

## Minutes of the Trustee Board Meeting held on 20<sup>th</sup> November 2023 on Teams

**Present:** Jim Fawcett (JF), Ann Schenk (AS), (SM), Julie Darbyshire (JD) – Chief Officer, Yasmin Rahbar – Engagement Officer (YR), Kiran Syeda (Treasurer)(KS), Neil Robinson (Finance Director)(NR)

**Apologies:** Shashikant Merchant, Leah Payne – IAG and communications Officer

1.	<b>Welcome and Introduction</b>	<b>Action</b>
1.	Jim Fawcett opened the meeting and welcomed everyone.	
2.	<b>Declaration of Conflicts of Interest</b> None	
3.	<p><b>Governance</b>  <b>Minutes from the Trustee Board Meeting held on 25<sup>th</sup> September 2023</b>            The minutes were approved.  <b>Matters arising:</b></p> <ul style="list-style-type: none"> <li>• <b>Bank mandate and signatories</b>            This has been updated – Tracy Boylin has been removed and Leah Payne has been added. Signatories on the new bank mandate are:            Jim Fawcett            Ann Schenk            Leah Payne            Julie Darbyshire</li> <li>• <b>Bolton Hospital walkaround –</b>            JF has not received any communication about this from Bolton Hospital</li> </ul>	
4.	<b>Data Protection</b> Nothing to update	
5.	<b>HR Update</b> Nothing to update	
6.	<p><b>Trustee Skills Survey and Recruitment</b>            3 responses received. Questions were asked about skills and experience, knowledge and training requirements. Good mix of leadership, governance, &amp; financial knowledge. Training requirements: Keeping up to date with legal and organisational changes, operational experience and community engagement. Trustees who completed the survey felt they had enough information to support their role. All trustees are happy to meet online.            JD agreed to ask trustees who had not responded to complete the survey. JD suggested to look at recruiting new trustees in the new year.</p>	
7.	<p><b>Finance</b>            N Robinson updated on the budget. Budget position is good and on track. In Qtr 1&amp;2 lot of one off expenditure linked to the closure of the office. Charges incurred for cancelling contracts. Rent costs are now reduced, and money allocated to provision was used up. For Qtr 2, income was £37,750 and expenditure was £32,470. In the last Qtr up to end of Sept didn't use a great deal of reserves. Projected outcomes – salaries will increase due to NI rebate of £5k – used up in first 6-7 months of the year. Other staff costs have increased due to travel expenses.</p>	

	<p>Office costs, IT has increased due to price increases. Projected – by the end of the year the position is stable. Not making a surplus, but using less of the reserves than expected. NR has no concerns at the moment, staying within budget. The IMP system is covered by the 'provision' figure in the budget. JD also commented that survey monkey has now been downgraded and will save nearly £400 per year. NR to provide future updates on a quarterly basis. NR was thanked for the update. KS happy with the update.</p>	
8.	<p><b>Operational Update</b></p> <ul style="list-style-type: none"> <li>• <b>Women's Health</b></li> </ul> <p>HWB received an invitation from Bolton LA to a women's health hub discussion. Interested in the menopause and maternity work we are doing. YR attended the meeting – grant allocated for £5k to expand women's health hubs. More information to come. Lots of reps from across the ICP and the LA. Discussed pharmacies taking on more work away from GP practices. Good networking meeting. There will be a further meeting in January.</p> <ul style="list-style-type: none"> <li>• <b>Carers Strategy</b></li> </ul> <p>Defer to January meeting</p> <ul style="list-style-type: none"> <li>• <b>Dentistry Report</b></li> </ul> <p>Formal response received from Ben Squires. Shared with GM ICP, HWE and the OSC. It has also been used in the children's dental health task group. Dental enquiries have reduced, hopefully due to people finding it easier to find an NHS dentist.</p> <p><b>Workplan – 2023-24</b></p> <p><b>Project: Exploring barriers to accessing health and care services in the deaf community</b></p> <p>Bolton Deaf Society (BDS) have now produced a video in BSL asking some simple questions to ascertain feedback on experiences of using health and care services. Next step is to decide how to share the video and obtain feedback and translation. The video will be linked to the website. Currently discussing how to manage the videos and translation</p> <p><b>Project: Experiences of maternity care</b></p> <p>Meeting with MVP to discuss our work on this and possibly to share feedback. The survey will be shared with commissioners for their feedback before launching the survey.</p> <p><b>Project: Improving provision of information about the Menopause</b></p> <p>Survey now closed – 143 responses received. YR done a great job with community engagement and getting a wide range of voices in the survey. The work will also include case studies.</p> <p><b>GM Healthwatch</b></p> <p>The network has decided to do a project on menopause and mental health and a project on CAMHS. Menopause project will feed into this. The projects have not formally been signed off yet.</p> <p><b>Bolton ICP</b></p> <p>JD attends the locality board, Strategy, Planning and Delivery Group and the Voice of the Public Enabler Group. Most of the discussions are about saving money due to the dire financial position that GMICP finds itself in. JD agreed to share confidential information with AS and JF that was shared in the part 2 of the locality board meeting. Not to be shared wider.</p>	

	<p><b>Good News Stories</b></p> <p>YR received info and grateful thanks from Farnworth Baptist church who won an award for work on Every Mind Matters. YR had introduced them to the fund. Changing Life Directions – asked us to be a referee for an application for funding – received money for the centre which will greatly benefit the service users to improve wellbeing.</p>	
9.	<p><b>IAG Report</b></p> <p><b>IAG cases</b></p> <p>GP registration enquiries are the top theme. Dentistry enquiries have declined. A snapshot report had also been prepared to show feedback on access to GPs. The report was produced in response to numerous queries received from people struggling to access a GP, particularly telephone access and these were mainly from about the Unsworth practice in Westhoughton. The report has been shared with the GMICP and the quality board. Recommendations in the report include improving the telephone system, helping people to understand the plans for primary care and having literature to show people can go elsewhere for help with some health conditions. The cases studies in the report and compliments were noted.</p> <p><b>IMP system</b></p> <p>JD reported that HWB is being asked to share intelligence for many different audiences and meetings. The current system is complicated and 2 different systems are being used presently. JD reported that the demo has been working really well and other HW who have adopted the system have also been consulted and are happy with it.</p> <p>It is an ongoing subscription with 2 months notice period. £109 per month and one off licence fee of £250</p> <p>HW Lincs have devised the system.</p> <p>It was agreed to sign off the agreement for the IMP system.</p>	
10.	<p><b>Community Engagement update – Yasmin Rahbar</b></p> <p>YR has been continuing to gather feedback on the menopause work. Many women have also been asking for more help and information on this topic. YR has made links with Dr Latif from Stonehill medical practice who has taken a lot of interest in our work and agreed to try and attend groups to give information on the menopause. YR has connected with Women of Willow Hey, Wonder Women group and a breakfast session at Medina Mosque where women received a talk from Dr Latif and Dr Meedeha. YR has also given talks to Bolton Uni on health inequalities and she has attended Sunninghill School parents evening where she was invited to hold a stall. YR has been asked to attend a consultation into the upcoming MSc Public Health Degree by the University of Bolton which is due to start in September 2024. YR also shared some great feedback regarding Farnworth Baptist Church who secured some funding from information shared by YR. Changing Life Directions also received some funding to offer women's health activities from a grant which we gave a reference for.</p> <p>JF thanked YR for all her hard work. JF also commented on the range and depth of the work and how impressive it is.</p>	
11.	<p><b>Updates from Representatives</b></p> <ul style="list-style-type: none"> <li>• <b>Bolton Hospital Board of Governors</b></li> </ul> <p>CQC report was good, governors met, F Noden flagged up freedom to speak up etc. Three new Non Exec Directors appointed-Tosca Fairchild, Sean Harris, Fiona</p>	

	<p>Taylor. Associate non-exec – Seth Croft also appointed. Constitution reviewed. Quality meeting also held – quality monitoring, improvements made. Maternity services update – Janet Cotton leadership has improved the service. Less vacancies now, more student midwives choosing to work in Bolton. CQC assessed as good from requires improvement. Hospital at Home expanding – want 100 patients on the scheme.</p> <ul style="list-style-type: none"> <li>• <b>Quality &amp; Patient Experience Forum</b> – Complaints about hospital signage, people with restricted vision having difficulties. Complaints about end of life care.</li> <li>• <b>Bolton Adult Health &amp; Social Care Overview and Scrutiny Committee</b>– More info on neighbourhoods – 6 agreed, 3 established so far. AS suggested YR make links and can target community engagement into the neighbourhoods. End of life care has increased in demand</li> <li>• <b>Bolton Safeguarding Adults Board</b> holding an event for national safe-guarding week etc. Creating resources of videos to provide information. LP attending safe-guarding event in November.</li> </ul>	
11.	<p><b>Policy Reviews/Updates</b></p> <p><b>Expenses policy</b> Agreed to update with suggested increases for allowable expenses. NR suggested to review again next year.</p>	
12.	<p><b>Risk Register</b> NR asked if there is a risk to the grant being reduced in the future, in light of budget saving. AS advised there is a 3 year agreement with no inflationary uplift. HWE are holding funding webinars in December. Agree to leave the register as it is until further information regarding budgets is known.</p>	
13.	<p><b>A.O.B</b> None</p>	
14.	<p><b>Finance confidential discussion</b> NR, JF, AS and JD discussed finance issues</p>	
15.	<p><b>Date and time of next meetings</b> It was agreed to trial the next board meeting using Microsoft Teams. Office closure over Christmas– close on 21/12/23 for one week, re-open on 2<sup>nd</sup> January 2024.</p>	

## Abbreviations:

AVMA – Action for Victims of Medical Accidents

BASB – Bolton Adult Safeguarding Board

BDA – British Dental Association

BFT – Bolton Hospitals NHS Trust

BGOH – Bolton Guild of Help

Bolton CCG – Bolton Clinical Commissioning Group

F2F – Face to Face

GMICB – Greater Manchester Integrated Care Board  
GMICP – Greater Manchester Integrated Care Partnership  
GMHW – Greater Manchester Healthwatch  
GMMHT – Greater Manchester Mental Health Trust  
HOSC – Health Overview and Scrutiny Committee  
HSC – Health and Social Care  
HWB – Healthwatch Bolton  
HWE – Healthwatch England  
ICP – Integrated Care Partnership  
IMP – Information Management Platform  
LDC – Local Dental Committee  
LFT – Lateral Flow Test  
MVP – Maternity Services Partnership  
QPEF – Quality Patient Experience Forum