**Healthwatch Trafford**

**Minutes of Board meeting 29th October 2020**

**Online Zoom Meeting**

**Meeting commenced at 5.30pm**

**Present:**

Heather Fairfield (HF)   
Susan George (SGE)

Jean Rose (JR)

Brian Hilton (BH)

Elaine Mills (EM)

David Esdaile (DE)

Kerry Blackhurst (KB)

Andrew Latham (AL) – Company Secretary

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| **Agenda item** | **Discussion and Actions** |
| 471. Welcome; apologies and introductions | Apologies: Nasima Miah  471.1 HF welcomed everyone to the meeting. |
| 472. Declaration of Interest | 472.1 No declarations of interest received. |
| 473. Minutes of previous meeting | 473.1 The minutes of the previous meeting were accepted as a true and accurate record. |
| 474. Matters arising not on the agenda | None |
| 475. Action Log | Action 468.1 Vice Chair Job Description: All agreed to approve. Remove as action. |
| 476. CO Report | 476.1 AL presented the Chief Officer’s Report (previously circulated) and asked members for any questions; BH asked about the link between the various Covid response meetings occurring at present. AL explained how they were designed to feed into each other. |
| 477. Covid 19 Report | 477.1 HF talked through the key elements of the report for members. In particular, issues with NHS 11 – lack of staff to meet increasing demand, patients reluctant to attend hospitals due to Covid and the lack of screening were highlighted. SG also noted concerns around digital exclusion.  477.2 It was noted that Alex Tan had done a good job in producing the report.  477.3 EM stated that it was a well written report but highlighted the demographics and the low response from the north of the borough and BAME community. Al mentioned that he had conducted discussions with HW Oldham around community-based research and offering small donations to groups in return for responses in order to try and redress the low response from the BAME community; members felt this was a good idea and should be followed up.  477.4 JR acknowledged the problem with distribution of leaflets (which had not been successful in increasing the response rate to the survey). JR felt the report was very good overall and expressed concern that reductions in services may become permanent. HF noted that some children’s services had been suspended since lockdown and that this was a concern given that their CQC rating was already low.  477.5 BH asked if the CCG had taken into account the report Restraint, Segregation and Seclusion? Hf unsure; **Action: BH to send link to report to HF and HF to raise with TCCG.** |
| 478. Performance Report August/September | 478.1 HF talked through the key issues of the report (previously circulated), in particular the dramatic increase in hits to the HWT website. HF noted that this was testament to the quality of information on the website.  478.2 HF informed members that Adam Webb would be leaving HWT in the new year to take up the role of Chief Operating Officer at HW Bury and that this would be an opportunity to look at staff roles moving forward. |
| 479. HWinGM Update | 479.1 AL informed members that there was not much happening as a GM network at present, although there was plenty going on within individual localities (such as North Manchester General developments and the Single Hospital Service). AL informed members that AT was compiling all of the Covid reports from across local HW in GM and that the network would decide how best to use this report at a GM level.  479.2 HF noted that seven CCGs in London had now merged and it was likely that this could be replicated in GM. HF to update as and when there is more information on this. |
| 480. Work Plan Update | 480.1 AL talked through the circulated paper and updated members on the latest progress. No further questions asked. |
| 481. Questions from the Public | None received. |