advisory Committee (AC) meeting.	
2.	**Apologies** Apologies were received and noted.	
3.	**Notes of the Advisory Committee 10th September2024** The notes were received and were agreed as a true record.	
4.	**Action log 10th September 2024** Item 10. Completed. Need to make sure the terms of reference are relevant to the new structure. **Item 8.** AH commented that he needs to find out from KP what is happening with the analysis of the CAHMS report and when it will be available to come back to the AC. **Item 8** 90% of the A&E report has been completed. LA to finalize the design of the report with CD. It will be circulated to AC and shared with Kevin Parker-Evans at WWL. Ann and Lisa are arranging to meet with Kevin Parker-Evans to discuss the A&E findings. **Item 6**. Waiting for feedback from Paul Jamieson on sexual health contractor performance.	
5.	Presentation: Kevin Parker-Evans (KPE) Chief Nursing Officer & DIPC Wrightington Wigan and Leigh (WWL) Kev thanked the group for giving him the opportunity to come to speak to us. He gave an overview of progress since his appointment just 12 months ago. He acknowledged there was work to be done to improve patient care but that a culture shift was required in order to achieve the standards he wanted staff to deliver to patients. He outlined some of the challenges encountered in A&E especially around care delivery in corridor settings which was	

	something he was actively working to abolish. Developments of note included: • All leadership posts had now been filled and there were no Ward Leader or Matron vacancies. • Staffing vacancies across the Trust were low at 25 Registered Nurse vacancies and reductions in other staff groups. • The turnover of staff had reduced significantly. • Escalation areas had all been closed in the last week and there had been no patients in the corridor in A&E for 6 days up to Monday. • There was a Lived Experience Partnership with representation on appropriate groups within the Trust. KPE presented the video around "We Care" and the six ambitions. The six ambitions are: • We deliver the fundamentals of care, right, every time. • Encourage people to speak up whilst seeking their feedback. • Care for each other, so that we can care for our patients. • Advocating the right care, in the right place, with the right skills, every time • Reduce avoidable harm. • Embed kindness, openness, inclusivity and compassion in all that we do. KPE spoke about getting the basics right first time for patients. The core ambitions would form the objectives for all leaders from Ward Leader to Deputy Chief Nurse and a programme of monthly focus areas had been identified aimed at embedding good practice across the Trust. KPE was happy to come back to future meetings of the Group to update us on progress that is being made to embed these behaviours across the Trust. Agreed that we ask him back Quarterly. Kev opened the Lived Experience Partnership to any member of the public who has had experience of care at WWL either themselves or by a loved one. The application is via email to Kev. There is a short training programme to be completed. He also requested to attend future meetings to update us on progress and continue to develop the relationship with HWWL.	

6.	**Approve Operational Priorities and project planning** AH reported that he had met with AL LB and AA to discuss the outcomes from the Priorities workshop. The two priorities were Home Care and Pharmacy. AL presented the papers on the two priorities. There was lots of discussion around the projects about how in depth the projects would be and how long they would take. AL advised the committee that there would be more in-depth proposals presented to the committee once the committee agreed if these were the two projects that should be taken forward. The committee agreed to take the two projects forward.	
7.	**Agree whether to request specific information around health and social care** Nothing to Report	
8.	**Receive regular updates of ongoing projects and work programmes** **CAHMS Project** AH reported that he will contact KP to ask when the analyses and report will be ready for the Advisory Committee **A&E Report** AP reported that as discussed in the action plan LA and AL will meet KPE once the report has been designed. The report should be ready for the next Advisory Committee meeting. There was also some discussion as to how the report would be fed into the wider system such as System Quality Board. Andrew Wragg is aware of the project therefore there is an opportunity to feed into ICB forums.	
9.	**Agree which premises to Enter and View and when these premises are visited** Nothing to report	
10.	**Provide representation to specific committees and Boards as determined by Wigan Borough CIC**	
	Overview and Scrutiny report. AH presented the report. AP commented that he had raised the issue around the Low Vision Service with Leon Bergman.	

	Jimmy commented that the secretary had met with the council, and they would look at the backlog to see if they could get things moving more quickly. More meetings are scheduled. The secretary of the Blind Society is pleased with the outcome. AH commented that the turnover of staff within social services is minimal. Customer feedback for social services showed that the number of complaints has reduced. Discharge report to be presented to Overview and Scrutiny at the next meeting on the 24th March. **Wigan Safeguarding Adults** Elaine presented the report. Commenting that, the board recognized the positive and collaborative work with Healthwatch. Elaine also reported that the Safeguarding Team is developing a virtual college management system for volunteers and community groups as part of an e-learning model. However, there is concern that only 500 licences will be available.	
11.	**Agree whether to refer a matter to the Overview and Scrutiny Committee.** Nothing to report	
12.	**Monitor activity and receive reports against statutory functions.** Nothing to report.	
13.	**Volunteer Update:** LA reported that from April 2024 to February 2025 the volunteers had committed to 841 hours of volunteering which was a great achievement. Expenses need to be in before the end of March for payment. There will be a competition for volunteers to guess how many easter eggs there are in the jar which was shown at the meeting. LA will circulate to all the volunteers. AP commented that the Advisory Committee/ Healthwatch Committee needed a refresh due to volunteers leaving or who	

	are currently unable to attend. LA commented that she would go out to advertise again.	
14.	**Board Update** **Organisational Restructuring – Wigan Community First:** AH presented a paper on the organizational restructuring. The Advisory Committee would be renamed Healthwatch Committee. LM raised concerns around the Terms of Reference of the Committee to make it meet the correct governance around the new organization. ER reported that the Terms of Reference are being reviewed and will be brought back to the committee for comment. Action: Terms of Reference to be brought back to the committee for review.	
15.	**Any other business (AOB)** Nothing to report	
16.	**Decisions made at today's meetings** - CAMHS Report AH to contact KP to see when the report will be ready. - AE Report should be ready for the next Healthwatch Committee Meeting - Sexual Health update has been requested. - Agreement of the two projects for 2025/2026 - Encourage KPE to come and present regularly at the newly named Healthwatch Committee -	
17.	**Date and time of next meetings** Tuesday 8th April 2025 10am-12.30 Sunshine House, Gallagher Room	

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	09th July 2024	13th August 2024	10th Sept. 2024	8th October 2024	19th November 2024	10th December 2024	21st January 2025	11th February 2025	11th March 2025
Adrian Hardy (Chair)	√	√	√	√	√	√	√	√	√
Maggie Skilling	√	Apologies	√	√	√	√	√	√	Apologies
Ann Lloyd	√	Apologies	Apologies	√	√	√	√	√	√
Ernie Rothwell	√	√	√	Apologies	√	√	√	Apologies	√
Malcom Coe	√	√	√	√	√	√	Apologies	√	√
Mary Hill	√	√	Apologies	√	√				
Jean Peet	Apologies	Apologies	Apologies	Apologies	Apologies	On Hold	On hold	On hold	On hold
Elaine Clayton	√	Apologies	√	√	√	√	√	√	√
Annick Morris		√	√	√	√	√	√	√	√
Jimmy Roberts		√	√	√	√	√	√	√	√
John Fox		√	√	Apologies	√	Apologies	√	Apologies	Apologies
Margaret Brown		√	√	Apologies	√	Apologies	Apologies	Apologies	Apologies
Lynn Mitchell				√	√	√	√	√	√
Karen Strong				Apologies	Apologies	Apologies	Apologies	Apologies	Apologies
In attendance									
Karen Parker, Chief Officer HWWL	√	√		Joined Online					
Lacey Briscoe Office Manager	√	√	√	√	√	√	√	√	Apologies
Lisa Armstrong (Volunteer Co-ordinator)	√		√	√			√	√	√
George Sharp Engagement Officer		√	√	Apologies	√	√			
Ann Lloyd (Engagement officer)					√	√	√	√	√
Andrea Arkwright (Engagement Officer)					√		√	√	√
Georgia-Mae Paulo (Business Administrator)						√			