Healthwatch Barking and Dagenham Board meeting

Monday 12th September 2022

Venue: Zoom online

Time: 6pm – 7pm

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|  | Welcome and introductions  Minutes of last meeting and Matters Arising | Daniel Singleton, Interim Chair of B&D Healthwatch Board |
|  | General update | Manisha Modhvadia, Healthwatch Manager |
|  | Quality Framework | All Members |
|  | Social Care Project | All Members |
|  | Any Other Business | All Members |

Healthwatch Barking and Dagenham Board meeting

Monday 27th June 2022

Venue: Zoom online

Time: 6pm – 7pm

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| **Present:**  Daniel Singleton (DJS), Interim Chair David Sollis (DS), Board member  Elspeth Paisley, (EP), Board member  Val Shaw (VS), Board member  Manisha Modhvadia (MM), Healthwatch Barking & Dagenham Manager  Caroline Skinner (CS) Healthwatch Barking and Dagenham staff member  Sarah Bolla (SB) Guest working with Ethnicity involved in B and D  Zahra Ibrahim(ZI) Board Member | |
| **Apologies:**  Rachel Allen (RA) Board meeting  Barbara Sawyer (BS), Board member | |
| **Item** | **Discussions and actions** |
| 1. **Welcome and introductions. Minutes of the last meeting and matters arising** | DJS welcomed the board.  DJS welcomed Sarah as a guest to the meeting, with a view to becoming a member of the board  DJS explained the role of Healthwatch for Sarah’s benefit, focusing on how Healthwatch provides local people with a voice and ensures their stories of lived experiences are heard in the wider Health Authority.  DJS reviewed the minutes from the previous meeting, and these were agreed by the board. |
| 1. **General update** | LifeLine won the tender for Healthwatch Barking and  Dagenham.  RV left the organisation; the team are now looking at  recruitment. Looking to recruit two part time roles of 60%  each. MM is now confirmed as the manager of Healthwatch. |
| 1. **Upcoming Projects** | MM provided the board a brief on the maternity project.  The project is aimed at improving maternity health and care for women across North East London. There will be survey and interviews will take place with residents.  MM asked the board to spread the word, an email will be sent around.  The team aims to interview Women who have been involved in Maternity services in the last four years and wants to include women who have experienced miscarriages or still births.  MM explained that they hope to carry out “Enter and View” at an Anti-natal Clinic, Havering Healthwatch are also carrying out an Enter and view on the Maternity Ward at Queens Hospital. As well as visiting the Neonatal Intensive Care Unit (NICU) at Queens. Board members were asked whether they would like to be invited to these visits.  EP highlighted that Queens hospital was downgraded, when inspected due to the care element specifically when staff changed shift the handover of information was not sufficient. Would be interesting to see if this is highlighted by any of the women.  ZI welcomes SB, and highlighted SB has lots of experience commissioning sexual health services in Newham and working with the BME community.  ZI said she has already begun work women who had experienced FGM and highlighted the issues women reported around confidentiality and physical issues re FGM and birth complications. ZI said issue needs to be needs to be addressed in the survey.  SB suggested to using the midwives’ networks. MM replied sometimes people are not happy to discuss their issues with a particular service if the staff are providing services.  MM will be contacting the CCG, GP surgeries, and the local health trust, the report will be fed back to the NHS England.  DJS highlighted the project is national as well as local and particularly concerned with the lived experience of the BME community.  VS Suggested contacting the independent nurseries  EP Mentioned AW’s Mum is involved in a network of faith play groups in the local area.  **Care homes project:**  MM mentioned that there is a dedicated GP for each care home (DES) commissioned by the Clinical Commissioning Group. Healthwatch have been carrying out interviews with care home managers to measure impact of the service.  **Pre- Frailty Project:** Pre- Frailty Project work is an additional piece of work in B and D. Workshops are taking place on 7th July and 11th July.  DJS asked whether EP wanted to add anything, EP said no real comment, hope it goes well as the dates and timescales are tight. |
| 1. **Quality Framework** | Each member was asked to comment on 2 things Healthwatch should improve and 2 things they do well. This can cover anything.  DJS said that Healthwatch could be better at communicating with volunteers and board members, he would encourage board members to think widely.  DJS what we do well, I think we celebrate well with the board members. Also hitting key deadlines, I have seen MM doing this, even with various issues connected with working alongside external partners.  VS mentioned Healthwatch has done well with interviews etc, Would like to be told about events coming up earlier.  EP said we don’t hear much between meetings, she wants a sense of whether we are involved or not. I want to make a valuable contribution. Working out things together, tussling through.  EP also said we need more visibility in the community, community events, pop ups etc.  DJS suggested a bus advert like Jubilee Church, which is positioned on the back of the bus, so advertises to all sitting in the cars behind.  DS said in terms of strengths he feel well briefed, and he also said that he takes the initiative to call MM and the team to ask what they are currently involved in.  DS also commented that Healthwatch has good portfolio of work, and the company is established. Health and care companies do respect Healthwatch, but it’s not so well known in the community. In addition, he added his only issue was he doesn’t feel that Healthwatch has a particular cause to champion. He would like to find a reason to rally to the cause, as people of Faith. Maybe the Maternity project with the links to the BME community would be the way forward.  DJS said yes we want to champion a cause, but also he has found that MP’s often want us to battle something, but our approach needs to be solution focussed.  EP replied that B and D has so many issues we may just be hitting people over the head with the same issues.  DS say it’s important keep going on with the issue even if the report is finished, maybe go back to the issue, not just follow the commissioning.  DJS agreed rather than finding the new issues all the time.  ZI said we should use the Healthwatch platform to explore new issues. ZI went on to discuss the increased housing developments which are in B and D. ZI mentioned this increases local pollution levels and impacts the environment, this in turn affects people’s hearts and lungs.  EP also added that there is a massive issue with COPD in Barking and Dagenham. |
| 1. **Any Other Business** | VS Mentioned that Care City is soon moving to a new building, and they are offering Healthwatch space.  VS Also mentioned a specific complaint re a local care home, she will discuss this further with MM personally. VS is keen to get out and about.  DJS mentioned that he is the secretariat of the Faith Forum, and they are involved in a combined project with Healthwatch working in Riverside and Thames View wards, involving contacting some of the schools on that area. |
| 1. **Next Meeting** | **Monday 12th September 2022** |