

Minutes of the Trustee Board Meeting held on 29th January 2024 on Teams

Present: Jim Fawcett (JF), Ann Schenk (AS), Shashikant Merchant (SM), Julie Darbyshire (JD) – Chief Officer, Yasmin Rahbar – Engagement Officer (YR), Leah Payne (LP), IAG, communications and engagement officer, Umair Badat (UB)

Apologies: None received

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| 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 20th November 2023 The minutes were approved. Matters arising:</p> <ul style="list-style-type: none"> ➤ Trustee Survey – No further responses received. UB commented he would complete the survey. | JD to send link to UB |
| 4. | <p>Data Protection SAR received in error from a solicitor enquiring about record for a client. HWB has not had any dealings with this individual. Therefore, this is a data breach by the solicitor and has been logged on the IMP as per advice by DPO.</p> | |
| 5. | <p>HR Update Nothing to update</p> | |
| 6. | <p>Finance N/A</p> | |
| 7. | <p>Operational Update</p> <ul style="list-style-type: none"> • Women's Health Menopause work will feed into the women's health hub work (Yasmin to update) <p>Dentistry – the reform report has still not been released. No other enquiries have been received regarding access to a dentist.</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. An event is planned for 14th February to gather feedback. Further sessions will be held throughout the year.</p> <p>Project: Experiences of maternity care 45 responses have been received so far. Engagement work will be done shortly.</p> | |

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| | <p>Project: Improving provision of information about the Menopause Draft report is now ready. Yasmin continues to make links in the community and to help with the planning and arranging events.</p> <p>GM Healthwatch Surveys on CAMHS pathway has been agreed, ready to circulate shortly.</p> <p>Bolton ICP Locality plan refresh being circulated. SWMS communications have been sent out from the ICP to people on the waiting list. Service planned for the Spring but no further information as yet. JD to meet N Ledwith in 2 weeks to discuss. Finance roadshow being planned, to get messages out to the public. JD advised to use the GMHW network to check messages.</p> <p>Draft Future workplan topics Consultation is live at the moment on future priorities Continue to monitor GPs/dentistry GMHW topic BFT/ICP Patient Choice project</p> <p>Draft Menopause Report – Menopause and Me Very in-depth report with 3 case studies. JD commented on the summary of findings. Series of 7 recommendations made. LP suggested additional recommendation: prescription pricing, patient information and HRT information. JD to add to the report. Bolton College has asked for our help to set up a menopause café and considering a wellbeing course to include menopause. YR commented on her engagement work undertaken to gather the feedback, work with GPs and other organisations. The work is spurring other organisations to do further work on supporting people on this topic. YR also commented menopause presents differently in different cultures and this should be borne in mind. It was agreed to add a further recommendation around this.</p> <p>Volunteers One new application received. JD/YR meeting new volunteer on 31/1/24</p> | <p>JD to add additional recommendations</p> |
| <p>8.</p> | <p>QTR Intelligence Report</p> <p>JD explained there are many requests for intelligence and the ICP have asked for a quarterly report. Report split into service areas. 94 cases for this quarter which includes either an enquiry or a piece of feedback. GPs cases broken down into themes, biggest issue is access to GPs</p> <p>UB enquired about complaints to GPs. Practice managers can be the partner of the GP which can cause issues as to how serious the complaint can be taken. Independence issue. Can be a concern that patients will leave the practice if the complaint is not being taken seriously. How do we know patients are getting the service they should be, can HW get any intelligence about this?</p> <p>JD reported the ICP has a primary care reference panel who are currently considered our latest GP report.</p> | |

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| | <p>LP reported she is attending a PHSO round table event regarding complaints so she can feed concerns into this.</p> <p>JD reported on cases where HWB has been approached by oncology nurses to get patients who need chemotherapy seen at a dental hospital. This has not always been straightforward. It also delays the process so JD has been giving the referrer the direct contact details of the ICP dental advisor to ensure patient treatment is not delayed.</p> <p>AS commented the report very comprehensive and a good format. JD reported that the IMP will report and will extract comments about the feedback/issue. AS commented that it shows the importance of Healthwatch helping people.</p> <p>IMP system JD and LP reported that the IMP system is working well. It has taken a while to get used to the way it works, but it is a place to store all data and will analyse all data. It also stores community engagement activity.</p> | <p>LP to report back from the PHSO event</p> |
| <p>9.</p> | <p>Community Engagement update – Yasmin Rahbar Yasmin has met new groups, attending wellness walks to look at different ways to engage with people. Lot of posts being created with an environment feature – focus on wellbeing and community litter-picks etc. YR has met with new CVS employees, one is a refugee and asylum seeker officer. YR reported that information is being shared on TikTok platform, some about Bolton Hospital maternity care which is negative. AS commented that the posts being shared maybe legitimate and true, and we should alert BFT to this. YR to visit family hubs to engage with parents and share the maternity survey. Priorities survey is also being shared. The GMHW work on young people and mental health will also be circulated. Men's health, YR has a contact – Annette, who is involved in community work, trying to plan a men's health event in African and Caribbean communities. HWB has offered to link organisation into this. YR obtained some information on prostate cancer from a contact at Bolton University who will link in with Annette's event. HWB has also been approached to support a bid for funding by Bolton University. The project is to look at people with learning disabilities and access to health and care services.</p> | <p>JD agreed to contact the communications manager at Bolton Hospital to alert to the information on TikTok</p> |
| <p>10.</p> | <p>Updates from Representatives</p> <ul style="list-style-type: none"> • Bolton Hospital Board of Governors Strategy sub-committee met – main focus was the clinical strategy for the next 5 years – part of the whole corporate strategy. Top 3 priorities – improved experience of services, innovate and collaborate for the future and improve people's health. AS to circulate draft document. Funding is also an issue and negotiations needed with GMICB and targets around waiting times. Full plan unlikely to be finalised until March. Charity donations expected to be less. • Bolton Safeguarding Adults Board Governance is better, expecting CQC inspection shortly. The board also looked at an individual safeguarding case. AS also commented she had attended interview process for replacement for T Minshull. 2 people short-listed but none appointed. AS also raised the GMMHT independent enquiry report due on 31st January. The BSAB will also discuss this. | <p>AS to circulate draft corporate strategy document</p> |
| <p>11.</p> | <p>Policy Reviews/Updates</p> | |

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| | <ul style="list-style-type: none"> • Reserves policy JD suggested amendments to Local Authority income, and external contracts income. Neil Robinson suggested a sentence to be added that the reserves will be in line with Charity Commission recommendations and reviewed regularly at board meetings • Lone working policy Amendments re: office environment and procedures. All staff have 3CX app to connect with main telephone number. • Eye test policy No changes • Confidentiality policy Office working arrangements to be amended | |
| 12. | <p>Risk Register</p> <p>LP commented there have been some issues with the IT support provider, where staff experienced difficulties particularly over the Christmas period. The telephone line was not working as it should, and staff were having to email which was taking too long to reply.</p> <p>AS reported receiving spam email that looks like it comes from JD.</p> <p>UB commented: how do we continue to deliver our business if we can't get online? How can we deal with that?</p> <p>Back up server, can HWB access so that we know our information is safe?</p> <p>Identifying phishing emails, how do we recognise these? Who do we report this to?</p> <p>Risk register – UB suggested adding a column to include status once mitigating actions have taken place.</p> <p>UB suggested doing some research about what other organisations use to strengthen security.</p> <p>.</p> | <p>Update risk register</p> <p>Obtain info re: IT security</p> |
| 13. | <p>A.O.B</p> <p>LP thanked the board and staff for all their support and condolences offered.</p> | |
| 14. | <p>Date and time of next meetings – to be arranged</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