

Healthwatch Board Meeting Minutes

Monday 8th March 2021

7-8pm

Present:

Daniel Singleton (DS), Interim Chair
Kim Blyth (KB), Board member
David Sollis (DSO), Board member
Elspeth Paisley, (EP), Board member

Also, present:

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

Apologies:

Val Shaw (VS), Board member
Barbara Sawyer (BS), Board member

Agenda:

1. **Welcome, introductions and matters arising:** Minutes from last team meeting were agreed.

2. **Dental Report- Highlights - RV presented the highlights of the report.**

3. **COVID-19 vaccinations- any new feedback?**

EP feedback that the vaccines process seems to be going more smoothly compared to when it all started.

4. **Work-plan**

MM provided some background for potential work plan areas.

- **Discharge** - Two local organisations have raised issues in relation to local residents being discharged from hospital, specifically elderly residents. MM explained that the team also had a call from a local group who feedback that an elderly resident was discharged with no plan in place for food or care package for the individual. Domiciliary care providers have also raised issues- no communication about whether the individuals have been tested for COVID19 and the results. Healthwatch are raising the issues through the boards we represent at- but this could be a potential piece of work.
- **Health Visiting** - potential piece of work from the commissioner- to look at peoples experiences in accessing local services.
- **Dementia care**- follow up to the original piece of work as we come out of COVID19.

- **Sexual Health** - Ongoing piece of work- Enter and View
- **District Nursing-** RV explained that the district nursing service in Barking and Dagenham is part of the Community health and social care services (CHSCS). The service provides 24 hour care for people aged 16 and over who have an identified nursing need and who live in Barking and Dagenham. The community nursing night service covers the district nursing service out of normal working hours and is provided in the patient's own home, or in residential care settings. Since the pandemic started, the service was paused. Nothing suggests there was any exceptions, so how did people manage? What support is being reintroduced for residents?
- **Young people's project-** Healthwatch will be undertaking a project focused on young people.
- **North East London Project** - Experiences of residents with a disability. Working with seven other Healthwatches.
- **Projects related to COVID-** The team will be proactive and take projects forward in relation to COVID. There will always be themes that are highlighted through feedback from residents. MM informed the board that feedback is monitored and should an issue arise, there are different ways these can be tackled- through a project, an Enter and View, or feeding back into the system through boards.

MM informed the board that not all the projects will be taken forward but these are potential areas of work from feedback the team have received. MM asked the board what they thought and their views.

DSO mentioned that Glen from Essex provides dementia training and his organisation are world leaders. MM to let DS know if she would like him to make an introduction.

EP recognised that all the projects could not be taken forward and was interested knowing if there were any projects that Healthwatch need to take forward due to follow ups or issues that are currently hot topics. MM explained that the North East London project is ongoing, the sexual health project is a follow up and the Young people's project needs to taken as a priority as it's an area that we told the commissioners we would focus on this year. The other projects can be taken from the list that was discussed or any other areas where we find a need.

KB said the potential areas of work are a good mix.

DS encouraged the board to continue sharing any feedback they hear.

5. Mystery Calls/Enter and view

MM informed the board that Enter and Views on still on hold due to the pandemic. Mystery shopping may be the way forward for the time being. May need to look at recruiting volunteers for this.

Board members were happy to share information in regards to recruitment.

6. AOB

No other items were discussed

The meeting was closed.