Healthwatch Barking and Dagenham Board meeting

Monday 12th December 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 |
|  | EHCP project | Agne, Engagement and project officer &  Board members discussion |
|  | Upcoming project discussion | Manisha Modhvadia, Healthwatch Manager &  Board members discussion |
|  | Any Other Business | All Members |

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| **Present:**  Elspeth Paisley (EP), Board member  Val Shaw (VS), Board member  Manisha Modhvadia (MM), Healthwatch Barking & Dagenham Manager  Rachel Allen (RA) Board meeting  Agne Pilkauskiene (AP) Healthwatch Barking and Dagenham Engagement and Project officer | |
| **Apologies:**  Barbara Sawyer (BS), Board member  David Sollis (DS), Board member  Daniel Singleton (DJS), Interim Chair | |
| **Item** | **Discussions and actions** |
| 1. **Welcome and introductions. Minutes of the last meeting and matters arising** | RA welcomed the board.  RA reviewed the minutes from the previous meeting, and these were agreed by the board.  RA asked MM for an update on Quality Framework item that was put on hold during the last board meeting. MM briefed the board on the current stage of the framework. Currently MM working on completing the quality framework. The framework is ragged with a red, amber and green rating.  **Action: MM will share the findings once we have had a discussion with HW England about our scoring.** |
| 1. **General update** | MM provided an update to the board.  HW Barking and Dagenham has now got a full team, we have two project and engagement officers who will be leading on different projects for the team.  **Pre- Frailty Project:** MM has expressed that the findings from this piece of work has been used to design a pilot. There has been two major outcomes from the project:   * at a local level the findings from the workshops are being used to develop a pilot model of care for pre - frailty in Barking and Dagenham. * the report has been shared with stakeholders in London working on Anticipatory Care, to help other places with their implementation. The report has been displayed on the London NHS Future page for Anticipatory Care.   **Contract monitoring.** MM has shared that HW had 2 contract monitoring meetings that went well.  **Volunteering**. Recruitment of volunteers appears to be a challenge. There have been social media posts about the recruitment however not much response. HW team keeps spreading a word about volunteer recruitment on social media and in person.  **“Have your say” project**. MM informed the board that another HW officer Simran will be in touch with board members to interview them as part of the “Have your say” project, which is a survey about Healthwatch Barking and Dagenham. Improvements will be based on the feedback received; board members are welcome to suggest their improvements.  **Action: Board members to highlight what is working well and areas of improvement as part of the interviews.**  **Action: SN to contact board members and set up a 20minute interview with each one online. To be completed by next board meeting.**  **Health and Wellbeing board**. HW Barking and Dagenham presented at health and wellbeing board which went very well and an update was provided on the progress since April 2022. This was well received by members. |
| 1. **EHCP project** | AP shared information about the EHCP project and the areas this project will focus on. The team are working closely with the council on the questionnaire, we are currently we are waiting for the council to check the questionnaire to ensure that we have the right questions in terms of education etc….  AP requested board members to suggest any contact they may have that would be potentially interested in taking part in the survey.  Comments received from board members included: “Parents are the best people to discuss EHCP”. EP also fed back that residents are surveyed out, MM and AP said we would be undertaking workshops and interviews and allow people communicating feedback. It was suggested by board members that the team needs to share with parents (survey respondents) what is happening and feed-back mid project. |
| 1. **Upcoming project discussion** | Due to priorities that the HW team already have this year, the board were consulted on the potential of undertaking two Enter and Views in social care settings which will happen in February 2023.  EP suggested implementing a system for anonymous feedback and reinforce the message of anonymity. There is a need to make sure staff and family know there is opportunity for feedback.  The HW team summarised the pros and cons of both announced and unannounced visits. If it is an announced visit – social media can be used to inform to gain feedback just after the visit and anybody can share feedback after HW have left the premises. Flyers can be left with a QR code in the premises. During the visits everybody will be told that feedback is anonymous.  Board members were asked to suggest their ideas about the topic for the next social care project.  EP and RA asked the team to provide any specific areas that HWBD may look at next year, this would help the board to explore and link ideas into upcoming priorities, to ensure best use of time and resources.  MM has expressed that one idea that came up following carer`s strategy meeting was health and wellness for carers. MM has also expressed that a follow up project will be done regarding a Care home project, and it will focus on DES and what has worked well.  **Action: HW B&D to investigate national priorities and share with the board by the next board meeting.**  **Action: board members to explore an idea for a social care project and to send AP their feedback by the Friday 13th of January 2023.**  The board were informed that mental health will; also, be a future project, however a discussion with the mental health service user group and board members will need to be had, to narrow down the broad subject to a specific area.  **NHS 111 and 999 project** will be launched at the end of this week. Case studies will be done part of the report and the report will be written by 31st of January.   MM shared that there are issues in the system where departments are not communicating efficiently. For example, you can get an appointment slot when you call 111, however, when you arrive at the urgent care centre there is no slot, and you are asked to sit and wait for several hours. This piece of work will help form the strategy for the London Ambulance Service.  **Maternity Choices week**. MM discussed maternity choices week, which will take place in February 2023. The week will be focused on researching antenatal care. MM asked board members to suggest questions that we could ask in addition to the NEL wide questions. A suggestion was made “*Do women feel there is space and time to ask questions?* RA has expressed current practices seem to “de-centre the patient”. RA suggested a question “Have you been made to feel on equal terms with the midwife or other health care provider?” |
| 1. **Any Other Business** | N/A |
| 1. **Next Meeting** | **Action:**  **AP to arrange another Board Meeting and send an invite.** |