

Healthwatch Warrington Advisory Board

Wednesday 4th May 2022 6.30pm via teams

Minutes

Present:	<i>Gary Skentlebury (GS)</i>	<i>HW Warrington Advisory Board Chair</i>
	<i>Lydia Thompson (LT)</i>	<i>Healthwatch Warrington Manage</i>
	<i>Clare Screeton (CS)</i>	<i>HW Warrington Outreach Lead (Minutes)</i>
	<i>Dida Goode (DG)</i>	<i>HAB Member</i>
	<i>Elizabeth Learoyd (EL)</i>	<i>ECS Director</i>
Apologies:	<i>Chris Judge</i>	<i>HAB Member</i>
	<i>Gillian Thomas (GT)</i>	<i>HAB Member</i>
	<i>Mike Matthews (MM)</i>	<i>HAB Member</i>

	Item
	Private session to discuss confidential staffing/ operational issues. Closed Session- not open to the public.
1	The Chair welcomed the Board
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 updated the HAB on the new priorities which are Adult mental Health, Women’s Health and Dentistry. She also shared the 12 month E&V plan for GP access and the new workplan.
5	<p>Meeting feedback reports</p> <p>The Chair is keen to read the E&V report from Chapleford surgery as there have been so many concerns raised about access due to staffing levels. LT and CS have met with the practice Manager and lead GP but the issues remain ongoing. EL has suggested that we write an official letter to the CCG once we have sent the report who have to respond within 20 days. Scrutiny have received the reports from LT, questions are invited to be raised at the next meeting. There will be many questions raised because of the Children & Young Peoples Mental Health Report. LT will be meeting with Steve Tatham to discuss the findings and recommendations. The next Health and Wellbeing Board</p> <ul style="list-style-type: none"> • DG attended The Heath Forum and the Mental Health Care Concordant. The chair thanked everyone involved in the Health Forum for the last 10 years. There will be only two more meetings after today’s – after this, I believe, it will be Warrington Together. Social and health for example PPG reps, housing association (a network of networks) purpose of the group will be let known to all so that everyone will know what to do. • There was an Introduction of a new Engagement Officer – Matthew Roberts working with Katie the Patient Engagement Manager from current CCG.

	Item
	<ul style="list-style-type: none"> • Primary Care Networks (there are 5 PCNs) – officially starting in October – from March until October Bath Street will provide service as Bridgewater stopped doing so in March services include extended access. • PCNs proposed a new model – not at Bath Street it will go to consultation scrutiny first and then a consultation. Consultation is being prepared until 31st August 2022. • New service will include Engagement and Patient Involvement however The Chair asked who will monitor and ratify the service? there is a PC Commissioning Committee who will decide what will be done the ICB. • Healthwatch Enter and View should get involved checking GPs surgeries as some doors are still closed all the time. The Chair said some services (GPs) are doing it and that is why patients are going to hospitals this shows in results of a report from Healthwatch’s Virtual Voices report. • WDP feedback that patients with long COVID are having challenges to do e-consult, etc (accessible service) <p>DG also attended the Suicide prevention Board</p> <ul style="list-style-type: none"> • Update on the survey data – this will help with the local plan to decide what are the data presentation we would like to take forward. • Real time surveillance: 2021 • Warrington suicide statistics are 14 male/ 10 female – (58% and 42%) age: 25 to 75 average 44 • Funding: £14,000 available for year 2, less than £2,000 to be carried over. Ask Carers, Speak UP and Football sessions need to report to CHAMPS – Monitoring is through CHAMPS.
6	<p>Intelligence/Feedback update – public issues</p> <p>Dentistry remains an issue nationally. We are information sharing and feedback all the data that has been collected. Waiting times in A&E in Warrington are at an all time high. The Chair said that this was not only due to system pressure but the lack of an urgent care centre and the fact that people cannot see their G.P. 111 are directing residents to A&E.</p> <p>CS said that all the feedback that has been collected regarding A&E services had been forwarded to the patient Engagement Managers at Warrington Hospital.</p> <p>The Health forum will now be reformed under the Warrington Together banner. DG and the Chair both expressed concerns that they were not consulting enough with the public. There are so many name changes in organisations that Warrington residents are confused and unsure what these organisations do.</p> <p>GP Access is one of the main issues both nationally and in Warrington. The Chair also said that a lot of their websites and phones information is not up to date. They have suggested that we do a mystery shopper to check details and help surgeries update with the correct information. This will be discussed at the operational meeting.</p> <p>HRT shortage and Women’s Health HW Warrington will be focusing on this as one of our priorities this year. CS will be planning a public event.</p> <p>Thara Raj (Director of Public Health) has published the Public Health Annual report. The Chair feels that there was a positive spin put on it. When you read the report there are quite a few areas of concern. He has spoken to her, she said assured him that she was happy for him to highlight the areas of concern and to share.</p>

	Item
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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 – 12 month plan completed.
7e	Decision about subcontracting/ commissioned work – Agreed
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	<p>Any other business – EL shared with the HAB that the Chair of HW England has resigned. He said that budget cuts will greatly affect the work that Healthwatch can do as they will not be able to perform to full capacity. They are advertising for a new Chair.</p> <p>Ruth Dales (former Chair) has emailed Lydia to ask if HWW would like to be a part of a study of the effects of opiate. This will involve information sharing and surveys. LT has agreed and is happy to share with voluntary organisations in Warrington get involved.</p> <p>The Chair has also asked that LT organises an away day for the HAB so that they can get to know each other, what they do and how</p>
10	<p>Date and Time of Next Meeting</p> <p>TBC – CS to email members</p>