

**NOTES OF A MEETING OF THE HEALTHWATCH ADVISORY COMMITTEE MEETING
HELD TUESDAY, 10am 08th April 2025**

1.	Welcome and Introductions AH welcomed everyone to the Healthwatch Committee meeting.	
2.	Apologies Apologies were received and noted.	
3.	Notes of the Advisory Committee 11th March 2025 The notes were received and were agreed as a true record.	

4.	<p>Action log 11th March 2025</p> <p><u>Camhs report:</u></p> <p>The Camhs infographic report was circulated for approval following further amendments requested at the March meeting. After a discussion of the current leaflet the following recommendations for further improvements were agreed:</p> <ul style="list-style-type: none"> - Re look at the percentages attached to the young people who have accessed mental health services - more context is needed to the 71% - Expand the recommendations and include those from the HWinGM report for further information. - Look at the “now what” element of the report, where will this be presented on completion of the project. <p>LB will ensure these are implemented and the amended version of the leaflet presented at the next meeting.</p> <p><u>A&E report:</u></p> <p>LA/AL will be presenting the final report to the Chief Nurse and wider team the following week. Discussion entailed around the success of the project and the feedback include in the report. LM highlighted the importance of ensuring the feedback, both good and bad, is provided to the trust.</p> <p>Agreed that we will arrange for the Chief Nurse to be invited back to the meeting to provide further updates and engagement on ongoing projects and services.</p> <p><u>Report Approved</u></p> <p><u>Sexual Health:</u></p> <p>LB informed that she is still awaiting a response from public Health on an update from the provider, agreed that LB will further chase and suggest that the provider attend a future Healthwatch committee meeting to update on the service provision.</p>	
6.	<p>Approve Operational Priorities and project planning</p> <p>Project Proposals:</p> <p>The project proposals were circulated for approval as thematic projects of 2025-26.</p>	

	<p><u>Home Care</u> - In summary the aim of the project is to hear people's stories related to using those home care services that are commissioned via Wigan Adult Social services. We aim to hear both service users and their families' experiences, aiming to identify what works well and where there may be opportunities to work better.</p> <p>AH suggested that that within "specific objectives" the wording of "adaptations for people with sensory disability" should be amended to include "all disabilities/abilities".</p> <p>Further suggestions included:</p> <ul style="list-style-type: none"> - Adding in an additional survey for the Care Home management teams / the council around commissioned contracts to gather more background information. - Including questions in the survey "if there is anything you could change for the better, what would it be?" - Action: AA/AL to extend the project timeline to take into conservation feedback from the committee. <p><u>Project Approved</u></p> <p><u>Pharmacy Project</u> - In summary the aim of the project is to hear people's stories related to the use of pharmacy first services. We aim to hear both residents and pharmacy staff s experiences, aiming to identify the</p> <ul style="list-style-type: none"> • uptake of pharmacy first services • the quality of the service • any impact on the workload of pharmacy staff <p><u>Project Approved</u></p>	
7.	<p>Agree whether to request specific information around health and social care</p> <p>Nothing to Report</p>	

8.	<p>Receive regular updates of ongoing projects and work programmes</p> <p>LB updated the committee on an ongoing GP Social Media Campaign for GP Surgeries around Patient Feedback.</p> <p>We have recently initiated a social media campaign across GP surgeries within the Primary Care Networks (PCNs) in the borough. The aim of this campaign is to gather feedback from patients about their experiences with local GP practices. The insights collected through this campaign will be compiled and shared with Practice Managers. This will help to highlight areas where services are performing well, as well as identify opportunities for improvement.</p> <p>This originated from a post submitted via our Communications team which attracted a large feedback response. LB informed the committee that following discussion within the management team it has been agreed that this will continue to cover all GP practices in the area. LB explained to the committee that this will need to be considered when looking at our workplan due to resource required for collating the feedback. LB noted and expressed thanks to the volunteers that have been supporting with this task to date.</p> <p>AH/ER suggested a meeting with LB and the Chief Officer to discuss this further alongside Board discussions around budgeting resource.</p> <p>AH suggested it would be beneficial for KP to attend the HW committee meetings on a quarterly basis to update on relevant system board meetings.</p>	
9.	<p>Agree which premises to Enter and View and when these premises are visited</p> <p>Nothing to report</p>	
10.	<p>Provide representation to specific committees and Boards as determined by Wigan Borough CIC</p> <p><u>Overview and Scrutiny</u></p> <p>AH updated the Committee - AL presented the Discharge Report, AH noted that the meeting proved to be a timely meeting to present this report as there were also reports being presented from Social Care on the development of the Carers strategy and from the ICB on the Better Lives Program</p>	

	<p>- which AL is involved in following the Discharge project. All recommendations set out in the report were seen as reasonable and actionable. Agreed that following the second phase of the Better Lives program we will continue to monitor changes and progress.</p> <p>Discussions noted at the Discharge Improvement Group in which discussions are ongoing around improvements to the leaflet for Richmond House.</p> <p>AL will be presenting the Discharge report at the Discharge Improvement Group to look at the Discharge process within A&E.</p> <p><u>Carer's Network Meeting</u></p> <p>AM informed the group that she had attended her first meeting as a representative for HealthWatch. Discussions focused on a presentation from Andy Man's Club and the service provided around men's mental health in Wigan.</p> <p>AM will be attending the next meeting and is looking forward to be involved in the discussions going forward.</p>	
11.	<p>Agree whether to refer a matter to the Overview and Scrutiny Committee.</p> <p>Nothing to report</p>	
12.	<p>Monitor activity and receive reports against statutory functions.</p> <p>Nothing to report.</p>	
13.	<p>Volunteer Update:</p> <p>AL updated the committee on the A&E report progress noting that following a meeting with the Chief Nurse, the report will be sent to the Wigan Quality meeting for discussion.</p> <p>Discussion around recruiting further volunteers for the HealthWatch Committee, agreed that the next Wigan Today publication will be on this recruitment and LA asked for the article to be written by the volunteers to highlight their experiences as committee members.</p> <p>LA informed of ongoing discussions and planning around the next social event and asked for suggestions of activities.</p>	

14.	<p>Board Update</p> <p>AH/ER provided an update on the discussions at Board which looked at the restructure of the organisation. Further updates will be brought to the committee as it progresses.</p> <p>Following these discussions it was agreed that the Terms of Reference for the Healthwatch Committee needs refining. A draft version has been put together by LM, AH expressed thanks to LM for her work with this.</p> <p>Membership to be reviewed next year for current members as some will be up to maximum membership allowance.</p> <p>TOR approved and to be ratified at Board on the 5th June 2025</p>	
15.	<p>Any other business (AOB)</p> <p>Nothing to report</p>	
16.	<p>Decisions made at today's meetings</p> <ul style="list-style-type: none"> - Camhs report to be amended and provided to the May AC for approval - A&E report approved - Projects approved with refinements suggested on survey's and timelines - AH/ER/LB/KP to meet to discuss GP work and resource required - TOR approved and will be ratified at the May Board meeting 	
17.	<p>Date and time of next meetings</p> <p style="text-align: center;">Tuesday 13th May 2025</p> <p style="text-align: center;">10am-12.30 Sunshine House, Gallagher Room</p>	

	08th April 2025	13 th May 2025	10 TH JUNE 2025	8 TH July 2025	12 th August 2025	09 th September 2025	14 TH Oct 2025	11 th Nov 2025	09 th Dec 2025
Adrian Hardy (Chair)	√								
Maggie Skilling	√								
Ann Lloyd	Apologies								
Ernie Rothwell	√								
Malcom Coe	Apologies								
Jean Peet	Apologies								
Elaine Clayton	√								
Annick Morris	√								
Jimmy Roberts	√								
John Fox	Apologies								
Margaret Brown	DNA								
Lynn Mitchell	√								
Karen Strong	Apologies								
In attendance									
Lacey Briscoe Office Manager	√								
Lisa Armstrong (Volunteer Co- ordinator)	√								
Andrea Arkwright (Engagement Officer)	√								