

Healthwatch Trafford

Minutes of Board meeting 19th December 2019

Age UK Trafford, Urmston

Meeting commenced at 5.30pm

Present:

Heather Fairfield (HF)
 Susan George (SGE)
 Brian Hilton (BH)
 David Esdaile (DE)
 Tony Fryer (TF)
 Kerry Blackstock (KB)
 Andrew Latham (AL) – Company Secretary

Nasima Miah (NM)

Agenda item	Discussion and Actions
405. Welcome; apologies and introductions	<p>Apologies: None</p> <p>405.1 HF welcomed everyone to the meeting. All introduced themselves to NM as prospective board member. AL confirmed that existing board members had reviewed NM's application and had the opportunity to raise any queries or items of concern.</p> <p>405.2 HF proposed that NM be appointed to the Healthwatch Trafford board of Directors; all agreed. Action: AL to add NM to Register of Director's with Companies House.</p>
406. Declaration of Interest	No declarations of interest received.
407. Minutes of previous meeting	407.1 The minutes of the previous meeting were accepted as a true and accurate record.
408. Matters arising not on the agenda	None
409. Action Log	409.1 All actions complete and to be removed.
410. Performance Report	<p>410.1 HF presented key points from the latest Performance Report:</p> <ul style="list-style-type: none"> • Work continues with commissioners across to GM to agree a common framework for commissioning and hopefully to address the long-known issue of equity of funding for local HW. • Trafford Locality Plan: HF explained the background to the Locality Plan and informed members that the full plan is now available to read on the Local Authority website. HF recommended that members take some time to read it. HWT remain involved in the ongoing Communications and Engagement Group, which brings together the CCG, Local Authority and other stakeholders (MFT, GMMH and Public Health). HF requested that the plan be added to the HWT website Action: AL to add Locality Plan to HWT website.

	<ul style="list-style-type: none"> Youthwatch Trafford: our young volunteers have really helped to raise the profile of HWT through their ongoing work. AL noted that discussions had taken place with MFT, with regards to conducting a project for young volunteers around what it's like to stay in hospital for a young person and some mystery shopping exercises. KB asked if Youthwatch has had contact with young carers through the Carers Centre? Action: AL to check with Kaf Bays (Volunteer Coordinator). TF asked if Youthwatch may be able to do some work on the transition from children's services to adult services? AL stated that this was a well-known issue and that it could potentially be a work stream. Action: AL to add 'transition' to suggested workstreams for 2020/21 Work Plan. Quality Improvement and best practise in care home and living well at home group: HF had raised the issue about syringe drivers and this triggered a 10 minute conversation about a whole range of issues including training and updating. There was work being conducted across GM on End of Life Care; each area in GM has an End of Life Coordinator, Chair of the QI group to raise the issue with these. <p>410.2 BH asked if there was an update on the future of Enter & View, as a possible review had been mentioned at the previous meeting? AL responded that it was still intended to conduct a review of E&V in the next few months. The loss of the Joint Quality Improvement meetings had removed the most useful platform for discussing E&V reports with partner agencies. HWT therefore need to re-assess the value of the reports. Possible options were to conduct more DIC style visits, which may increase the number of visits possible, work with Youthwatch volunteers to conduct E&V visits of other providers from a child's viewpoint.</p>
411.CO Report	<p>411.1 AL presented the highlights from the Chief Officer's Report (previously circulated).</p> <ul style="list-style-type: none"> Dentistry: in light of AL's meeting with Neil Gregory (CEO Bridgewater NHS Trust) KB asked what provision Bridgewater had for assessing mental capacity, gaining consent from patients and best interest meetings? Action: AL to contact NG for clarification. Intern Report: AL provided further context on the decision not to publish the report produced by Ruairi (summer intern from Manchester University). Office Move: This was now complete and staff had settled in well. There had been numerous issues and there were still some to resolve but we are gradually working through them.
412. Star Services HW100 Report	<p>412.1 AL presented brief highlights from the report (previously circulated). It was noted that Trafford General Hospital was the highest rated service and that ST John's Medical Centre was the highest rated GP practice. Notably most of the highest rated services were hospitals outside Trafford, which illustrates the variety of services that Trafford residents use due to the lack of provision within the borough.</p>
413. Work Plan Development	<p>413.1 AL informed members that he would start putting the work plan for 2020/21 together over the next few weeks. AL noted that BH had already put forward a suggestion, as had Amanda Wood from MFT. HF explained that HWT would also take suggestions from the CCG and Local Authority as partners and suggested that they conduct a workshop for board members and, if possible, include the advisory group members and staff? AL agreed and explained the prioritisation framework and project planning template (as the process for deciding on the content of the workplan) to members. Action: AL to arrange a Work Plan workshop in Jan/Feb 2020.</p>
414. Healthwatch in	<p>414.1 Paper on progress with the Research and CRM work streams previously circulated; AL provided brief background to this and the work of Alex Tan for new members.</p>

Greater Manchester Update	414.2 Further updates already discussed as part of items 410 and 411.
415. Questions from the public	None
PART 2 – Closed Session	Note: DE left the meeting prior to part 2 at 7.08pm