

Healthwatch Board Meeting

Monday 9th March 2020

7-8pm

Present:

Daniel Singleton (DS), Interim Chair
Val Shaw (VS), Board member
Kim Blyth (KB), Board member
Robert Caldeira (RC), Board member
Barbara Sawyer (BS), Board member

Also, present:

Manisha Modhvadia (MM), Healthwatch Barking & Dagenham staff member
Richard Vann (RV), Healthwatch Barking & Dagenham staff member

Apologies:

Zahra Ibrahim (ZI), Board member

Agenda:

Welcome, Introductions and matters arising:

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- 1. Welcome, Introductions and matters arising:** Minutes from last time meeting were agreed. No matters were arising.
- 2. FaithAction** – DS gave an update on some of the work FaithAction have been involved in and the work of LifeLine to give the board a broader perspective of the work being undertaken across the organisation and the links between projects.
- 3. NHS & care services** - How well are they working in lock down- DS encouraged the board to feedback any experiences they hear about during lockdown in regards to health and care services and asked people to contact the team directly.
- 4. COVID 19 and recovery** – ZI said different communities were dealing with the lockdown in different ways. She was made aware of some groups of men gathering in the back of vans and having cups of tea as they were missing the social aspect of seeing each other. A discussion took place around the reasons behind this, with two questions emerging “Is the Somali community struggling to understand guidance or are they choosing to meet up despite understanding” ZI believed it was both. ZI was given details of some guidance being made available in different languages, which may help the community.
- 5. GP appointments** - How are things working for patients in regards to GP telephone appointments? KB said GP practices were offering telephone appointments a lot more

due to the pandemic; however how is this working for the patients. Need to keep an eye on this for the next few months. Although changes were due to take place in regards to GP consultations, this has moved at fast pace due to Covid 19.

6. Private Care Homes- A lot of media coverage about care homes and the lack of PPE. VS wanted to know if care homes were buying their own PPE equipment, as they are private and most likely making some kind of profit. Should they be required to buy their own? If not how is this being funded? At the given time, there was no definite answer to this. The board were informed that HW will be undertaking a project focused on care homes and the issues and experiences faced by residents and staff. This will cover some questions about PPE. Findings to be shared with the Board once the project is complete.

Action: Report to be shared with Board members once complete.

7. Home Care- BS wanted to know if the team had received any feedback on home care services, how people are coping the ones who are receiving care. Would be good to know how people receiving care have been.

Action: Team to share at next meeting any information received in regards to care services.

8. AOB

No other business was discussed.

The meeting was closed.