

**Healthwatch Trafford**

**Minutes of Board meeting 30<sup>th</sup> April 2020**

**Online Zoom Meeting**

**Meeting commenced at 5.30pm**

**Present:**

Heather Fairfield (HF)  
 Susan George (SGE)  
 David Esdaile (DE)  
 Tony Fryer (TF)  
 Nasima Miah (NM)  
 Jean Rose (JR)  
 Brian Hilton (BH)  
 Elaine Mills (EM)  
 Kerry Blackhurst (KB)  
 Andrew Latham (AL) – Company Secretary

Agenda item	Discussion and Actions
430. Welcome; apologies and introductions	Apologies: None  430.1 HF welcomed everyone to the meeting and introduced Elaine Mills (EM) as an applicant to the board.  430.2 EM introduced herself and explained her reasons for wanting to join the board. Current members introduced themselves to EM.  430.3 HF proposed that EM be appointed to the Healthwatch Trafford board of Directors; all agreed. <b>Action: AL to add EM to Register of Directors with Companies House and arrange induction with Kaf Bays.</b>
431. Declaration of Interest	No declarations of interest received.
432. Minutes of previous meeting	432.1 The minutes of the previous meeting were accepted as a true and accurate record.
433. Matters arising not on the agenda	None
434. Action Log	411.1 and 422 Still outstanding; AL to follow up 418.2 Complete, remove. 423.1 Complete, remove. 423.1 Complete, remove. 424.1 Complete, remove. 427.1 Complete, remove. 428.4 Complete, remove. 429.1 AL to send another email to HW in GM requesting expressions of interest. 429.3 Complete, remove.

<p>435. End of Year Report</p>	<p>435.1 HF talked through the circulated End of Year Report 2019/20 and acknowledged that directors may not have had enough time to read through fully. <b>Action: HF requested any comments to be sent to AL by 14<sup>th</sup> May.</b></p>
<p>436. Trafford and Corona Virus</p>	<p>436.1 HF informed members that she was holding weekly meetings with Sara Radcliffe (SR), acting Accountable Officer at Trafford CCG (TCCG). This was an information exchange with HF presenting intelligence from HW and SR updating on the latest position in Trafford. Key points:</p> <ul style="list-style-type: none"> <li>• 85% of GP consultations now online</li> <li>• The recovery programme for Trafford is now being looked at; particularly how to resume services post lockdown and new ways of working.</li> </ul> <p>436.2 HF informed members that she was also linked into TCCG’s Governing Body and Public Reference Advisory Board (PRAB).</p> <p>436.3 HF informed members that a GM wide bereavement service had gone live from 30<sup>th</sup> April.</p> <p>436.4 HF informed members that HW had produced a draft of a Mental Health Directory that would be published online and would be a valuable resource. This is intended to be a live document, updated as and when information changes.</p> <p>436.5 AL updated members on meetings with Lynne Birchall (Head of Nursing for Patient Experience at MFT) and Danielle Sharps (Trafford Deaf Advocate). Key points:</p> <ul style="list-style-type: none"> <li>• Complaints process currently paused.</li> <li>• Complaint numbers greatly reduced (as majority came from Outpatients, which is not functioning as normal currently).</li> <li>• Concern that those patients at early screening stage are not being seen and it has been recognised that effective systems need to be in place for prioritising which patients are seen first post lockdown. Also, which services can resume, in a staggered manner to help manage impact on resources.</li> <li>• The Trafford Hub is currently only accessible by telephone, which means that Deaf residents cannot access it. Danielle was working on changes so that Deaf people can text or email in. HW to work with DS on providing accessible information to the Deaf community in Trafford, in particular those members of the community not currently engaged with services.</li> </ul> <p>436.6 EM stated there was a need to ensure that digital access continues and is made available for those that do not currently have electronic devices that enable them to engage. EM also noted that some concerns had been raised from the BAME community around the CV19 testing facility at Stretford Leisure Centre, that this may be a backdoor method of testing CV19 vaccines on the BAME community. This was preventing some members of the community from accessing the facility. HF noted that she had informed SR of this at the weekly meeting and that SR would look at improving communication. HF also noted that two major studies on CV19 and the BAME community had been announced this week.</p> <p>436.7 JR stated that she had attended a Patient Participation Group (PPG) in Old Trafford and the main concern reported was access. The GP had reported that there had been good take up amongst elderly patients of the Ask My Doctor initiative.</p> <p>436.8 AL updated members on a response to his query to TMBC about how CV19 was affecting Trafford care homes.</p> <p>436.9 BH commented that he would send notes on the experience of young people and disabled people to HF outside of the meeting.</p> <p>436.10 BH noted that he had previously raised the issue of changes to Do Not Resuscitate (DNR) notices under CV19; HF replied that this had been raised as a national issue and that current guidance was to refer back to any existing agreements pre-CV19.</p>

	436.11 KB informed members that the website Compassionate Dying contained some very useful tools on advanced directives that enabled an individual to produce a legally binding document. <b>Action: AL to ask AW to add to web resources and the MH Directory.</b>
437. Questions from the Public	None received.
<b>PART 2 – Closed Session</b>	

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