

Healthwatch Manchester Board Meeting

Tuesday 21st May 2019, 5:00pm- 6:30pm, 3rd Floor, The Lexicon, Mount Street, Manchester

Present	Apologies
Vicky Szulist - Chair (VS) Julie Rigby (JR) Mina Desai (MD) Richard Jones (RJ) Fergal McCullough (FM) Neil Walbran (NW)	Circle Steel (CS)

Minutes

Welcome

VS welcomed attendees.

Apologies from Circle Steel

There were no members of the public in attendance

1. **Minutes of previous meeting** from 19th March 2019 were accepted as a true and accurate record.
 - 1a. The latest action log was reviewed, agreed and updated.
 - 1b. The latest decision log was reviewed, agreed and updated.
2. **Matters arising**

Funding update - VS told the meeting that she had met with Paul Johnstone (HWM's Commissioner) who advised she wrote to the new Director of Adult Services Bernie Enright regarding our low level of core funding. VS wrote to Bernie Enright requesting a generous inflationary increase on compound interest and an increase in core funding to provide another staff member.

Admin Support Officer - HWM are recruiting for a new ASO as Gavin Owen has left to start a full time job.

Greater Manchester Review - The published review is being used by Greater Manchester commissioners to establish an operational framework for Healthwatch. Once established this framework will highlight the inability for Healthwatch Manchester to fulfil its requirements on its current core funding level.

Charitable Status and Trustee Report - NW has organised a meeting to discuss the Trustee report for 5th June. JB has given apologies.

Marcus Graham (MG) has left Manchester CAB and has resigned as a Trustee of Healthwatch Manchester. The board **agreed** to give a vote of thanks for Marcus and all the support he has provided to Healthwatch Manchester.

HWM has not formally written to CAB asking about his replacement.

Action: Contact Andy Brown CEO of CAB to discuss MG's replacement - NW

The accounts for March 2019 have not been completed yet. In February, HWM had approximately 10,000-13,000 in reserves. There is a target of two months' payroll in reserve which has not been met.

Action Log Update

219 NW to draft response to HW in GM review report - report has not yet been published

223 FOI request on allocation of prophylaxis budget by MCC - ongoing

224 Send out skills audit again for completion - ongoing

227 NW to complete strategic planning document - ongoing. It is difficult to provide a forecast for the far political environment given Brexit.

Action: To revise the action point in the action log to create a three-year strategic plan from a local or sub-regional (GM) perspective - NW

A planning session for the strategic planning document was held recently that included a PEST analysis. The SWOT analysis has also been completed so they can both form the basis of the document.

VS is sitting on a strategy board at Manchester Health and Care Commissioning (MHCC) and they have a forward-view of the NHS which NW can use for the planning document.

Decision Log Update

None

3. Report to the Board

NW presented his report on recent activity to the board.

1. NW discussed representation on various networks, boards and meetings.
 - a. GM HW network meeting - The network is morphing into a shadow board with HW Stockport and Manchester as the governance leads. It is likely to develop into a partnership model where HWs across GM will be able to deliver joint work across geographical areas without any new formal structure.
 - b. Westminster Forum Keynote Seminar on Devolution - NW spoke at the seminar run by Westminster Forum, a commercial organisation who try to debate changes in society which are circulated around interested MPs.
 - c. Manchester Health and Wellbeing Board - strategic decisions around health and social care are now made through a range of non-mandated bodies as well as the board itself.
 - d. GMMHT Joint Healthwatch meeting - ongoing productive relationship with the Trust. The approach is much improved. They have a new CEO, Neil Thwaite.
 - e. Northern Care Alliance (PAHT & SRFT) Joint Healthwatch meeting - Salford Royal Foundation Trust (SRFT) are overseeing the governance of North Manchester site as it is transferred into the single hospital service. Our role at Healthwatch Manchester is to make sure vulnerable people are monitored and protected through this difficult transition.
 - f. Manchester People First (MPF) drop-in - Verdict of neglect by the hospital for the man with Down's Syndrome who died (2016) from pneumonia after being left to sleep on his back. HWM sent a FOI to MFT asking for the care action plan reportedly put in place to prevent this happening again. This has been received and will be presented by HWM to the MPF members in plain English to enable a response from them. The action plan is reported as implemented in 2016, however last October/November a learning disabled person was in MRI for an extended period with no stimulus and experienced severe distress through lack of adequate care.

- g. GM Children and Young People's Mental Health Delivery Board - Space came up for HWM to be on the board. Will be able to present Youthwatch's reports once they have been completed.

2. New areas of work:

- a. Enter and View - five visits planned, training for new representatives also in place.
- b. Patron Recruitment - Letters have been sent to prospective patrons
- c. Turning Point (TP) Collaboration - a link to their mental health information pages will be placed on the HWM website. TP will provide HWM with monitoring information regarding the number of people accessing each subject page.
- d. Jointly leading on the long-term governance of the GM HW shadow board - HWE have given £7500 to Healthwatch Manchester to deliver this.

3. Ongoing areas of work:

- a. Our website has been updated regarding citizens' rights around health and care.
- b. NW met with the Gaddum Centre lead for young carers in the city. HWM will be producing a briefing sheet about the right to an assessment for young carers as many are reported as being unaware of their rights and there is some confusion regarding points of access.

4. Publications:

- a. Know your rights web pages - complete
- b. Choose & Book leaflet - ongoing
- c. Self-referral - ongoing now to include IAPT
- d. Four questions to ask your GP - thinking of broadening it to be in appointments in general so it includes specialists.
- e. Young carers and the right to assessment - already mentioned

HWM now provide MHCC board with an operational report. The first one included activity from January 2019 to Mid-May. HWM will present to the board every six months.

5. Continued organisation development - patron recruitment (see above).

6. Volunteer and Member activity:

- Youthwatch: there will be regular intakes of volunteers who will inform its work programme.
- Volunteers have been able to help the responses to hospital quality accounts of MFT and Trafford. MD will be helping with the Christie's quality accounts. We are sourcing a volunteer to review Brook's QA.
- The number of outreach sessions in different venues has broadened so more volunteers are active in the community.
- There is now a dedicated volunteer based in the African-Caribbean Mental Health Services charity.

7. Administrative activity - ongoing as usual

8. Emergent Issues for Consideration:

- a. Funding and finance - mentioned above
- b. Engagement around men's health in Manchester is poor - HW Oldham ran a successful men's health event with physical exercise health checks as an incentive.

Action: Investigate the feasibility of setting up a similar men's group in Manchester - NW

- c. We have no care venues rated 'inadequate' in Manchester.

9. Reports: There are no reports in the pipeline. Published reports include:

- a. Enter and View of the 136 Suite - well-received
- b. IT access and elderly people - created a dialogue with Age UK Manchester, letter to Paul McGarry to be sent with an action plan request.

Theory of Change - Analysis

HWM received £1000 from HWE to run an analysis of their toolkit regarding impact of Healthwatch activity. We have tested its effectiveness as a framework to monitor how we effect change locally and what needs to be done to make increase/improve our impact. A repeat of mystery shopper activity will form the basis of our impact review in the short-term.

4. Risk Analysis and Register

The SWOT analysis was started as part of the strategic review. The key points have been added to the risk register.

The board carried out the risk analysis and scored each risk. These will be used to create the refreshed risk register.

Action: Produce the refreshed risk register including mitigating actions - NW

Public section of the meeting closes

5. Date, time and venue of next meeting

Tuesday 16th July at 5pm, 3rd Floor, The Lexicon, Mount Street, Manchester

There is an extra meeting on 5th June at 5pm, at Canada House to produce the Trustees report.

Meeting closed at 6:30pm