

HEALTHWATCH SALFORD BOARD MEETING MINUTES

12th December 2023

Part 1 – Meeting held via Zoom

3pm – 4pm

Zoom Video Link

Attendees

Name	Designation
Phil Morgan (PM) – Chair	Board Member (Chair)
Yen Siang-Tan (YS)	Board Member
Sam Cook (SC)	Chief Officer
Elyse Peacock (EP) - Minutes	Knowledge & Support Officer
Mark Lupton (ML)	Engagement Officer
Ali Macleod (AM)	Engagement Officer
Lara Mills (LM)	Engagement Officer (Mental Health)
Amy Lasen (AL)	Volunteer & Involvement Officer

Apologies

Name	Designation
J Ahmed (JA)	Board Member
Nisa Khan (NK)	Board Member
Rimpy Batta (RB)	Board Member (Vice-Chair)

Part 1 (Meeting via Zoom)

Item 1 - Welcome and Introductions
PM welcomed everyone to the public Board Meeting and allowed each person to introduce themselves.
Item 2 – Minutes and Action Log
PM asked if the minutes from the 8 th August Board Meeting were accurate. All Board Members agreed.
Action Log – All actions can now be closed, with the outstanding action of updating the website with details of the relevant boards in Salford being an ongoing item of work which can now be removed from the Action Log.
Item 3 – Declaration of Interest
None.
Item 4 – Questions from the public



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No questions from the public had been submitted in advance.

Item 5 – Chairs Report

PM discussed some of the points from his Chairs Report.

PM acknowledged the hopeful outcome of the tender process and that we hope to find out the official outcome shortly. SC will inform the staff team and board when the letter has been received. PM thanked SC and the team for their work completing the tender process and acknowledged the stability that this new contract will hopefully give Healthwatch Salford.

PM commented on Healthwatch in Greater Manchester and how we all currently work together and the potential sustainability of Healthwatch working on a local authority level. He noted how there may need to be changes in the way that we collate feedback.

PM touched on the financial position of the ICS. Currently GM ICS is running a deficit of £186m, £165m worse than expected. This includes losses at the Manchester Foundation Trust and Northern Care Alliance both of £37m, an NHS deficit of £20m, and a failure to realise any of the £62m efficiency savings. There are no validated plans for the efficiency savings. This will result in difficult decisions to resolve the situation for this year, and the forthcoming viability of the NHS in Greater Manchester in future years. There is a balance between being aware of the scale of the problem and being positive about how this can be addressed.

PM commented on the latest position of the NCA. PM attended the most recent Partnership Board meeting (and was the sole Healthwatch rep present). Their CQC Improvement Plan has made some progress with 53/79 actions now completed. When all actions have been finished this will convert into Business as Usual. There is collaboration on the Communications Strategy and the Translation and Interpretation Policy. They are also looking to implement an Improvement Plan following a critical review of their PALS and Complaints service. PM added that there is a need to improve the Partnership Board meetings, and he is awaiting details of how this will happen.

PM noted the Greater Manchester Mental Health Trust is making slow progress on its recovery plan with 26 out of 44 indicators showing red on progress, and 8 of those indicators getting worse. Bed blocking and filling vacancies with agency staff are of particular concern, although national in scale. The Shanley and NHS England Investigation reports are due in January.

PM asked if there were any questions regarding his report. No questions were asked.



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Item 6 – Chief Officer Report

The staff team first gave updates on the work they had been doing since the last board meeting.

ML shared his update on his work. The Salford Men's Mental Health Commission public engagement phase of the project has now concluded, and data is being collated. A working group is being put together to start the initial analysis of data ready for presentation to the wider group early in the new year. The timeline has been revised due to extending the engagement phase and aiming for the final report published at the end of January.

ML then gave an update on the Silent Voices Project. The group has been working on feedback about NHS opticians and diabetic eye screening. Commissioners attended November's meeting and felt their attendance was a valuable experience. ML added that he group seem happy with the way things are progressing. The group will be working on the content for an impact page on HWS website showcasing their achievements over the last 5 years since it started.

ML shared how the Dentistry Report will have a scaled back version of the draft report which is currently being work on. He is awaiting up to date information from NHS England, though conversations had with SCC Public Health also indicate a better picture than what was the case before (no feedback from the public being received to say otherwise either).

ML added how the Autumn/Winter Cost of Living Survey is now published, same format as the survey earlier in the year. The survey will be kept open for longer with a plan to follow this up with a spring/summer survey again.

AM then shared an update on her work. Young People's Mental Health project – Ethnographic/structured interviews with young people, parent/carers and staff have now taken place. Findings are being collated and themes identified.

Adult Social Care -_Our Homecare report continues to be discussed and referred to across Adult Social Care. Meetings have taken place to expand on our role as an independent organisation for homecare feedback and this is progressing. The onus is now on commissioners to progress the recommendations – we will revisit this in spring/summer next year.

AM added how Enter and View reports are all updated and republished. The ongoing links with care homes have led to us receiving feedback direct from them including feedback from patients living with dementia.

AM commented on how we were due to follow up on our Enter and View at Barton Brook in January – this had been delayed due to significant management changes. However, due to the publication of a CQC inspection recently we are considering delaying this further.

EP updated the board on her work. The Elfwatch social media competition is now live and is off to a great start. Similar to the previous year the best response rate



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has been on Facebook, so looking ahead to next year the competition may just run on Facebook in the future.

Since the last board meeting the Intelligence Subgroup has submitted their comments on the last two months worth of feedback, these comments will be shared in the paper to the board in Part Two of the meeting. EP noted how great it was to see the Intelligence Subgroup working well and creating impact. EP noted how we continue to gather feedback from the public and strategic meetings to triangulate and feed this into the subgroup. We are now sharing anonymised feedback regularly with Adult Social Care, NHS and GMMH.

LM gave an update to the board on what she has been working on since she joined in early November, including introductions and training. LM has working through her induction and key priorities have been agreed – Clare Mayo has fed into this as part of the Living Well work. LM will have regular meetings with Clare going forward. Ethnographic research to recommence in the new year once LM has familiarised herself with the system and its partners.

AL gave an update on what she has been working on since she joined the team a week ago. AL has already introduced herself via email to the volunteers, explored what she'd like to work on going forward in the next 6 months and organised one to one meetings with some of the volunteers.

SC referred to the data from NHS England on cervical screening rates being particularly low in Salford. SC attended a board development session on 23rd November. The purpose of this was to finish our locality operating model which will include an explanation of how it operates and links in with the rest of the Salford system. Priorities for 2024/25 including expected outcomes were also worked on. Once I have further communications to share on this I will – I'm hoping some of this will be suitable to go on our website. SC added that it was a well organised and attended session with a definite appetite from everyone in attendance to do the right thing for Salford and its people.

SC had a meeting with Jon Turner from HWE as part of our links with HWE. Nothing to update in terms of the Quality Framework but they had a good discussion about demonstrating our impact more – we do make an impact just need to show more evidence. SC added how we are working on this as a team. This feedback will also be incorporated into our next annual report.

SC gave an update on Healthwatch in Greater Manchester. The 10 Healthwatch across GM continue to meet on a monthly basis – both as a network (chairs and lead officers) and lead officers separately as a senior management team. The first network project has been agreed as a focus on Children/ Young People's Mental Health – Healthwatch Trafford will be leading on this with all other GM HW feeding in local findings.

A skills audit of chairs, lead officers and officers has taken place.



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Reporting as a network has progressed with a quarterly format agreed which is shared via the GM Quality & Performance meeting as part of a joint report with GM Patient Services.

Representatives continue to attend GM wide meetings on behalf of the network and feedback is requested on key pieces of GM work/strategy. SC shared how there may be a strategic away day in 2024.

SC continues to have quarterly meetings with Hannah Swadkins from the CQC. Ali and I have also started quarterly meetings with the CQC ASC Inspection Team covering Salford. SC added that Hannah has advised that the new CQC assessment framework will be rolled out in the North in February 2024.

SC commented on the Team Away Day planned for the following week and how EP is currently planning a date for the Business Planning session.

SC noted how the office will be closed from its public-facing role in between Christmas and New Year.

SC asked if anyone had any questions. PM asked if EP had had responses from all the board about the Business Planning Day date. EP explained how only PM and YT had completed the doodle poll for dates. PM suggested sending a reminder to everyone who is yet to complete the poll.

Item 7 – EDEI

SC updated on the board on being recognised as being number 38 of the Top 100 most Inclusive Employers in the UK. SC said how this work is ongoing with the EDEI action plan and is part of our Investors in Diversity award. SC added that there is some training that she would like the team to complete in the new year.

SC added that she will be doing a staff survey in the new year.

SC asked if there were any questions.

PM shared how he was very pleased with the award and thanked the team for their work.

Item 8 – Representatives Feedback

PM and JA shared some notes in advance about the Salford CC Health and Adult Scrutiny Panel.

The Scrutiny Panel has been particularly interested in the prevention agenda for its work this year. The December meeting included a presentation on Physical Activity which triggered a lot of debate and comment. There is a lot of initiatives and actions in the system, which was reassuring, and much of the discussion covered items such as affordability barriers, priority where life expectancy is lower,



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reviewing the GPs role, how activity can assist mental health and the disabled (raised by J). There was also some recognition of the importance of cultural change, and J raised the importance of evaluating the outcomes on different groups. This topic will be returned to with recommendations in February.

There were some concerns about the situation at Salford Royal and the Chief Operating Officer will be invited to the next meeting. Joint scrutiny of the Northern Care Alliance will be under taken by the GM Scrutiny Panel, and not a separate Scrutiny Panel.

As covered in the Chairs report the financial situation at GM is "not good" and there will be some difficult decisions to be made to tackle not just the current deficit, but also the underlying deficit going forward.

No questions from the board were raised.

Item 9 – AOB

SC mentioned how ML had come up with the idea of instead of sending Christmas cards to organisations and partners this year, to donate to a local charity instead. SC said how Salford Survivors Project and Dancing with Dementia had been recommended by the team to receive the donations.

PM agreed this would be a nice idea and agreed to go ahead with this. SC confirmed how the donation will be split between the two organisations.

The next meeting will be held Tuesday 5th March 2024 3pm – 4pm, via Zoom.



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