

## Minutes of the Trustee Board Meeting held on 30<sup>th</sup> September 2024 on Teams

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

**Apologies:** Shashikant Merchant

1.	<b>Welcome and Introduction</b>	<b>Action</b>
	<p>Jim Fawcett opened the meeting and welcomed everyone. In particular a warm welcome was extended to Mary Stubbs who has been accepted as a new trustee.</p>	
2.	<p><b>Declaration of Conflicts of Interest</b> None declared.</p>	
3.	<p><b>Governance</b> <b>Minutes from the Trustee Board Meeting held on 24<sup>th</sup> June 2024</b> The minutes were approved. <b>Matters arising:</b></p> <ul style="list-style-type: none"> <li>➤ <b>IT Update</b> – JD obtained 3 quotes from IT support providers. One further quote is expected from Bluebox. JD will pull a meeting together to look at the quotes. Still having issues with IT Answers – had to upgrade to Skyline Plus. Plan to serve notice in December with a view to ending the contract next March 2025.</li> <li>➤ <b>Ian Hutchinson memorial:</b> there was enough money in the budget to support the renewal of the memorial on the Tree of Life for Ian Hutchinson</li> <li>➤ <b>Letter of representations:</b> this has been completed and forwarded to Barlow Andrews</li> <li>➤ <b>Appointment of Mary Stubbs as a trustee:</b> agreed</li> <li>➤ <b>Bolton Hospital Strategy</b> – AS not contacted Sharon White, as there is a video produced to introduce the strategy. It is a high level video but very general, so AS agreed to contact Sharon regarding this and the annual plan. AS to ask if HWB can be included in briefing sessions.</li> </ul>	<p><b>JD to arrange meeting once quotes received</b></p>
4.	<p><b>Data Protection</b> JD reported on the primary care project in partnership with Bolton CVS. Due to the sharing of some personal information with Bolton CVS – there is a data sharing agreement signed off by the data protection officer.</p> <p><b>Freedom of Information request:</b> client asked for copies of all HW complaint polices and appeals process due to some variances in processes. JD contacted HWE to update the policy template which they have agreed to do.</p>	
5.	<p><b>HR Update</b> JD commented that a discussion had taken place with LP to revise LP's job description to incorporate more project work. The original job description focuses primarily on IAG but as the organisation has changed since this job role was first implemented and the need for more project focussed work, this needs to be reviewed. JD commented that IAG enquiries are currently shared between LP and JD and more automated responses are being used</p>	<p><b>JD to arrange further action on this</b></p>

	<p>to cut down on open case loads. UB enquired about looking at the responsibilities of LP and looking at time take on new responsibilities. Need to look at impact on IAG work and capacity to undertake project work. Need to map out any new responsibilities across the organisation. JD also commented on the impact on other staff members which needs to be taken into consideration. UB offered to do a mapping exercise.</p>	
7.	<p><b>Operational Update</b></p> <p><b>Project: Exploring barriers to accessing health and care services in the D/deaf community</b> Two responses have been received to the report's recommendations.</p> <p><b>Project: Experiences of maternity care</b> Response has been received from Bolton Hospital. Responses will be monitored regarding action plans on the recommendations.</p> <p><b>GM Healthwatch</b> CAMHS survey is being analysed by HW Trafford – report expected shortly.</p> <p><b>Menopause report</b> Action plan for menopause is still being discussed in womens health hub meetings</p> <p><b>Primary Care Project</b> This work has been commissioned by NHS Bolton working in partnership with Bolton CVS. Completion of project expected by the end of November. Very tight timescale. Survey launching today. Bolton CVS will be offering an incentive to run focus groups.</p> <p><b>Patient Choice Initiative</b> Survey questions have been agreed – to launch after the primary care project.</p> <p><b>Dementia Project</b> LP updated on various meetings with stakeholders that have taken place. Many meeting with various organisations and the dementia carers expert reference group. Lots of rich intelligence has been received – neighbourhood manager is very interested in this work. The focus of this piece of work will be on post-diagnostic support, what it means, how does someone access support? There is a big push to increase diagnosis rates and it is one of the priorities for GMICB. Survey to be planned soon for both carers and those living with dementia. Workshop will take place in Bolton on dementia action plan in October. Bolton University are also having a conference in November. Lots of positive feedback on the project. Next stage will be planning the survey to launch in November.</p>	
9	<p><b>Primary Care Project Proposal and Partnership Agreement</b></p> <p>The proposal has been previously circulated. HWB to create and analyse the survey and write the report with engagement support to Bolton CVS. Bolton CVS to arrange focus groups. The contract is worth £15k and the money needs to be spent by March 2025. JD drafted the partnership agreement to ensure all parties agree to terms and conditions and the use of Healthwatch branding and the publication of the report to the public which has been agreed.</p>	

11.	<p><b>IAG Update - LP verbal</b></p> <p>81 enquiries/feedback have been received since 24<sup>th</sup> June. This includes community engagement feedback and the webform. Lot of enquiries regarding mental health around quality of the treatment and waiting times. Some waiting up to two years. Escalations include family member being place in Creative Living but they are unable to care for the family member adequately. Social work has not updated notes properly so information is not up to date and has led to not being able to accommodate needs. Family members needs to be in the correct place for care. Timeliness of accessing death certificates is another topic of enquiry due to commencement of medical examiner being involved in the process – this is a safety net feature introduced. Has created delays with obtaining death certificates, concerns about issuing of certificates outside of 5 day period. Statement of Intent should be in place, but if someone dies in the community then the medical examiner still has to be involved. Unsure how many medical examiners are available in Bolton – LP raised this issue at the Place Based Quality meeting.</p> <p>NHS dentistry enquiries are still being received including breast cancer treatment client.</p> <p>There is also the Right Care Right Place initiative that has started today. Many concerns have been shared about this regarding how MH incidents are handled. NWS said they would prioritise physical illness over mental health issues so need to keep a watching brief on this.</p>	
12.	<p><b>Policy updates:</b></p> <p><b>Complaints:</b> Revised complaints policy was presented and updated using the HWE template. Policy was agreed.</p> <p><b>Retention Schedule</b> – JD commented that an amendment should be made to the policy about the retention of personal information. ICO guidance also states should not hold on to personal information longer than necessary. It was agreed to change to three years for the retention of client records.</p>	
13.	<p><b>Risk Register</b></p> <p>JD commented on the 'loss of key personnel' risk. JD reported there is now an operational handbook that contains key information and this is now held with Jim Fawcett and Ann Schenk.</p> <p>Failure of IT support company – JD commented trying to get full breakdown of what is being paid for to IT Answers.</p> <p>UB commented re: Service Level Agreement with IT Answers. Suggested terminating contract early if service is not good enough. JD agree to forward documents to UB.</p> <p>Can revise risk scores in a future meeting.</p>	<p><b>JD to send SLA to UB</b></p>
14.	<p><b>Updates from Representatives</b></p> <p>AS updated on meetings attended– <b>Council of Governors</b> appraisal of the chair – very positive and communication improved with the governors. Governors will start to have a pre-meeting without officers so can discuss sensitive issues. Unease about IFF contract (cleaning, catering, maintenance) was this tight enough? Full meeting – patient story – discharge lead talked about a patient in hospital for 159 days. Had MH and LD issues. Used as an example of assess to discharge. Discharged to Withins and sorted home out. Good example of integrated working – patient still living at home. BOSCA visits discussed – RAAC (crumbling concrete), has</p>	

	<p>been a problem, obstetric unit is one unit with this. Doing deep dive on sample of deaths in hospital. Maternity services achieved CNST level 5 (insurance scheme for hospitals). Maternity Until has been under regional scrutiny by CQC and are not now a unit of concern. C Dif is problematic. Freedom to speak up and whistleblowing – have an external guardian. Strategy meeting took place and annual plan for the hospital leading to the locality plan. Also goes to OSC meeting.</p> <p>QPEF meeting – discussed future role of QPEF, will overlap with inequalities and safety committee. Impressed with HWE Vision document and wants to align principles with this. Also wants to look at HWB annual report. Need to look at 5 top concerns in national patient survey. T Joynson has also retired from Bolton Hospital.</p> <p><b>OSC meetings</b> – discussion of work plan – GM, social care and national framework of priorities. Members asked about vaping, immunisation and more user voice was needed in pieces of work. Issue was also raised about Peter House in Westhoughton. Cllr Thomas wanted more info on neighbourhood work. Some concerns about e-consult.</p> <p>Full OSC meeting – concerns raised about CQC review and how people can make decision about care. Local authority inspections are not public. HWB and AS had a meeting with Bolton Pensioners to discuss these concerns. HWB contacted Bolton LA Quality team to enquire about inspection reports. Need to await the patient safety review and the outcomes of this. Chair of OSC has also written to Wes Streeting.</p> <p><b>BSAB</b> – HWB had a meeting with the chair, JD also attending the BSAB quality and performance sub-group meeting. LP reported not heard anything back from Sam Lunnon re: raising safeguarding concerns.</p>	
15.	<p><b>Community Engagement Update</b></p> <p>YR updated on her activities. YR mentioned she had details of a webinar discussing changes regarding burials in faith communities. YR happy to share this.</p> <p>Will start to share the primary care survey this week. Decided not to offer individual gift vouchers as danger of being inundated with requests and there would not be the capacity to deal with this.</p> <p>Highlights from engagement over the last few months:</p> <p>Group members of the <b>Sapphire partnership</b> took part in a charity bike ride fund raising event at the 'Wheels for All' inclusive cycling centre at Leverhulme park Bolton</p> <p><b>Bolton carers equip group</b> HWB was invited to speak about HWB services and to share information to help support carers and their loved ones within health and social care services.</p> <p><b>Charity event at Deane and derby Cricket Club</b> A great experience of community cohesion demonstrating the strength, determination, hard work and positivity within our Bolton communities</p> <p><b>Prophetic Path</b> presented a ladies only health awareness session with a delicious breakfast! The team from NHS Bolton attended to talk about a national genetic study which hopes to improve the health of Pakistani and Bangladeshi communities at higher risk of cardiovascular disease and diabetes</p> <p><b>Bolton Black History group</b> Bolton Black History Group hosted a warm space drop in session with a fabulous array of delicious food on offer for all. Had the great opportunity to speak with members and share the work of HWB within our Bolton wide community and take time to listen to feedback and individual experiences of health and social care.</p>	

	<p><b>Bolton Prostate Cancer support group</b> It was lovely to be welcomed by group members and to speak about our current work priorities. The group works tirelessly in engaging with communities to raise awareness, offer support and information to families affected by Prostate cancer.</p> <p><b>Freshers Fair</b> Bolton college welcomed new students giving them information and support making their transitions to higher education a positive experience, with lots of speakers and freebies available on the day to guide and support new and existing students into their roles.</p> <p><b>Wellness Wednesday</b> at the University of Bolton Reminded everyone to take time out and look after ourselves and others.</p> <p><b>Halliwel Community Alliance</b> Met members of the Halliwel community alliance to find out about the recent environmental activities, projects and events including bulb planting, green spaces, litter pick and learning about the rich heritage within the Halliwel area.</p> <p><b>Khidma Ladies Group</b> Met ladies at the Khidma ladies group to speak with members, listened to important feedback to help and support with health and social care enquires.</p> <p><b>Bolton Community Champions 2<sup>nd</sup> year birthday celebrations</b> A wonderful event celebrating and promoting the valuable work of the Bolton Community Champions.</p>	
16.	<p><b>A.O.B</b> None</p>	
17.	<p><b>Date and time of next meeting</b> It was agreed to meet again in November – JD to forward date</p>	
18.	<p><b>Part 2 – Private</b> It was agreed to send the letter to Hassan Osman which terminates his position as trustee. Letter to be signed by JF.</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