**Healthwatch Trafford**

**Minutes of Board meeting 20th August 2020**

**Online Zoom Meeting**

**Meeting commenced at 5.30pm**

**Present:**

Heather Fairfield (HF)   
Susan George (SGE)

Nasima Miah (NM)

Jean Rose (JR)

Brian Hilton (BH)

Elaine Mills (EM)

David Esdaile (DE)

Andrew Latham (AL) – Company Secretary

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| **Agenda item** | **Discussion and Actions** |
| 454. Welcome; apologies and introductions | Apologies: Kerry Blackhurst  454.1 HF welcomed everyone to the meeting.  454.2 AL informed the meeting that Tony Fryer had resigned from the board due to health reasons. AL noted that he had thanked TF for his contributions to both the board and the Advisory Group. **Action: AL to remove TF from the Companies House register** |
| 455. Declaration of Interest | 455.1 No declarations of interest received. |
| 456. Minutes of previous meeting | 456.1 The minutes of the previous meeting were accepted as a true and accurate record. |
| 457. Matters arising not on the agenda | June Minutes: 452.5 HF asked if contact had been made with Eve Mannerings (LMC) after EM had expressed a wish to meet with HW. AL confirmed that he was liaising with EM to fix a date to meet. |
| 458. Action Log | 458.1 All Actions complete and to be removed. |
| 459. CO Report | 459.1 AL presented the Chief Officer’s Report (previously circulated) and asked members for any questions; no further questions were asked. |
| 460. Performance Report | 460.1 HF presented the Chair’s Report (as part of the Performance Report) and highlighted the following issues:   * Deep dive on Children’s Services to be carried out. HF to feed back to members when possible, after proposed meeting in September. * HWinGM Representation: HF noted that she had withdrawn from most GM meetings with the notable exception of the Mental Health Programme Board and associated meetings. HF had drafted a paper on future representation to be discussed at the next HWinGM meeting.   **Action: AL to circulate Performance Report (missed from circulated papers)** |
| 461. Trafford Initiatives:   * Covid Action Plan * LCA MoU | 461.1 HF talked through the circulated papers as it’s useful for members to see what is happening at present. HF noted that the LCA MOU is not legally binding but it appears to be working well so far as part of a multi-agency/organisation approach. HF responded that there was no detail as yet but she would update members as and when possible. JR expressed concern at such a major change being considered during a pandemic.  461.2 HF asked if members were happy for her to sign up to the MoU on behalf of HWT? All agreed. |
| 462. HWinGM Update | 462.1 HF informed members that it was likely that in the future there would one CCG covering the whole of Greater Manchester. An independent group would be established to look at this and HF had requested HW representation on this group. Integrated care systems (ICS) had worked much better in other parts of the country than they have in GM so far. SG queried how one CCG would work and stressed the need for local input to be retained?  462.2 HW Representation: HF had drafted a paper on future representation, to be discussed at the next HWinGM meeting, which will also be attended by Warren Heppolette (GMHSCP). |
| 463. Work Plan Update | 463.1 AL talked through the circulated paper; BH asked about the scoping exercises on Disabled Access and Cardiovascular issues amongst younger people. AL responded that these had now been completed; it was not felt that there was sufficient resource at this stage to undertake the Disabled Access project as a stand alone work stream, however, it was likely that disabled access would form part of the North Trafford Project work and that in turn may provide useful evidence for more detailed work in the future. It was not felt that there was sufficient evidence at this stage to show that cardiovascular issues were a significant issue amongst young people in Trafford. There was evidence of national work being undertaken, which it would be useful to monitor, but nothing specific around Trafford or GM thus far. |
| 464. Enter and View Paper | 464.1 HF asked if there were any questions on the circulated paper? BH asked about the drivers behind E&V and noted that from experience, there was no single source of information for residential care in Trafford. AL agreed and noted that this had been raised with TMBC previously, as various sources often hold conflicting information on homes, which makes it hard for the public to make informed decisions.  464.2 HF clarified the difference between E&V and the Dignity In Care (DIC) awards referred to in the paper.  464.3 EM asked about the low numbers of feedback received from relatives and felt it was important that this increase in future. SG noted that this was a long-standing problem that HW had tried to address numerous times with the LA, as holders of addresses for relatives of all funded residents. Unfortunately, TMBC have yet to agree to distribute feedback surveys.  464.4 EM asked about quality of food in residential care? HF noted that we do ask about it as part of the E&V process and responses vary between homes.  464.5 JR noted that HW is not allowed to look at care plans, so whilst the HW remit is clear, it also has limitations.  464.6 BH summarised that he felt there were two key issues:   * How to give a voice to those in care? * How to facilitate a central point of information for relatives?   464.7 AL commented that they had raised the issue of the future of E&V and DIC with TMBC and had agreed to hold a follow up meeting but was yet to receive notification of this from TMBC and this was preventing further progress at this stage. |
| 465. Interim Covid Survey Report (Additional to agenda) | 465.1 AL clarified that this was an interim findings report, ahead of the full report, which was due for publication in late September. The intention being to give local agencies an idea of the issues identified so that these can be fed into ongoing planning discussions around Trafford’s response to Covid 19. AL noted one issue of concern was the low response rate from the BAME community and that he had asked staff to prioritise increasing this.  465.2 HF asked if the survey could be translated into other languages to increase response rate from BAME community? Al responded that this was something he was currently looking into, through a combination of translation services and volunteers with suitable language skills.  465.3 BH asked if it was possible to distribute the survey through places of worship now that some were opening up again? **Action: AL to look into**  465.4 JR stated that she had raised the HW report at her last PPG meeting and the practice were very interested in the findings of the report and were looking into conducting their own survey.  465.5 AL informed members that he had learned from the LMC that 75% of Trafford residents registered with GPs were now using AskMy GP to access GP services. |
| 466. Questions from the Public | None received. |