



Healthwatch Telford and Wrekin Independent Strategic Advisory Board

Wednesday 29 January 2025 10.30am

Meeting Point House, Southwater Square, Telford

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 11 26	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: HWT&W A&E Report Cover HWT&W Pharmacy Report HW T and W Enter and View report - Revisit St George's Park HW T and W Enter and View report - Woodcote Hall Revisit	Enc 2 Enc 3 Enc 4 Enc 5	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	Enc 6		
	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: 26/03/25 In person (unless bad weather)			

Chair – Healthwatch Advisory Board Chair

CE - Chief Executive

Healthwatch Telford and Wrekin ISAB notes
26 November 2024 2pm to 3pm
Virtual on Teams

In Attendance: Simon Fogell (SFo) – HWTW Chief Executive
 Sherrel Fikeis (SFi) – Advisory Board Chair
 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)

Apologies: Tom Kane (TK) – Advisory Board member
 Elizabeth Learoyd (EL) – ECS Managing Director

Agenda Item	Notes	Actions
1	Welcome and Introductions Apologies were received from Elizabeth Learoyd and Tom Kane. Sherrel apologised for missing the meeting held in September	
2	Declarations of interest No additional Declarations declared	
3	Notes and Action log Minutes from the meeting held on 24 September 2024 were accepted as 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. There were no additional questions from the board. SFo and JS were thanked by the board expressing that it was a job well done. MA expressed that the report was very focused. Discharge CF updated the board that when individuals are discharged from hospital, no investigations into how they are going to support themselves when they are discharged. JS informed the board that the discharge project will take longer than initially estimated as when engaging with professionals etc., they are given different avenues to go down, so the team want to ensure that they capture the patient's full journey.	

5	<p>Meeting Feedback</p> <p>MA updated the board from the Safeguarding meeting that he attended with JS. MA is encouraged by the change taking place after he had shared with the chair of SAB around the lack of data. CF expressed that it was not rocket science and it should have been done years ago, MA expressed that it was step in the right direction.</p> <p>SFo updated the board on Healthwatch England (HWE):</p> <ul style="list-style-type: none"> - the ongoing discussions that are taking place around funding. HWE have put themselves forward for the commissioner for all 152/153 Healthwatch, the main issue is they have not fully involved all the Local Healthwatch (LHW) in their plans around the preferred model. The HWE committee is made up of existing HW colleagues. HW Croydon challenged that they had not fully involved all LHW. - Healthwatch has been included in the Penny Dash review around Patient Safety. - SFi updated the board that she attended the Chairs meeting and HWE were in attendance. - SFo updated the board around the Joint OSC that includes HW Shropshire. The CEO presented how much they had done within ED, after dispatches, and they had plans to carry out another survey. MA commented to express that it was more around the culture, and they need to have sustainability and consistency. SFi agreed with this. <p>JS updated the board that the team will be putting aside in January and revisit the ED.</p> <p>SFi shared an experience that had happened at the Gudwara, SFo asked if all board members could complete the form that he had shared to input any experiences they pick up or the public share with them.</p> <p>ACTION – ISAB to complete the form around experiences that they receive and return to JS/SF.</p> <ul style="list-style-type: none"> - SFi shared around engaging with the Catholic Community, JS and SFi to meet to agree a date and time to visit. <p>ACTION JS and SFi</p> <ul style="list-style-type: none"> - SFo / JS shared with the board that the staff will be being trained on how to take Blood Pressures as they had received funding from Public Health to complete Blood Pressures in the community. The board were asked if they are aware of any groups could they please let JS know and she will arrange to carry out the BP's. - ACTION – ISAB to share any community groups where we can carry out BP checks as well as raising awareness of HWT&W. 	<p>All ISAB members</p> <p>JS and SFi</p> <p>All ISAB members</p>
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6	<p>Intelligence / Feedback update</p> <p>SFo had included the information in the packs that had been shared, this included the Sept / Oct updates that JS sends to SFo at the beginning of each month.</p> <p>Within the pack from HWE documents that included key messages that was shared at the beginning of the month and what was upcoming over the next few months.</p> <p>MA asked around the 15 recommendations, as he could not see it in the summary, SFo explained that these had been shared in previous meetings.</p> <p>No further questions raised by the board.</p>	
7	<p>Decisions to be made by the ISAB</p> <p>A. Nothing to report</p> <p>B. SFo will be attending the HWBB to go over the GP report recommendations at the meeting. The report was discussed, MA expressed that he was glad to see in the introduction of the report around “got to stop moving away”</p> <p>SFo updated that no one from the primary care team other than Clare Parker who will be presenting the report.</p> <p>Enclosure 5 is the statement that has been received and SFo expressed that it was not going in the report as it does not focus on HW Telford.</p> <p>C. Nothing to report</p> <p>D. The team will be re-visiting St George’s in December. There is a plan to do a LD care home in January. The team will be spending a week in ED. 2 E&V visits will be carried out during February. SFi to lead on a visit, so the team can observe, and the other members can support the visits. The pharmacy visits had been completed by the volunteer leading on the project, the report is being finalized.</p> <p>E. Nothing to report</p> <p>F. Nothing to report</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>SFo – opportunities to meet people whilst out and about, sharing where we are going to be so the ISAB can support. JS will send out the calendar out every Friday morning to the ISAB to share where the team will be out and about, and if the ISAB are able to support let JS know.</p> <p>MA still happy to support the intelligence gathering that was discussed at the previous meeting.</p>	<p>ISAB to look out for opportunities shared by JS to support HWT&W at events /</p>

		outreach and so on.
10	Date of next meeting Tuesday 29 January 2025, Healthwatch office	