

Minutes of the Trustee Board Meeting held on 25th March 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, Umair Badat (UB)

Apologies: Shasikant Merchant

1.	Welcome and Introduction	Action
1.	Jim Fawcett opened the meeting and welcomed everyone. Jim announced he needed to leave the meeting at 9.50am	
2.	Declaration of Conflicts of Interest None	
3.	<p>Governance Minutes from the Trustee Board Meeting held on 29th January 2024 The minutes were approved.</p> <p>Matters arising:</p> <ul style="list-style-type: none"> ➤ Menopause and Me – amendments completed and the report has been circulated to commissioners for responses ➤ GP Intelligence- feedback from PHSO event– LP commented that the meeting was very difficult due to the format of the meeting and participants having to use an interactive tool without any forewarning. LP to feed back concerns about the format of the meeting to PHSO ➤ Social media intelligence about Bolton Hospital (BFT)– JD confirmed that the communications manager at BFT had been informed. ➤ IT Security paper – JD outlined the paper which included current security on the Skyline system, IMP system and website. It was agreed that no further security measures were necessary at this moment in time, but the situation will be monitored. JD agreed to flag up any further concerns with the system. All staff and volunteers to ensure they follow the advice circulated by JD in the cyber security paper on spotting fraudulent emails and phishing emails/scam alerts. Within Skyline included is Microsoft Defender for 365 which is anti-virus protection. Spam filtering is also provided on the email system that protects inboxes from the majority of spam emails. Skyline also includes 30 days backup as standard. Skyline uses Microsoft products which hosted within the Microsoft Azure platform. 	
4.	Data Protection No updates	
5.	HR Update No updates	
6.	<p>Finance Accounts examination Quote The quote received from Barlow Andrews for the examination of year end accounts will amount to £1885 +VAT. This was agreed.</p>	

7.	<p>Operational Update</p> <p>GP Access The survey now has 486 responses, the majority about Unsworth and Stable Fold GP Practices again. The report will be shared with the ICP shortly.</p> <p>Menopause work will feed into the women's health hub work – meeting to take place on 28th March.</p> <p>Project: Exploring barriers to accessing health and care services in the deaf community An event is planned for 23rd April to gather feedback and develop the service user forum which HWB will attend at regular intervals to gather feedback.</p> <p>Project: Experiences of maternity care 48 responses have been received so far. Engagement work is being done in the community</p> <p>GM Healthwatch CAMHS survey has had a good response and will be open until the end of March.</p> <p>Bolton ICP Locality plan is now final, a public facing document is being discussed. SWMS – no further updates on this apart from the review is taking longer than anticipated. Further letters to patients are going out but the service in Bolton is paused. All SWMS services across GM are severely stretched. Finance roadshow – still no update on this.</p> <p>Volunteers We welcomed Benedict Addy as a new community engagement volunteer, and Falak Amin who is doing a placement with us from Bolton University. She will be doing community engagement and website information.</p>	
8.	<p>IAG Update – LP verbal LP commented that 111 comments and enquiries had been received since the last board meeting. Most of these are negative with 10 being positive. There had been one regarding an organisation called Care in Mind which supports people with an eating disorder –some intelligence had been received that the service had closed. Further information is being sought regarding the patients and the status of the service. Still no update on tier 3 SWMS. LP outlined a case regarding a client caring for someone, who was struggling to get help from the GP, difficulty getting medication and mix up with prescription. Client expressed her heartfelt thanks to Leah for the work she did on this and the positive outcome for the client and cared for. Other client needing an NHS dentist before starting chemotherapy, GM dental lead has resolved this issue. Many complex enquiries are being dealt with and can take a long time to resolve.</p>	
9.	<p>Risk Register The register was updated to reflect the changes to the template to include proposed mitigating actions and mitigating actions taken. UB also suggested including a column for scoring after mitigating actions have taken place. This item to be discussed at a future meeting.</p>	<p>Revise template for June meeting</p>

10.	<p>Updates from Representatives</p> <ul style="list-style-type: none"> <p>GMHW chairs meeting</p> <p>AS to brief JD outside this meeting. Meeting was about clarity about moving forward as a network but keeping focus on localities. Concerns that not all GMHW are taking part as all have signed the collaborative agreement.</p> <p>QPEF</p> <p>Patient story – visually impaired patient struggling to navigate A & E. Changes have been made to rectify this. Patient information discussions re: digital and physical. Event being planned in June to focus on patient information. Reviewing lived experience panel, reviewing how it is managed to support people. HWB to be asked what top priorities are for patients. JD clarified that the QPEF received the HWB intel reports.</p> <p>Council of BFT Governors quality sub-meeting</p> <p>Matha's Law pilot was discussed. BFT have funding to take part in this -started in March 2023. Starting a regime, each day asking patients how they feel, has anything changed? Had good results – complaints have decreased, satisfaction has gone up. BFT experience has fed into recommendations. Presentation on joint replacement pathway – reduced length of stay from 3.1 to 1.7 days. Determined to be clinically safe and involve the patient, avoid infection etc. Same day discharge and patients to straight back to clinician if any concerns.</p> 	
11.	<p>Community Engagement Update</p> <p>YR suggested linking in with Dr Matta at Unsworth practice re: menopause report. YR commented feedback is being received about difficulties accessing GPs. Many people still reporting issues with accessing practices but some reluctant to share personal information. Receptionist attitudes is also a common theme.</p> <p>The tackling cancer event went well, raising awareness of cancer screening programmes, information cards given out. Similar events planned for the future. YR visited Sapphire Partnership – who support a learning disabilities group for young people. They are recruiting volunteers to give some time to help out in many ways. YR also took forward an enquiry to HWB regarding a young person needing surgery which had a positive outcome.</p>	
13.	<p>A.O.B</p> <p>None</p>	
14.	<p>Date and time of next meetings – to be arranged for mid June</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

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

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

PHSO - Public Health Service Ombudsman

QPEF – Quality Patient Experience Forum

SAR – Subject Access Request