

**Healthwatch Board Meeting Minutes**  
**Monday 19th October 2021**  
**7-8pm**

**Present:**

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

**Also, present:**

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

**Apologies:**

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

**Agenda:**

**1. Welcome, introductions and matters arising:**

Minutes from last team meeting were agreed.

**2. General update**

**Young people's project-** Healthwatch informed the board of the young people's project based on the physical health of young people, experiences during covid. 18 young people completed the questionnaire, and another 6 shared their experiences during a focus group.

**North East London Project –** Experiences of residents with a disability. Worked with seven other Healthwatches. 70 people were interviewed. A lot of insight from this piece of work. This piece of work has been shortlisted for a Healthwatch Network Award.

**3. Engagement**

EP highlighted that there are professionals/residents who are ready to talk openly when not approached as a HW volunteer/staff member. Board members and staff felt this could be due to the critical friend role HW plays. Staff need to continue to showcase the benefit of HW being involved. Staff reported not having encountered this during pops up, but would keep an eye out.

EP asked the board about how we could increase engagement and profile of HW.

Feedback from the board included:

- Share anything we do on social media
- Make more of a fuss with our feedback – Staff to ensure reports are taken to relevant boards.
- “Barking and Dagenham moan but don't complain” let's use this constructive feedback and share as much as possible.

- Begin face to face engagement as soon as we can and ensure this is undertaken safely.
- Blitz social media- different areas of what is happening
- Access to services – political battle- we have to be careful not to campaign but ensure concerns are heard and acted on.
- Can we get parents to talk about vaccines?

#### **4. GP services**

What else can we do differently?

Have already undertaken a project last year.

The Board felt some mystery shopping was a good idea. This information can then be used to challenge GPs and commissioners.

#### **5. AOB**

No other items were discussed

**The meeting was closed.**