healthwatch Swindon

Advisory Group Minutes
7 August 2019, 10.30 am – 12.30 pm, Room 3 Sanford House

Present:

Sam Baker
Steve Barnes
Harry Dale
Stuart Ilbury
Carol Willis

		Action
1	**Welcome**	
2	**Minutes from the meeting 24th April** Minutes were read and agreed. Community Pot update - Carol to check with Jo for an update on Rachael from GWH and working with the Nepalese Association.	**Carol to liaise with Jo.**
3	**Project update** First City – Jo is working with First City re day centre users and with service users and families. Harry raised questions about the waiting lists for day centres, access and travel from home to the day centre. Carol will check this with Jo.	**Carol to check with Jo.**
	Sam (Quality Checkers) – We will continue to look for funding to support this project. In the meantime we discussed keeping the quality checkers 'warm'. Sam agreed to meet with them with the possibility of involving them in E&V or to get them to diarise their experiences of using NHS services.	**Sam**
	Long Term Plan – This report has now been published and sent to stakeholders. The group felt that it was a good idea to meet with the STP to look at and prioritise anything that could be actioned quickly and look at next steps. One of the themes emerging was back access to health and wellbeing information, free access to exercise and information about healthy eating. The group suggested one booklet and something similar to my care my support for information. It was also felt that there needs to be some general promotion of the 111 service.	**Carol**
	Ageing Well / Frailty – following a meeting with Ian Stenner and Elaine Turner, Adult Services Commissioners for Swindon Borough Council we will be carrying out 3 E&V's at care homes as part of quality improvement	**Sam/Carol**

across this sector. Sam and a team of volunteers have already completed at E&V at The Orchard and the report has been published. Harry raised concerns that SBC were using us as inspectors and asked whether we should be funded to do this separately from our core offer and asked whether we had capacity. Carol said that as we had agreed that Ageing Well was one of our priorities this year it did fit in with our core offer. We also cancelled the planned IMH follow up E&V due to the withdrawal for IMH, which created some space. However we would have to keep an eye on capacity and Carol and Sam had agreed that we would carry out 3 initially, we would then review. **Carol/Sam**

Primary Care Networks – Sam and Carol would be hosting a meeting at Moredon Medical Centre this evening with a view to setting up a Patient Participation Group (PPG). Steve Hemmings had already agreed to Chair for the time being. **Carol**

Homeless Project – no further meetings had been arranged. Carol to check with CCG on next steps. **Carol**

Direct Payments – Carol to check with Claire at review meeting next month.

Diabetes – due to changes at CCG this project is on hold at the moment. Carol to get an update from Jo. **Carol**

4 Finance and Budget / Community Pot

This has been addressed in item 2 above. It was felt that we needed a new projector, and the group agreed. Harry agreed to look into prices. **Harry**

5 Review of Quarter 1 Report

Steve suggested that the volunteer hours not be put against individual volunteers, but were presented in a pie chart against different activities. The group agreed this action. **Carol**

Harry suggested that we look at how we are engaging with different communities/ethnicities. Carol agreed to speak to VAS/Jo to see if we could meet with community leaders. **Carol**

6 Annual Report

Agreed. One small point the postcode is incorrect on the contact details. **Carol**

7 Enter and View

The following E&V newly trained staff and volunteers were approved by the Advisory Group.

Harry Dale
Moya Pinson
Jim Hogg

As outlined above, we will carry out 3 E&V at care homes and feedback to SBC Adult Services Commissioners. The Orchard has been carried out and published. The next E&V has been booked for Ashbury Lodge.

Any Other Business

8 Carol raised that she had been requested to chair Comms and Engagement Safeguarding meeting and was concerned about capacity to do this, although could see that this would raise awareness of Healthwatch. The group suggested a 'request for work' form – this could be reviewed at the next meeting. Carol thought there was a form on the shared drive and would look this out for the next meeting. **Carol**

Stacey Plumb from Wiltshire Healthwatch had asked if we should be having an STP trustees/governance meeting. The group felt that this would be a good idea, but just with representation from each group. Carol to feedback to Stacey. On the back of this, the group asked if there was any plans for Healthwatch to be STP wide rather than locally. Carol agreed to ask Claire at the next review meeting.

9 Some concerns have been raised about E-Zec non-emergency transport. Carol stated that Jim had been trying to establish eligibility with CCG and E-Zec, it seems that this has not been changed but is being interpreted different by the new provider. Carol and Stacey Plumb of Wiltshire Healthwatch have been trying to get a meeting with E-Zec to raise these concerns.

Date of Next Meeting

10.30 am – 12.30 pm, 23rd October, Room 3 Sanford House.