

Healthwatch Halton Advisory Board

Thursday 25 January 2024

Public Board Meeting Agenda

HW Advisory Public Board meetings include an opportunity for members of the public to feedback issues about local Health and Social Care issues at the end of the meeting.

		Item	Enclosure (Paper, Verbal etc)	Outcome (Noting, Decision etc)	Presenter
12.00pm		<i>Private session to discuss confidential staffing/ operational issues. Closed Session- not open to the public.</i>			
		Close private session and open Public HAB Meeting			
1.00pm	1	Welcome and Apologies	V		Chair
	2	Declaration of Interests	V		All
1.10pm	3	Minutes and Action log from Public Board Meeting update	V&P		Chair
1.20pm	4	Work Programme and Project Updates <i>To update the Board and Public on the work undertaken to deliver the Work Programme including the Enter and View Programme</i>	V	N	Staff Team
2.00pm	5	Stakeholder Meeting feedback reports <i>Feedback from meetings with stakeholders/partners and/or any operational meetings attended by the Healthwatch Halton team or Healthwatch representatives</i>	V&P	N	LHM
2.15pm	6	Intelligence/Feedback update .	V&P	N	LHM
2.30pm	7	Any other business	V		Chair
3.00pm	9	Date and Time of Next Meeting TBC			

Chair – Healthwatch Advisory Board Chair

LHC – Local Healthwatch Chief Officer

Agenda item 2

Declarations of interest

Agenda Item 3

Healthwatch Halton Advisory Board

Public Board Meeting Minutes 16th November 23, 1pm

In Attendance: Elizabeth Learoyd (EL), ECS Director
Maureen Isherwood (MI),
Dave Wilson (Chief Officer, Healthwatch Halton)
Michelle Downes (MD)
Lorna Plumpton (LP)
Kathy McMullin (COL, Healthwatch Halton) (KMM)
Clare Screeton (Minute clerk)

Apologies: Kath Parker (KP)
Smita Patil (SP)

		Item
1.00pm		<i>Private session to discuss confidential staffing/ operational issues.</i> Closed Session- not open to the public.
		Public HAB Meeting
1.30pm	1	DW welcomed the Board.
	2	Declaration of Interests MI PPG Plus Vice Chair LP PPG Plus Chair
1.35pm	3	Minutes and Action log from Public Board Meeting update Recorded as a true reflection and agreed by the Board, there were no actions. One error raised by KP was amended.
1.40pm	4	Work Programme Project Updates DW met with the Stammer organisation to discuss the issues that people living with speech impediments have accessing services. This was shared with PCNs, WHHFT and Commissioners. There is a guide for GP reception staff and patient journeys. Health Quality & Performance Board – DW attended, and there were questions raised about NHS Dentistry provision . DW met with Tom Knight to feedback and keep updated on changes within the service. Tom is pleased that HW are feeding back information on this. This is ongoing and a national issue – this is being fed back to HW England.

	Item
	<p>Bridgewater have a new engagement meeting – DW attended and there were conversations around children's oral health and early intervention.</p> <p>JB attends the Whiston PESC (Patient Experience Sub Committee) and KMM attends the Warrington and Halton PESC as representatives.</p> <p>DW attends the Cheshire and Merseyside HW network.</p> <p>DW had attend meetings with Bridgewater to discuss the ADHD medication shortage meeting. MD said that the SEND families have all been contacted about the shortages and the team at Bridgewater remain engaged. All updates have been shared via contacts and socials.</p> <p>This was mentioned at the ICB Board as good partnership working between Healthwatch and Bridgewater.</p> <p>The Healthwatch Halton Annual report was presented at the Health and Wellbeing Board meeting and was well received. There was a question asked regarding the data for the demographics. DW said they leave it free to people if they wish to fill in their age etc.</p> <p>DW met with Tim Mc Phee from MerseyCare to discuss the possibility of Mersey Care sharing the hospital discharge survey.</p> <p>KMM has been conducting outreach at both Halton and Warrington hospital with CS from Healthwatch Warrington. KMM has contacted the HBC lifeline team that have agreed to give the surveys for extra feedback. MI suggested that we could engage with them to get their patients to complete surveys. The hospitals are also promoting this on their social media.</p> <p>DW represents Healthwatch on Bridgewater's Council of Governors. It has been useful role for gathering feedback from Bridgewater on the issues of treatment rooms and the lack of community nurses.</p> <p>Healthwatch Halton has been asked to feedback on Bridgewater's EDS 2022 assessment.</p> <p>The Cheshire & Merseyside ICB have introduced a recovery plan for Primary Care, and each local Place has been tasked with ensuring Healthwatch involvement in this. Halton Place have been in touch with Healthwatch Halton about this.</p> <p>DW also attended a meeting with the new patient engagement team at Warrington – Susan Dean.</p>

		Item
		KMM is leading on the launch of Youthwatch, which is looking to get young people between the ages of 14 and 25 involved in Healthwatch.
2.10pm	5	<p>Intelligence/Feedback update</p> <p>DW gave a verbal update on the main themes coming through from public feedback.</p> <p>The team continues to deal with a regular flow of signposting enquiries around dentistry. A dental practice in Widnes is stopping all its NHS work in January 2024 leaving a lot of patients struggling to find alternative NHS treatment.</p> <p>DW is speaking to stakeholder, NHS Trusts / Commissioners about the best way to feed in the themes and trends we're picking up through public feedback and reports.</p>
2.35pm	6	
	6a	<p>Publish a report/ agree a recommendation made in a report</p> <p>None</p>
	6b	<p>Which premises to Enter and View and when (Completion of the Enter and View visit checklist is required)</p> <p>Still to be confirmed</p>
2.45pm	7	Health and Social Care Issues from the public - none
2.50pm	8	<p>Any other business</p> <p>The Annual report has been widely shared throughout Halton with local group and strategic boards, such as the Health and Wellbeing Board and One Halton. It has also been shared on social media and the website.</p> <p>ADHD medication shortage. MD & DW said that HW Halton will monitor this and is ensuring that communication is ongoing.</p> <p>MI – Widnes & Runcorn Cancer Support Centre has changed its name to Halton Cancer Support. All formalities have been completed. They are currently recruiting extra staff to join the charity. The number of referrals has risen, and they now have a bereavement cafe which has proven highly successful.</p> <p>KMM – there is a new mental health and wellbeing support group that has just formed.</p>
3.00pm	9	<p>Date and Time of Next Meeting</p> <p>25th January 2023 at 1pm</p>

Agenda Item 4

Agenda Item 5

Agenda Item 6

Agenda Item 7

Decisions