

## **Healthwatch Board Meeting**

**Monday 10th September 2018, 6-7pm**

**Present:**

Daniel Singleton (DS), Interim Chair  
Zahra Ibrahim (ZI), Board member  
Naomi Cranmer (NC), Board member  
Val Shaw (VS), Board member

**Also present:**

Elsbeth Paisley (EP), Manager Healthwatch Barking & Dagenham  
Manisha Modhvadia (MM), Healthwatch Barking & Dagenham staff member  
Richard Vann (RV), Healthwatch Barking & Dagenham staff member

**Apologies:**

Robert Caldeira (RC), Board member  
Barbara Sawyer (BS), Board member

**Agenda:**

1. **Welcome, Introductions and matters arising** : Apologies noted from Rob and Barbara Minutes from last time were agreed. Pages to be numbered next time. Ensure Val's point about GP home visits are picked up.  
**Action: MM to add a question around GP home visits to the GP questionnaire or we need to ask people about home visits.**
2. **General highlights:** There were a number of highlights from the team. EP informed the board of how the Health & Wellbeing Board gave commendations on our challenges to the board.

EP and MM presented at the GP Private Time Initiative, which went really well. The aim was to inform GPs about the role of Healthwatch and speak to them about the challenges they face as doctors. It was a good opportunity to listen to the GPs. It seemed to break down the barriers as some GPs invited Healthwatch to go and speak to their patients. A number of issues were raised by GPs including: funding, sick certificates and DNAs.

Engaging with residents at Thamesview - RV attended a meeting at Thames where he heard feedback about the new development coming to the area, many residents felt that that they are not listened to. An evening session is being planned. DJS suggested letting

him know when this meeting is taking place and to send him the flyer as he may be able to distribute it to some parents in that ward.

**Action: RV to email DJS flyer of the evening session.**

Healthwatch held a focus group to capture the views of local people on the proposals on urgent care. The CCG thanked us for our involvement.

3. **Volunteering:** 1 new Healthwatch champion - Ola. She has been trained and has been out with Manisha a number of times. A relationship has been built with Coventry University, who are keen to get their students to undertake their work placements with us. The students will be primarily Health & Social Care students. The employment team will share our JDs with the students. CU will encourage them to volunteer with us. Been in touch with Adult College to share opportunities for volunteers. We have 5 HW champions and 5 volunteers. 2 new volunteers trained in enter & view. One attended first E&V at Five Elms. She enjoyed thoroughly, felt involved because MM shared the report before it was published.
4. **World Mental Health Day:** The Healthwatch team ran a successful event last year. EP informed the Board that this year the council will be leading and running the events. MIND will be going into schools. Healthwatch will be attending a marketplace that the council will be running. The council would like Healthwatch to capture the views of young people and their experiences of mental health services. VS gave feedback that Barking Abbey has high levels of bullying and therefore self-harming. DJ suggested presenting at an assembly at LifeLine School. There are long waits for assessment - Zahra's point is if we refer someone today, they won't be seen for another 2 months. What about personalising the theme to fit around what the young people in B&D need?

**Action: RV to explore presenting at Lifeline school**

5. Zahra asked if there will be workshops/focus groups re GP projects. Val raised the point that sometimes people go to the GP because they can't get through to the councils. Naomi talked about training people on what to speak to GP about eg: posters in the GP practices - what are the top 3 things that you need the GP to hear. Advocacy project - Zahra has details.
6. RV: 2 E&Vs: Tulasi and Hedgemans. Overall the majority were satisfied with the service they were receiving. We have received feedback that patients were finding staff to be rude and unhelpful - but the E&Vs don't always back this view. Staff say that patients can be rude and expect an instant service. People don't feel they got long enough with the GP - some got longer. Question over how this was decided.

Tulasi hasn't responded. Hedgemans being finalised. Both had zero tolerance policies - but weighted towards staff, rather than patients. Daniel made the point that receptionists need to be empowered to give info on social prescribing etc, look people in the eye, speak articulately in good English.

MM: 1 E&V at Five Elms - Key point about staff's attitude towards patients; Privacy of waiting area; visibility of urgent care information. Healthwatch received a good response from Five Elms - took recommendations from their PPG as well. Display space - message overload.

7. **Pop up events:** 9 pop up events over last few weeks. Received over 80 individual pieces of feedback. Need to track how our pop-ups positively impact survey responses. Idea: Offer a masterclass on good displays for GPs.

**Action: EP to explore if we can offer a masterclass on good displays. If this is possible MM is to add this to the recommendations as a solution within the GP report.**

8. **AOB:** Val suggested approaching Redbridge college: Zahra, said there were particular themes that were coming through from her groups eg: immunisations.

**Action: MM to contact Redbridge College**