

**Healthwatch Warrington Advisory Board (HAB) Meeting
held on Wednesday 1st July 2020
Virtually on zoom**

Present:	Ruth Dales (RD)	HW Warrington Advisory Board Chair
	Dida Goode (DG)	HAB Member
	Lydia Thompson (LT)	Healthwatch Warrington Manager
	Julie Howson (JH)	HAB member
	Clare Screeton (CS)	HW Warrington Outreach Lead (Minutes)
	Chris Judge	HAB Member

Apologies: none

Item No	Part 1.
1.	<u>Welcome and Apologies</u>
	Welcomes were made to the Healthwatch Warrington Advisory Board.
2.	<u>Minutes from HAB 29th January 2020</u>
	The minutes were agreed as a true reflection.
3.	<u>Action log from 29th January 2020</u>
	All actioned.
4.	<u>Covid 19</u>
	LT updated the Board on the operational work that has been ongoing during the pandemic. The team have set up a You Tube account and staff have produced a number of videos to help ease boredom in lockdown, these have been well received.
	Social media campaigns have been highlighted and the team have issued two press releases which were widely shared on social media.
	The Covid 19 survey has had over 200 responses. This information will be collated into a report to be released after lockdown. CS to share anonymised responses regarding mental health services with North West Boroughs.
5.	<u>Finance and Staffing updates</u>
	LT updated the Board regarding the surplus which was discussed in the last meeting. She has been in contact with Liz Learoyd from ECS and she has said that there is about £5,000 surplus and £8,000 from the Big Lottery. £5,000 of this will go to WYC who we are working

Item No	Part 1.
	<p>with on Youthwatch. CS to work with them on the training and development of a survey by young people for young people. WYC has agreed to get a minimum of 500 responses to the survey.</p> <p>Crissi was approached by ECS to do the social media for HW Leicester on a 'part time 15hr per week working from home' contract which she has accepted. Due to Covid 19 all the staff team are currently working from home.</p> <p>ECS are beginning a consultation for all 11 Healthwatch teams to continue home working on a permanent basis. They plan to have a small hub in each area that can be accessed by staff for meetings and hot desking. CS will be the staff representative for Warrington. This involves taking the views of the staff to the HR company leading the consultation and taking back information to the staff on its progress. The Chair is due to attend the HAB chairs meeting next week and will be asking for details about the policies and implementation of this. She will feedback to the Board afterwards. The Chair is keen to ensure that all staff are listened to and views are taken into consideration during the consultation.</p> <p>DG said that she was concerned about the team working from home due to the stress and isolation. She feels that it can have a negative effect on people's mental health and that you need to have a good work/life balance.</p>
6.	<u>Investing in volunteers - verbal update - for information</u>
	<p>ECS have been successful in gaining the 'Investors In Volunteers' Award. Volunteers from HW Warrington attended interviews in Halton and the assessor commented that all the volunteers were happy in their roles and felt well supported. The Chair was also interviewed as part of the process.</p>
7.	<u>Respite care feedback sessions</u>
	<p>Catalyst Choices had approached CS to do some outreach to gain feedback from families and service users of the respite care facility. This will be picked up again as soon as lockdown is over.</p> <p>CS and CM had also organised 2 coffee mornings at Brampton Lodge respite centre, again this will be rearranged when lockdown is over.</p> <p>The Board all agreed that moving forward we will need to find new ways to get feedback from care home residents. The Chair suggested that we check with the local commissioners as there are plans for them to send electronic devices in for consultations and HWW could possibly link into this.</p>
8.	<u>Carers listening event</u>
	<p>This is still one of our priorities and whilst we cannot have a public event as planned the team are planning to do some engagement virtually. With help from Wyn Higham and Eileen Mac Donald the team aim to plan Zoom coffee mornings and listening sessions. If</p>

Item No	Part 1.
	<p>enough responses are gained the team will compile the data into a report for the commissioners.</p> <p>CJ has suggested a carers poll on Zoom, he has offered to give the team some training on how to navigate and use Zoom more effectively. JH said that she feels that this would be good for people that are isolated to have interaction in a safe way whilst they are shielding. JH has been involved in this through her work for the carers centre and it has been very successful.</p>
9.	<u>Any Other Business</u>
	<p>The People’s Panel meetings will be starting again from Friday the 3rd July 2020 in a virtual Zoom meeting so that the panel members can discuss possible themes that they can get involved with and make decisions.</p> <p>Simon Kenton ,the Programme Director for Warrington Together, has liaised with the Chair-Paul Mendeika on the themes.</p> <p>HWW Annual Meeting has been planned for the 17th September 2020. It will be virtual, and the team will be meeting soon to discuss a theme for the event.</p>
10.	<p><u>Date and time of next meeting</u></p> <p>TBC</p>