

Healthwatch Warrington Advisory Board

Tuesday 13th April 2021 6pm– Zoom

Minutes

Present:

<i>Ruth Dales (RD)</i>	<i>HW Warrington Advisory Board Chair</i>
<i>Dida Goode (DG)</i>	<i>HAB Member</i>
<i>Lydia Thompson (LT)</i>	<i>Healthwatch Warrington Manager</i>
<i>Clare Screeton (CS)</i>	<i>HW Warrington Outreach Lead (Minutes)</i>
<i>Chris Judge (CJ)</i>	<i>HAB Member</i>
<i>Julie Howson (JH)</i>	<i>HAB Member</i>

Apologies: Elizabeth Learoyd

In Attendance: Gillian Thomas

	Item
1	The Chair welcomed the Board and Gill apologies were received by Elizabeth Learoyd
2	Declaration of Interests – none were noted
3	Minutes and Action log from Meeting in January – These were agreed as a true record.
4	Work Programme Project Updates LT shared the 5-month workplan update that she shared at the Health and Wellbeing Board where it was well received.
5	Meeting feedback reports LT has asked if JH would like to attend the Carers Partnership Board with her experience working with carers for so many years. JH agreed to this to help the team with capacity and a common interest. The Chair attended the Cheshire and Merseyside [Partnership Board and feedback that there are concerns for CAMHs and the service was at crisis point. Over 60 young people in the past year have been placed in the wrong place which has led to vulnerable young people possibly being placed in danger. It was also mentioned there was a situation where WHHFT had handled a case where a young lady with severe mental health problems and from out of area they had supported her to an exemplary level. They are also trying to encourage staff within the Care Homes to get vaccinated. CJ will be attending the MH Partnership Board on behalf of Healthwatch. DG attended the Health Forum on behalf of Healthwatch they had a senior nurse come and talk about the consultation for intermediate care beds. Padgate House is no longer fit for purpose. There are 3 options to do extensive works on Padgate House, build a new facility or to send the remainder of beds throughout the other Care Homes in Warrington. The Chair asked if they mentioned early supported discharge. They hadn't but this is not always an option.

	Item
6	<p>Intelligence/Feedback update – public issues CS updated the Board on the feedback from outreach , social media and strategic meetings.</p> <ul style="list-style-type: none"> • Dentistry this remains an issue as there are no NHS dentists in Warrington currently taking patients. LT is in talks with Dentistry services regarding the issues, she is attending monthly catch ups. • Chapelford GP Surgery this intelligence came from the Scrutiny Board as there had been many complaints made about phone line waiting times and GP access CS and LT will be meeting with practice Manager next week to discuss how we can support or make any recommendations that would assist them. • Vaccinations HW have been receiving calls from people that have not yet had notification of a 2nd appointment. CS has formed a good working relationship with all managers at the mass vaccination sites and has been able to signpost all enquiries and get them appointments. • Carers support at the hospital. There are not enough referrals being made to WIRED via the hospital. They are feeling more isolated than ever. JH said that she worries that these people are being neglected and that signposting to the service should be done in the induction into the trust more training for staff to do this is needed.
7	
7a	Escalation to HW England/ CQC – None
7b	Publish a report/ agree a recommendation made in a report – None
7c	Request information from commissioners/ providers – None
7d	Which premises to Enter and View and when North West Boroughs Outpatations – September with advocates from Speak Up. Chapelford and Holes Lane GP Practices date tbc.
7e	<p>Decision about subcontracting/ commissioned work Due to the Young Peoples Mental Health Report we have been commissioned by the CCG to recruit a YP engagement worker. Recruitment is ongoing. Gill has said that she will share our YP mental Health survey with the Girls network. JH has also offered to get some case studies for the Youthwatch report.</p> <p>Cath Jones has approached LT to do some engagement with groups in Warrington this falls into HW remit so it makes sense. This will be done in partnership with WVA as they have already got a comprehensive list of groups and contacts. This will be presented to the ICTB Board. The Chair praised the team said it was good that we are now being contacted for commissioned work. They are coming to us but for in order for it to be meaningful we need more staff.</p> <p>The Chair asked for comments from Board CJ said again that it was great that we are being approached but worried about the funding stream being pulled. Lt</p>

	Item
	assured that she would ask for enough for a 2-year commitment for it to be effective. JH also concerned about funds and wants to ensure that it is all done correctly.
7f	Whether to report a matter concerning your activities to another person- e.g. CCG, Voluntary Sector, another Healthwatch, Advocacy services – None
7g	Which health and social care services HW is looking at for priority project – None
7h	Refer a matter to Overview and Scrutiny committee – None.
7i	Breach/s of the decision-making process – None
8	Health and Social Care Issues from the public – None
9	Peoples Panel Proposal – This will feed into the commissioned work from Cath Jones to be fed into ICT Board.
10	Healthwatch and Digital exclusion. ECS have been commissioned to engage with people living with diabetes, digitally excluded and the over 65s. They have asked the local HW to share and support CS has already provided them with 2 volunteers for the survey. It has been shared with Networks and Social media. JH asked what happens if all the technology goes down how would that affect society as a whole. GT said tha her husband runs an IT company and that all organisations need to have a disaster recovery plan. She also offered the Board any help from his company should they require it.
11	Any other business – LT thanked Gillian for coming to the Board CS action to arrange an interview for the Chair and GT.
	Date and Time of Next Meeting