

**Healthwatch Trafford**

**Minutes of Board meeting 30<sup>th</sup> March 2023**

**Online Zoom Meeting**

**Meeting commenced at 5.30pm**

**Present:**

Heather Fairfield (HF)

Jean Rose (JR)

Janet Brennan (JB)

Elaine Mills (EM)

David Esdaile (DE)

Anna Gaughan (AG)

Andrew Latham (AL) – Company Secretary

<b>Agenda item</b>	<b>Discussion and Actions</b>
629. Welcome; apologies and introductions	Apologies: Susan George, Brian Hilton 629.1 HF welcomed everyone to the meeting.
630. Declaration of Interest	630.1 No declarations of interest received.
631. Minutes of previous meeting	631.1 The minutes of the previous meeting were accepted as a true and accurate record.
632. Matters arising not on the agenda	632.1 None
633. Action Log	Action log reference: 620.3 Complete 625.3 Complete 626.2 Complete 626.3 Complete
634. CO Report	634.1 AL talked through the key points of the previously circulated report. 634.2 EM asked about the findings from the Urgent Care survey? AL replied that he couldn't share all the details but summarised by saying that there weren't any really surprises in the findings. 634.3 AL provided an update on the PHB project; training was being arranged for staff in order to provide the advice and information function of the agreement. 634.4 AL reported that the proposal to Manchester University for an intern project in the summer had been accepted and advertised to students. The next stage is to await applications, then to shortlist and interview and to make an appointment. AL to update at the next meeting. 634.5 AL expanded upon the scheduled improvement meetings with TLCO, resulting from the OT and adaptations report; these provide the latest information around waiting times and any service changes – this is extremely useful in helping us manage the expectations of callers to HWT.

635. Performance Report	635.1 HF presented the key points from the previously circulated report. 635.2 HF reported issues with administration during the patient journey. <b>Action: HF to raise with Amanda Rolf (? Please confirm name) and report back.</b>
636. Questions from the Public	None received.
<b>PART 2 – Closed Session</b>	

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