



Healthwatch Telford and Wrekin Independent Strategic Advisory Board

Wednesday 23 April 2025

10.00am Avara Foods Ltd, Hortonwood 60, Hadley, Telford TF1 7GL

Agenda

	Item	Enclosure (Paper, Verbal etc)	Outcome (Noting, Decision etc)	Presenter
1	Welcome and Apologies			Chair
2	Declaration of Interests			All
3	Notes from last meeting 2025 01 29	Enc 1	Approval	Chair
4	Work Programme Project Updates	Verbal	Noting	CE
5	Meeting feedback reports by HAB members/ staff/ CE	Verbal	Noting	CE
6	Intelligence/Feedback update – public issues	Verbal	Noting	CE
7	Decisions to be made by the Advisory Board	Verbal	Noting	CE
	A Escalation to HW England/ CQC Copies of correspondence already agreed for ratification			
	B Publish a report / agree a recommendation made in a report: HW T and W Enter and View report – The Maples HW T and W Enter and View report – Sambrook House	Enc 2 Enc 3	Approval Approval	
	C Request information from commissioners/ providers			
	D Which premises to Enter and View and when (Completion of the Enter and View visit checklist is required)		Approval	
	E Decision about subcontracting/ commissioned work			
	F Whether to report a matter concerning your activities to another person- e.g. CCG, Voluntary Sector, another Healthwatch, Advocacy services			
	G Which health and social care services HW is looking at for priority project - Priorities Survey report	Enc 4		
	H Refer a matter to Overview and Scrutiny committee			
	I Breach/s of the decision-making process			
8	Health and Social Care Issues from the public	Verbal	Noting	CE
9	AOB			Chair
10	Date and Time of Next Meetings:			

Chair – Healthwatch Advisory Board Chair

CE - Chief Executive

Healthwatch Telford and Wrekin ISAB notes
29 January 2025 11am – 1pm
Virtual on Teams

In Attendance: Simon Fogell (SFo) – HWTW Chief Executive
 Sherrel Fikeis (SFi) – Advisory Board Chair
 Elizabeth Learoyd (EL) – ECS Managing Director
 Chris Fox (CF) - Advisory Board member
 Mark Austin (MA) - Advisory Board member
 Jan Suckling (JS) – Engagement lead
 Tracy Cresswell (TCr) – ECS Corporate, Partnership and Volunteering Manager (minutes)
 Tom Kane (TK) – Advisory Board member
 David Bell (DB) – Advisory Board member
 David Brown (DBr) - Advisory Board member

Apologies:

Agenda Item	Notes	Actions
1	Welcome and Introductions There were no apologies. David Brown was welcomed to the Board SFi thanked Simon and Jan for their hard work. SFi said that the interview that Simon did on the radio was frank and honest.	
2	Declarations of interest MA – declared he was the Governor of St Matthews C of E DB – declared he was involved in Age UK	
3	Notes and Action log Minutes from the meeting held on 26 November 2024 were accepted as the true record of the meeting.	
4	Work Programme Update The board had received an update within the papers that were distributed prior to the meeting. Discharge – JS explained that this was turning out to be a bigger project and that to give it justice it will continue into next year. The ISAB were asked to share the project through their networks, and if they require hard copies of the survey to let JS know and she will print some off for them. ACTION – ISAB members to promote the survey through their networks. There was additional discussion between the board members, DBr expressed that the wards were in resistance to sending patients to the discharge lounge.	ISAB members

	<p>TK expressed that he had a negative experience, however MA had had a positive experience, CF expressed that there was no support being given and people were being discharged with not the correct information.</p> <p>SFo explained that the team will produce mini reports, so we don't lose intelligence, it was agreed that SFo, JS, SF to meet to focus on a project plan</p> <p>ACTION: - SFo, JS, TCr to meet to pull together a project plan</p> <p>SFo updated the ISAB on the GP Project, work is carrying on, it is currently having a themed analysis being conducted on each GP practice, SFo shared with the ISAB with 1 GP practice's analysis (Charlton), there were 38 pages.</p> <p>DBr asked if Healthwatch had access to the GP data, JS explained that it varies on what GP practice is recorded as a benchmark.</p> <p>DBr explained that the PPG in Donnington have access to the data.</p> <p>MA explained that the work needs to show both the strengths and weaknesses and have a overall RAG rated against the work that has still to be completed.</p> <p>JS explained that they are continuing with Enter and View visits, and completing BP checks, JS thanked CF for letting them go into one of their groups.</p> <p>CF explained that she has another group, but they meet in a pub.</p> <p>SFi explained that Gudwara are also carrying out BP checks</p> <p>ACTION – CF to let JS have the details of the group to carry out BP checks.</p> <p>EL updated the ISAB that ECS had been commissioned £25,000 by public health to carry out work on Stop Smoking. For this financial year, we will be developing a short survey and carrying out 6 focus groups on the target areas (they are listed below) -</p> <ul style="list-style-type: none"> • Men • 18-34 • Social housing <p>This will be led by ECS, but would like involvement from the ISAB</p> <p>DBr asked where Telford stand in terms of Stop Smoking, as 8 years ago they were 21% at the time of delivery for moms having babies, the national target was 8%. EL explained that the latest national target was 9% and this could be a focus for the next financial year.</p> <p>SFo explained that they were currently conducting a small commissioned project by Healthwatch England around GP, and the target audience is a parent of a child that regularly attends the GP practice, and a patient from an ethnic community.</p>	<p>SFo, JS, TCr</p> <p>CF</p>
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	<p>JS to email the ISAB with details of the project, including the criteria and timeframes. There will be no patient details shared with Healthwatch England.</p> <p>ACTION: JS to email ISAB with criteria and framework</p>	JS
5 and 6	<p>Meeting Feedback / Intelligence Feedback</p> <p>SFo updated the ISAB that the GP report has been received well at meetings.</p> <p>The Joint Scrutiny have finally acted on the proposal that SFo has suggested writing to the Secretary of Health around SATH, SFo expressed that this was an impact and is currently waiting for communication to say that the letter can be published.</p> <p>SFi updated the ISAB on the Ageing Well Board that she attended and TCr also was in attendance as JS was unable to attend due to a clash of meetings. The board was formed over 2 years ago but became stagnated, the last meeting had new members and fresh energy about it. It is a platform for healthy ageing, not just about being healthy, it is also around housing etc.</p> <p>MA expressed that he sat on it as a resident.</p> <p>TCr updated the ISAB that they are focusing on a target audience.</p> <p>SFo shared the monthly update with the ISAB and flagged engagement events if ISAB want to support.</p> <p>TK – expressed that he will do the veteran’s event. SFi expressed that she would like to attend the veteran’s event.</p> <p>ACTION: ISAB to let JS know what events they can support.</p> <p>On the first Tuesday every month at Donnington at 4pm, there is veterans’ event, could promote the Stop Smoking project.</p> <p>ACTION: DBr to share details of Donnington veteran with JS and TK</p> <p>JS updated that ISAB that she was planning 2 E&V visits for February and 2 visits for March, and if anyone wants to shadow, and SFi to lead the next visit she attends.</p> <p>ACTION: ISAB to let JS know if they can support the E&V visits planned</p>	<p>ISAB members</p> <p>DBr</p> <p>ISAB members</p>
7	<p>Decisions to be made by the ISAB</p> <p>A. Nothing to report</p> <p>B. A&E Report – to be published on the website</p> <p>Pharmacy report – under recommendation need to include hearing then to be published.</p> <p>St Georges Enter and View revisit – Healthwatch have had a huge impact on carrying out the previous visit, as several of the recommendations had been actioned.</p>	

	<p>Woodcote Enter and View revisit – Healthwatch have had an impact on carrying out the previous visit, the home had put the recommendations on the wall and how each one had been actioned.</p> <p>C. Lorna Clareson to be contacted to send the GP data direct to Healthwatch TW, as they currently receive it from attending Patient First meetings.</p> <p>D. JS to pull together a list and share with the ISAB, she is currently looking at homes that CQC have not visited for a while, including Learning Disability.</p> <p>E. GP Interviews and Smoking (ECS delivery)</p> <p>F. Nothing to report</p> <p>G. Listening Survey and 360 survey will be launched in the next few days.</p> <p>H. Nothing to report</p> <p>I. Nothing to report</p> <p>ACTION: - JS to circulate the listening survey to ISAB members to share with their contacts.</p>	JS
8	<p>Health and social care issues from the public</p> <p>No public in attendance and no issues received, however it was discussed about holding the meetings in the community</p>	
9	<p>Any other business</p> <p>TK shared 3 projects that he is currently planning as networking, he requires a venue to 12 people. SFi explained that MPH have a free room for charities to use.</p> <p>SFi to speak with DB re pot of money available from Age UK.</p> <p>SFo expressed that he wants the ISAB to get more involved in outreach activities to listen to what people are sharing.</p> <p>DBr happy to attend Patient first meetings, needs to liaise with JS.</p> <p>DBr explained that the translation for Chinese is incorrect on your have your say, DBr to let SFo have the correct translation.</p> <p>SFo explained that he had previously sent out a interest matrix, can all the ISAB members let SFo know.</p> <p>EL – Well done to Simon and the board on what we achieve.</p> <p>SFO expressed thanks to JS and TCr.</p>	
10	<p>Date of next meeting</p> <p>Wednesday 26 March 2025, 11am venue to be confirmed.</p>	