

Minutes of the Trustee Board Meeting held on 24th June 2024 on Teams

Present: Jim Fawcett (JF), Ann Schenk (AS), Julie Darbyshire (JD) – Chief Officer, Yasmin Rahbar – Engagement Officer (YR), Leah Payne (LP), IAG, communications and engagement officer, Neil Robinson – Finance Manager

Apologies: Shashikant Merchant

		Action
1.	<p>Welcome and Introduction Jim Fawcett opened the meeting and welcomed everyone. Jim announced he needed to leave the meeting at 10.15am</p>	
2.	<p>Declaration of Conflicts of Interest None declared.</p>	
3.	<p>Governance Minutes from the Trustee Board Meeting held on 25th March 2024 The minutes were approved. Matters arising:</p> <ul style="list-style-type: none"> ➤ IT issues: JD reported she had approached Ned Spencer – the consultant who set up the Skyline contract with IT Answers. Ned obtained some further information from QLIC IT for Charities for their opinion on the Skyline system and the problems HWB are experiencing. JD also reported that staff had continued to experience problems and difficulties with the system over the last few months. It was agreed that JD approach QLIC IT for a quote to provide IT services and to check the IT Answers contract. Trustees expressed concern about the viability of IT Answers and agreed to explore moving to a new IT provider. Trustees agreed to meet to discuss once the information is received. 	<p>JD to obtain proposal and quote from QLIC IT and information from IT Answers</p>
4.	<p>Data Protection JD reported a Freedom of Information Request had been received from asking for information on how much the charity spends on stationery and if we have contacts with suppliers. The request was responded to within the agreed time scale</p>	
5.	<p>HR Update JD reported that Bolton Hospice had been in contact regarding the gold leaf for Ian Hutchinson on the Tree of Life at Bolton Hospice. The hospice are asking if HWB want to renew the agreement to keep the leaf on the tree for another three years at a cost of £350. Trustees agreed they wished to do this. JD agreed to check with Neil Robinson regarding ensuring there is a budget than can cover this.</p>	<p>JD to check budget</p>
6.	<p>Finance Budget 2024-25 NR presented the budget for 2024-25. Taken forward from end of year accounts and extrapolated forward. Fixed costs are salaries, the increase in the Q3, is due to employers National Insurance relief. It will run out around October 2024. Total salaries for the year total £113k, other costs are attributed to staff expenses and staff cost eg. eye tests.</p>	

	<p>Office costs are flat, majority of costs last year were equipment hire. Professional fees are auditors fees and small provision is included for project work if needed.</p> <p>Reserves has a starting balance of £61k. can look at small salary increase possibly. Small increase in office costs and IT equipment. Balance should be around £40k at the end of the contract term which is line with required reserves.</p> <p>Trustees agreed with the budget forecast being given assurances it is on track with the required reserves.</p> <p>Trustee Annual Report – 2023-24</p> <p>Report prepared by Barlow Andrews Accountants. The work and expenditure in the report are what was projected and expected and the contract has been delivered against the budget.</p> <p>AS commented the report is very creditable and shows a well-run organisation.</p> <p>Trustees approved the annual report and accounts.</p> <p>The letter of representations was accepted and will be signed by Jim Fawcett and returned to Barlow Andrews.</p>	<p>JF to sign letter of representations</p>
7.	<p>Operational Update</p> <p>GP Access</p> <p>Two reports completed and shared with Bolton ICP, intel is feeding into the primary care review and delivery plan for Bolton ICP.</p> <p>Menopause work the Menopause and Me report has been shared with the women's health hub group and all recommendations have been fully discussed with an action plan. CBT sessions have started and YR has been sharing information. Community champions will also be focussing on women's health care. Events are being planned in mosques and HWB still receive feedback on menopause issues and impact.</p> <p>Project: Exploring barriers to accessing health and care services in the D/deaf community</p> <p>Held an engagement event on 28th May, received lots of feedback on experiences of health and care services. Report ready for approval.</p> <p>Project: Experiences of maternity care</p> <p>60+ responses received and 2 case studies. The report is still being analysed.</p> <p>GM Healthwatch</p> <p>CAMHS survey is being analysed by HW Trafford – report expected in July.</p>	
8	<p>Healthwatch Bolton Annual Report 2023-24</p> <p>JD presented the report. The report was approved and will be shared with Healthwatch England by 30th June. The report is embargoed for further distribution due to the general election until 12th July 2024.</p>	
9	<p>Workplan proposal 2024-25</p> <p>JD presented the workplan proposal report which presented the results of the public consultation and our intelligence</p> <p>Trustees agreed on the following priority areas:</p>	

	<ul style="list-style-type: none"> • Mental health – focus on dementia • Primary care – GPs and dentistry – working with NHS Bolton on access to GPs and attendance at A & E • Patient Choice – project with Bolton Hospitals NHS Trust • More engagement with men's groups and focus on people with learning disabilities. Continue to work with Bolton D/deaf Society • Contribute to Greater Manchester Healthwatch projects <p>The workplan was approved</p>	
10.	<p>Unheard Voices report</p> <p>JD presented the report on the work done with the D/deaf community in Bolton. The report was approved. Jim Fawcett left the meeting at this point.</p>	
11.	<p>IAG Update – & QTR 4 Intel report LP verbal</p> <p>Locality PALS has been replaced by centralised Team. The Intel report includes IAG enquiries and community engagement.</p> <p>There have been 315 pieces of feedback since January. Main issues are GP access/appointments, GP staff. GP survey received over 500 responses. NHS dental enquires have reduced, not sure if services have improved or people are not contacting us. Had enquiries again from Macmillan Cancer support to help people get dental treatment before commencing cancer treatment which have been referred to the GM Dental Advisor. One dental enquiry was picked up at the engagement session with the D/deaf Society and LP assisted in finding information regarding the pathway for people who are D/deaf. This was fed back to Bolton Deaf Society.</p> <p>Car parking at Bolton Hospital has been a recurring theme. People unable to park and some receiving fines due to having to drive around to find a parking space.</p>	
12.	<p>Policies – Equality & Diversity</p> <p>The policy was reviewed and it was agreed to add the following text: The 2010 Equality Act now encompasses all of the following: UK legislation on discrimination and equality including</p> <ul style="list-style-type: none"> • Equal Pay Act 1970, • Sex Discrimination Act 1975, • Race Relations Act 1976, • Disability Discrimination Act 1995, • Employment Rights Act 1996, • Race Relations (Amendment) Act 2000, • Employment Act 2002, • Race Relations Act 1976 (Amendment) Regulations 2003, • Religion or Belief Regulations 2003, • Sexual Orientation Regulations 2003 • Employment Equality (Age) Regulations 2006. 	Text to be updated
13.	<p>Risk Register</p> <p>It was agreed to add IT supplier concerns to the risk register. To be further discussed at the next meeting. It was agreed to change the risk rating to 10 and include mitigating actions – review the IT provider etc.</p>	Add IT supplier concerns
14.	<p>Updates from Representatives</p> <p>AS reported on the Council of Governors – strategy and charity – discussing charity with Bolton Wanderers and there is an event showcasing assistance</p>	

	<p>available from community and voluntary sector. The main strategy document is now finalised. As suggested an representative be invited to a trustee/staff meeting to explain their priorities. AS to approach Sharon White to ask if she is interested in attending. One year operational plan was also discussed. 32 goals, 11 of which are national. No over 65 week waiters, no over 92% bed occupancy, 95% of diagnostic access within 6 weeks, 78% compliance on 4 hour target, 70% on cancer 62 day rule and 77% cancer 28 day rule to diagnostics. This has been agreed with the ICB</p> <p>Full council of governors had a training session and a governors meeting – AS was unable to attend this meeting.</p> <p>Bolton Safeguarding Adults Board (BSAB) had a development day, ambitious agenda. AS explained with HWB does and how HWB picks up safeguarding issues . As reported that the BSAB 3 year strategy should involve HWB in the consultation. AS to meet with the chair – Neil Smith to discuss. AS attended the QPEF meeting – two patient stories on childbirth, were presented – showing how compassion and intervention has helped two patients. Also discussed was the national Full Hospital Protocol – for when hospitals need extra beds – pre-agreed protocol as to where extra beds should be put which is not popular with patients or staff. Maternity area has had restricted access due to RAAC which has been causing difficulties and how they can rectify these. It was commented that the HWE report was very good and BFT are using this as a template to implement in the Trust. Overview and Scrutiny Committee has been delayed due to the election period.</p>	
15.	<p>Community Engagement Update</p> <p>YR presented the update. Menopause report has been well received and being discussed in the women's health hub meetings to take forward the recommendations. GP Federation have approached YR to be in a wellbeing video. YR gathered some feedback on endometriosis from someone who has been living with this in the community and is also interested in volunteering with HWB after being inspired from the work HWB have done on menopause. She also wants to raise awareness of endometriosis which is a taboo and stigmatised topic. A menopause event is also being planned in a mosque in Halliwell. YR and LP attended the carers information event, helping signpost people and listening to their issues and feedback. YR also attended the event held by MHIST, many people shared their feedback, issues on GP access and attitudes and waiting times for Cognitive Behavioural therapy (CBT) sessions. YR also met the Mayor of Bolton who was interested in the work of HWB. YR also commented on the men's health event that took place recently and YR has been assisting to organise the event. YR also attended Bolton Deaf Society engagement session and the Women Together event. She also attended the Sunninghill School event to speak to parents and carers. YR also attended the Bolton Hindu forum on Alzheimer's and Dementia – Retrain you Brain event. YR also attended an event celebrating EID.</p>	
16.	<p>A.O.B</p> <p>None</p>	
17.	<p>Date and time of AGM</p> <p>It was agreed the date of the AGM will be Tuesday 27th August at 9.30am on Zoom. A brief discussion was had about recruitment of new trustees and AS suggested approaching Mary Stubbs.</p>	<p>JD to contact M Stubbs</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

BSAB – Bolton Safeguarding Adults Board

DPO – Data Protection Officer

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

GP – General Practitioner

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

PALS – Patient Advice Liaison Service

PHSO - Public Health Service Ombudsman

QPEF – Quality Patient Experience Forum

SAR – Subject Access Request

