

Minutes of the Trustee Board Meeting held on 25th September 2023 on Zoom

Present: Jim Fawcett (JF), Ann Schenk (AS), Shashikant Merchant (SM), Hassan Osman (HO), Julie Darbyshire (JD) – Chief Officer, Yasmin Rahbar – Engagement Officer, Leah Payne – IAG and communications Officer (LP)

Apologies: None received

	Action
1.	<p>Welcome and Introduction Jim Fawcett opened the meeting and welcomed everyone.</p>
2.	<p>Declaration of Conflicts of Interest None</p>
3.	<p>Governance Minutes from the Trustee Board Meeting held on 5th July 2023 The minutes were approved.</p> <p>Matters arising – Hassan Osman contacted JD to ask to stay on the board of Trustees. This was accepted by the board.</p> <p>b. Trustee resignation The board acknowledged the resignation of Tracy Boylin from the board of trustees. Jim Fawcett has written a letter of thanks to Tracy for her services to the board and wished her well for the future.</p> <p>c. Trustee survey and Trustee recruitment JD reminded all trustees to complete the trustee survey to look at training needs, skills update and information and communication. This will allow the board to look at any gaps in skills mix before recruiting new trustees. This will be discussed at the next board meeting in November.</p> <p>d. Bank mandate and signatories It was agreed to remove Tracy Boylin from the bank mandate and online banking authorisation. It was agreed to add Leah Payne to the bank mandate signatories. JD explained that the new mandate will need to be signed in person by 2 existing signatories and all new signatories. JD to make arrangements with each person.</p>
4.	<p>Data Protection Nothing to update</p>
5.	<p>HR Update Nothing to update</p>
7.	<p>Operational Update</p> <p>Smears Means Years Still awaiting update from GP Federation as to the future plans for the project.</p> <p>Carers Strategy No update due to constant cancellation of meetings. LP attended the Unlocking Wellbeing project –which is a 3 year project led by Bolton Carers Support to tap into carers and seldom heard voices and are currently working in the Brightmet, Within and Rumworth areas of Bolton. 3 or 4 project officers working in these areas. There is a steering group and other groups. Feedback from the All Age Carers Strategy was received. HWB can bring intel from carers to the group and there is also an</p>

Analyse trustee survey (JD)

Update bank mandate and online banking (JD)

	<p>escalation route via principal social worker Emma Massey. The Bolton All Age Carers Partnership hasn't met for a while and this may become part of the Unlocking Wellbeing group. They will meet again in November.</p> <p>Dentistry Report The report was presented at the ICP Strategy, Planning and Delivery committee. The report was forwarded to Ben Squires, Head of Primary Care at GMICB. Reply received on 15/8/23 to say response was being formulated but to date has not arrived despite two follow-up emails. It was agreed that JD telephone B Squires.</p> <p>Workplan – 2023-24</p> <p>Project: Exploring barriers to accessing health and care services in the deaf community 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.</p> <p>Project: Experiences of maternity care There has been some feedback from service users using the neonatal unit at Bolton Hospital. A meeting is being arranged with Maternity Voices Partnership to connect and network and look at the planning of our work on maternity services</p> <p>Project: Improving provision of information about the Menopause The survey has had a lot of interest. To date there are nearly 50 completed responses. YR has undertaken a lot of work sharing the survey with different community groups, attending events and workshops.</p> <p>GM Healthwatch The network now has an independent chair Heather Etheridge and a Chief Co-ordinating Officer – Danielle Ruane. The network has decided to do a project on menopause and mental health and a project on CAMHS. Our menopause work will feed into this. Project plans to be agreed at the September meetings.</p> <p>Bolton ICP It has been agreed that CVS will chair the Voice of the Public Enabling group. A workshop is to be held shortly to move the work forward on the ICP priority areas. Terms of Reference being drafted.</p>	<p>JD to call B Squires</p>
<p>8.</p>	<p>Quarterly Intelligence Report JD explained that both community engagement feedback, general comment and individual client cases have been brought together into one intel report which will be produced quarterly. Discussions are still ongoing with the ICP as to how our intel is being used. JD had produced a report detailing anonymous comments that had received and were considered to be of a serious nature. This intel will be escalated to the ICP direct to Naomi Ledwith and will contain recommendations. It is expected that HWB will receive regular feedback regarding responses to the recommendations. Naomi is the Delivery Director who meets with JD each month and it was agreed that HWB intel be shared with the ICP via Naomi. Naomi also suggested intel to be shared with the Voice of the Public Enabler group.</p> <p>It was agreed to look into the existence of a dementia strategy.</p>	<p>LP agreed to find out if a dementia strategy exists</p>

AS suggested the intel report go to the QPEG.
There is some confusion regarding the Bolton Quality Group and whether our intelligence should feed into that. JD to discuss with N Ledwith

IAG cases

LP reported that dentistry enquiries were less frequent, possibly the extra funding is helping.

More enquiries about GP access are coming in, ring for appointments, accessing the NHS app, issues with Peter House surgery. HWB have launched a short feedback questionnaire to assist with gathering feedback about GP access.

LP reported on client expectations are high and some enquiries are becoming very complex.

JD and LP are attending the BDA round table event at the Conservative Party Conference on 2nd October together with HW Oldham and the GMHW Chief Co-ordinating Officer.

Data handling is very complicated and HWB are being asked to share data with different organisations. The work is very time consuming and therefore JD explored the possibility of commissioning the IMP data system.

IMP system

The IMP system can bring together both general feedback and IAG client cases into one place, analyse the information and produce faster reports. It was agreed to take up the offer of the month's trial to see how it might work for HWB.

Mark Fisher response letter

A response has been formulated to reply to Mark Fisher's letter re: dentistry and cancer patients. JF approved the letter.

Quality Framework Action Plan

JD explained that the plan is due for review with some outstanding issues:

- Trustee biographies to be added to the website
- Trustee board development to be discussed
- demographic data cross referencing needs further discussion.

We have been given a 'quality mark' to use on our emails and website

9. **Community Engagement update – Yasmin Rahbar**

Lots of interest in the Menopause survey, now over 50 responses. Bolton One gym have been a great source of support they have allowed HWB to have a feedback collector box in the public notice area,. They are hosting a Macmillan coffee morning in October, and we've been invited to attend.

Bolton College have a menopause café (staff only) and YR is attending a meeting there next week. Hoping to identify a case study for this project.

YR has been asked to talk to ESOL students at the local community college Hubs.

YR has met with staff working with Bolton at Home and have made links and new connections with groups in areas of deprivation such as Hall 'ith Wood, Brightmet and Great Lever. They have community engagement officers assigned to each PCN area. The engagement officers have a vast knowledge of groups within their networks and help facilitate events and activities on estates. In some areas they are specifically focusing on underlying problems of anti-social behaviour and drug related crime. Each area has a UCAN drop-in centre offering information and support on various issues.

YR is also attending Sunninghill Primary School parents evening, Bolton College freshers fair and Bolton University health event. Bolton University have also

	<p>requested HWB to talk about our projects on health inequalities to health and social care students.</p> <p>YR has joined two new forums Next Steps – Alcohol and substance misuse support service and Bolton Black Community Health Forum (BCHF) this meeting seeks to promote collaboration between multi-agencies and the Caribbean & African community. This involves working closely with statutory partners, service providers and Black led organisations working across the different boroughs in order to maximise service offers to communities and ultimately improve health outcomes. No new information on funding for the cervical screening project however, but GP Fed are hosting a LD clinic being held on the 29th of Sept at Saphire St Georges House. There are still a number of non-responders within GP practices. YR has a meeting with a practitioner from Stonehill Medical Centre this week to explore this.</p>	
10.	<p>Updates from Representatives</p> <p>Bolton Hospital Board of Governors – undertaking Non Exec Director recruitment – 2 vacancies, they have a process to assess and appoint. CQC well led report – top of list – rated good on integrated partnerships and improved governance but needed improvement on clinical strategy, recovery from covid, progress on digital, problems with culture, freedom to speak up, out of date policies, issues with HR policies. Will be an action plan to address. Issues raised by staff, behaviour, staffing, workload. Further meeting of full board of governors coming up in October.</p> <p>QPEG – AS requested JD send R Catlin the HWB annual report. Asked HWB if can provide a patient story for a future meeting. Next meeting is 9th October and is F2F. New guidelines on chaplaincy, good update. Facilities team updated to say there is a PLACE assessment in last week of October. Volunteers are needed to do a ‘walk around’. JF volunteered to take part in the ‘walk-around’. AS will ask BFT to contact JF directly. Catering supplier also being changed – move to microwave meals.</p> <p>HOSC – JD & As spoke to Lynn Donkin – Director of Public Health as a result of hearing the annual report update at the HOSC meeting.</p> <p>BASB – updating policies and data handling</p> <p>Annual Members Meeting taking place on 2nd October</p>	<p>AS to inform BFT – JF interested in volunteering for ‘walk around’</p>
11.	<p>Policy Reviews/Updates</p> <p>Financial Management Policy</p> <p>It was agreed to remove T Boylin from the list of authorised signatories, and add SM and LP to the list. No other changes.</p>	
12.	<p>Risk Register</p> <p>Agreed, no changes</p> <p>Insurance is in place for IT equipment being used in staff homes</p>	
13.	<p>A.O.B</p> <p>None</p>	
14.	<p>Finance</p> <p>n/a</p>	
15.	<p>Date and time of next meetings</p> <p>It was agreed to trial the next board meeting using Microsoft Teams.</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

LDC – Local Dental Committee

LFT – Lateral Flow Test

QPEG – Quality Patient Experience Group