



Healthwatch Telford and Wrekin Independent Strategic Advisory Board

Tuesday 24 September 2024 1pm

MS Teams

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 2024 09 24	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 <i>Copies of Sep and Oct ISAB updates</i> <i>HWE Monthly Key messages and Look ahead</i>	Verbal Enc 2 Enc 2a / 2b	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: HWBB GP Report Cover report (Slide pack for info and copy of response form ICB for info)	Enc 3 Enc 4 & 5	Approval Noting	
	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			
	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: 29/01/25 In person (unless bad weather)			

Chair – Healthwatch Advisory Board Chair

CE - Chief Executive

Healthwatch Telford and Wrekin ISAB notes

24 September 2024 1pm to 2pm

Virtual on Teams

In Attendance: Simon Fogell (SFo) – HWTW Chief Executive
Chris Fox (CF) - Advisory Board member
Mark Austin (MA) - Advisory Board member
Elizabeth Learoyd (EL) – ECS Managing Director – chaired the meeting in Sherrel's absence
Jan Suckling (JS) – Engagement lead
Tracy Cresswell (TCr) – ECS Corporate, Partnership and Volunteering Manager (minutes)
Tom Cane (TC) – Advisory Board member

Apologies: Sherrel Fikeis (SF) – Advisory Board Chair

Agenda Item	Notes	Actions
1	Welcome and Introductions In the absence of SF, EL agreed to chair the meeting and apologies were noted.	
2	Declarations of interest MA updated the board that he had been approached by Kick Start to be a Learning Academy associate governor.	
3	Notes and Action log Minutes from the meeting held on 9 April 2024 were accepted as true record of the meeting. Action Record 2024/5)001 – Completed 2024/5)002 – This action was completed, but at the Joint OSC meeting it was discussed in more detail and a deep drive exercise will be carried out on excess deaths. ACTION – SF to update the ISAB 2024/5)003 – Completed	SF
4	Work Programme Update SF gave a verbal update on the work programme: <u>GP report</u> – SF explained that the GP report was not published on 18 September 2024 as agreed due to the funeral of a councilor, the ICB want to delay of publishing the report to end of October / Beginning of November when the next Health and Well Board will take place. SF asked the board if they were happy to delay as requested.	

	<p>TK/MA expressed that it was a Healthwatch report, MA expressed that he was not comfortable with it being published any later.</p> <p>EL asked CF what her thoughts were, and she was in agreement with the other ISAB members.</p> <p>Overall unanimous decision was made by the ISAB to publish the report W/C 30 September.</p> <p>SF explained that he the has had discussion with the ICB and Public Health and explained how HW would be moving forward on this, and it would be a long-term project and would not be until Spring of 2026 before any true impact would have been seen.</p> <p>There was discussion around the wider issues with GP's including amount of GP's in each practice, finances, funding issues, however we are unable to scrutinise their finances.</p> <p>MA expressed that it is about the patient voice and it could be 18-24 months before we may see substantial changes, we need to keep the foot on the pedal as the community need to see this.</p> <p>We will continue to work with each GP practice and support them on the recommendations and supporting with PPG's.</p> <p>Discussion took place around everyone's response would be included as an addendum and the work that would be needed to do this, SF thanked the ECS research manager on her support with this, but there was a lot more to do. The ISAB members agreed that they would be happy to spend a day supporting going the analysis.</p> <p>ACTION – SF to send out dates to ISAB members to look at doing a theme analysis.</p> <p><u>Pharmacy Project</u> – SF updated the board that our volunteer Denice is being supported by work experience students going into each pharmacy, asking around training, pharmacy first etc.</p> <p><u>Discharge</u> - JS updated the board on the discharge project, JS explained that we have been engaging with a domiciliary care providers, a care home, and this morning we had been into the discharge lounge talking with staff and patients, we also engaged with the patient transport as the staff had indicated this was an issue on getting patients discharged. The plan is to engage with more care home managers, domiciliary care providers, hospital wards, pharmacist at the hospital and anyone else who is involved in the patient journey.</p>	SF
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5	<p>Meeting Feedback</p> <p>SF updated the ISAB from information from Joint OSC meeting. SATH have a third developer provider as part of the hospital transformation.</p> <p>JS updated that E&V and joint visit that she had been part of on the ward and ED and at the SATH meeting they explained what improvements have been made and we have made an impact.</p> <p>TK – attending the SATH transformation meeting representing the Hard of hearing at the beginning of October and attending the Community resource in Donnington on 25.09.2024.</p> <p>SF discussed with the ISAB about having 2 hats on as they represent their groups, if they signed up to the Citizens improvement charter it can amplify the patient voice and HW can challenge.</p> <p>CF – meeting with Paul Watling around the relationship with social services. SF explained that he has met with the Interim Executive Director and has a place where we can raise issues around Social Care.</p> <p>ACTION – ISAB members to consider signing their organisations to the Citizens Improvement Charter</p>	ISAB members
6	<p>Intelligence / Feedback update</p> <p>updates have been provided, no further information to be shared.</p>	
7	<p>Decisions to be made by the ISAB</p> <p>A. SF explained that he had included this within the papers for the meeting, it was self-explanatory. Discussion took place on the next steps.</p> <p>SF explained that he is meeting with Sean Davies the MP.</p> <p>EL expressed the response lacked clear direction, this will be discussed at the HWE Conference in November and Gavin McGregor has been invited to the advisory board chairs meeting taking place in October in Stoke.</p> <p>MA expressed that he was appalled by their response and could the ISAB not write to the secretary of state.</p> <p>ACTION - SF / EL to meet to discuss next steps in more detail.</p> <p>B. There are 5 Enter and View reports to be agreed by the ISAB before they are published on the website, the ISAB have until the 1 October to give any feedback, if no feedback is received then it will take that the ISAB are happy with the reports.</p> <p>MA expressed that he had read the reports, and they are excellent.</p>	SF / EL

	<p>ACTION – ISAB members to read and agree publication of the reports.</p> <p>C. Nothing to report</p> <p>D. Enter and View premises to visit. Due to there only being JS and TC who are carrying out the visits, and due to annual leave, visits won't take place in October.</p> <p>ACTION – JS to put together a list of places to visit up to end of March 2025</p> <p>E. SF explained that HWE are asking for 8 HW to carry out a piece of work around LBQTQ+ community around changing gender marker. The value is £1000. The ISAB agreed that they have no objections to this.</p> <p>ACTION – SF to submit the expression of interest</p> <p>F. Nothing to report</p> <p>G. As part of the annual work programme.</p> <p>H. Already discussed</p> <p>I. Nothing to report</p>	<p>ISAB members</p> <p>JS</p> <p>SF</p>
8	<p>Health and social care issues from the public</p> <p>No public in attendance and no issues received.</p>	
9	<p>Any other business</p> <p>None</p>	
10	<p>Date of next meeting</p> <p>Tuesday 26th November at 2pm, via Teams</p> <p>TK thanked everyone for all their hard work.</p>	