

## Healthwatch Sandwell Advisory Board

24 October 2023 9.30 – 11.30 am – Virtual Microsoft Teams

### Public Board Meeting Agenda

[Click here to join the meeting](#)

*HW Advisory Public Board meetings include an opportunity for members of the public to feedback issues about local Health and Social Care issues at the beginning of the meeting.*

	Item	Action
1	Welcome and Apologies Apologies received from: HAB – TF Staff LH  PG gave an date on VM Absence.	
2	Declaration of Interests No declarations of interest recorded	
3	Health and Social Care Issues from the public No public in attendance	
4	Minutes and Action log from Public Board Meeting held on 4 July 2023 Both approved	
5	Work programme 2023/24	
	<b>Business Plan</b> AF gave an overview of the current position of the Business Plan. AF said that the 360 feedback was delayed due to Local Authority conducting similar due to the tendering process.	
	<b>Priority Projects 2022/23</b> SS gave an overview of the diabetes project to date: <ul style="list-style-type: none"> <li>• Live survey phase is closed. However there has been a large number of returns after Your Health Partnership sent the survey to patients via their texting service. SS is working with DF to analyse the returns. This will be published as a separate mini report.</li> <li>• African Caribbean focus Group report to be written as a document that the group can use a resource in the future. SS Said that this would be published to coincide with black history month</li> <li>• South Asian focus group report will be published as a two-page document that can be used to promote further work with this cohort</li> <li>• More work was required with Elderly and vulnerable cohort</li> <li>• SS will start populating the full report in December. It is hoped tat this will be published well before the March deadline</li> <li>• There will be continued conversations with the target cohort groups throughout the rest of October and November</li> </ul>	
	<b>Community outreach engagement</b> ME gave an overview of the community engagement programme. ME said ME had new groups within this quarter: <ul style="list-style-type: none"> <li>• Cancer friends- Cradley Heath</li> <li>• Cotterill’s Farm Residents association</li> <li>• MacMillan Coffee Morning</li> <li>• St Marys Church</li> <li>• Smethwick Baptist Church</li> </ul>	

	Item	Action
	<ul style="list-style-type: none"> <li>• My Health Target</li> </ul> <p>ME also highlighted the GP showcase – Bearwood Medical Centre and informed that Warley Medical Centre were interested in taking part. ME said that ME was also supporting and promoting the diabetes project.</p>	
	<p><b>Enter and View</b></p> <p>There was a lengthy discussion regarding the number of people interviewed in some of the facilities identified for the Enter and View Programme. Hab members were not critical but concerned that stakeholders might not look favourably on the report actions if numbers were low.</p> <p>Several adjustments were suggested:</p> <ul style="list-style-type: none"> <li>• Not referring to the actual number of people interviewed</li> <li>• More than one visit within an agreed timescale</li> <li>• Visiting more than one services in a venue</li> </ul> <p>AF said that the programme would be reviewed, and consideration given to how to enhance future programmes. AF said that AA had carried out 13 Enter and View visits since May. Planning visits, the work that t took to rep due to process and recruiting and training vols to support the visits took time and effort and reminded members that AA only worked 22 hours per week. AA and AF to review and discuss the programme and future programmes at a future meeting</p> <p>PJ said that PJ had learnt so much about the process of E&amp;V at a recent training event. PG echoed this and said that all <b>Hab members should undertake the training.</b></p>	<p>AF to discuss with AA at next 121</p>
	<p>Volunteer programme</p> <p>AA said that the programme was going well, including recruitment. AA said that the advertisement for more youth volunteers was ready to go. AA said that there were already two young volunteers currently</p>	<p>AF and <b>AA were going to discuss how to advance the youth volunteer programme at a future meeting</b></p>
	<p>Social media Platforms and information sharing</p> <p>AF presented the information in the absence of LH</p>	
	<p><b>Project Officer - ICP Patient Voice</b></p> <p>PH gave an overview of the GBY report and the delay in starting phase two. There was a discussion on how stakeholders could be held to account on the recommendations of this report and HWS work programme reports. PG said that PG and AF were meeting with Cllr Hartwell (Chair HWBB) AND Cllr GILES (Chair Scrutiny Board) regularly to discuss HW work programme and recommendations that were coming out from our reports. AF added that HW now had a standing agenda items item at HWBB so our work would be heard and acknowledged by elected embers</p>	
<p><b>6</b></p>	<p><b>Meeting feedback reports by HAB members/ staff/ LHM</b></p>	
	<ul style="list-style-type: none"> <li>• Health and Care Partnership Board (PG)</li> </ul> <p>PG said that the Guided by You report was received well by the board and was approved.</p> <ul style="list-style-type: none"> <li>• Health and Well Being Board (PG)</li> </ul> <p>PG said the HWS presentation was well received and there was some good Q and A re service offering. It was disappointing that there were</p>	

	Item	Action
	some elected members not in attendance but hopefully they will have read and note the HW presentations as they were included the board pack.	
7	<b>Intelligence/Feedback update – public issues</b>	
8	<b>Decisions to be made by Advisory Board</b>	
	Escalations to HWE/CQC etc No escalation made	
8b	<b>Publish a report/ agree a recommendation made in a report</b>	
	No reports pending	
8c	<b>Request information from commissioners/ providers</b> No requests made	
8d	<b>Which premises to Enter and View and when</b>	
8e	<b>Decision about subcontracting/ commissioned work</b> No decision to be made	
8f	<b>Report a matter concerning your activities to another person- e.g., CCG, Voluntary Sector, another Healthwatch, Advocacy services.</b> Nothing to report	
8g	<b>Which health and social care services HW is looking at for priority project</b>	
8h	<b>Refer a matter to Overview and Scrutiny committee</b> No referrals made and no referrals pending presently	
8i	<b>Breach/s of the decision-making process</b> No breaches	
9	<b>Any other business</b>	
10	<b>Date and time of next meeting</b> Next meeting is informal. AF to look for a suitable venue for a Christmas get together – Early December	
	<b>Closed private session</b>	

PG Chair

AF Manager

AA Engagement and Volunteer Lead

ME Community Outreach Lead

SS Projects and Partnership Lead

LH Signposting and Information Officer

PH Project Officer - ICP Patient Voice