

## Healthwatch Warrington Advisory Board

### Minutes 17<sup>th</sup> April 2024 6.30pm

#### via MS Teams

**Present:**

Pat McLaren (PMC)	<i>HW Warrington Advisory Board Chair</i>
Lydia Thompson (LT)	<i>Healthwatch Warrington Manager</i>
Clare Screeton (CS)	<i>HW Warrington Outreach Lead (Minutes)</i>
Dida Goode (DG)	<i>HAB Member</i>
Fiona Jenkins (FJ)	<i>HAB Member (part meeting)</i>
Norman Holding (NH)	<i>HAB Member</i>

**Apologies:**

Gillian Thomas (GT)	HAB Member
Julie Howson (JH)	HAB Member
Elizabeth Iearoyd (EL)	ECS Director

	Item
	Private session to discuss confidential staffing/ operational issues. <b>Closed Session- not open to the public.</b>
1	<b>The Chair welcomed the Board.</b>
2	<b>Declaration of Interests</b> – None were noted.
3	<b>Minutes and Action log from Meeting in July</b> – These were agreed as a true record.
4	<p><b>Work Programme Project Updates</b></p> <p>LT updated the Board on the work that the team have been doing within the last 3 months, this included the Q3 report and the draft priorities. The Virtual Voices report was also highlighted and that has been forwarded to St Roccas as part of the commissioned work that the team are currently undertaking.</p> <p>Summerville Enter and View has been completed and the HAB will receive the report to agree on the recommendations.</p> <p>LT also said that there were issues with ADHD medication supplies but that CS was working closely with the Pharmacy team to keep service users updated on progress.</p> <p>The website and social media following continues to grow with over 3000 views this quarter. We also have more new members for the virtual voice's forum. The hospital discharge report will be released soon, this has been completed with HW Halton. CS attended and spoke at the Womens Health online conference which was well received and had over 260 women in attendance.</p> <p>PMC has been recruited as the new Chair of HW Warrington.</p> <p>The draft priorities event is planned online for April 23<sup>rd</sup> 10.30 - 11.30am. This is usually well attended, and LT asked for any feedback on the priorities.</p> <p>The team is currently working on the annual report which is due in July.</p>

	<b>Item</b>
	<p>ECS have been awarded the contract for 7 years with an uplift to recruit a new social care role. We are currently recruiting for the role of Volunteer and Enter and View Lead.</p> <p>The team are currently completing the Q4 report.</p> <p>The Chair has asked if she could attend the next Enter and View visit. CS and CM are going to be delivering Enter and View training. NH has also asked to attend. There is a new framework from HW England as part of the new contract. This will be shared with the HAB.</p> <p>The Chair praised the team on all their work this quarter. LT will be sharing the 360 report from ECS</p>
<b>5</b>	<p><b>Meeting feedback reports</b></p> <p>None, although NH said that there are quite a few changes happening at the Hospital and that he will keep the HAB informed.</p> <p>The Chair attended the NW Chairs meeting on behalf of LT and they discussed the content that was presented by Ollie which was a brief on the increased remit of the CQC which has been extended to the ICS. Also, that HW work closely with the CQC and they are the first port of call for feedback and inspections. The Chair asked if we could ask questions around the same themes of the local authority, such as quality statements. It would be good if HW could provide the same level of intelligence.</p> <p>CS said that the local inspector, Amy does contact HW Warrington to see if we have feedback on the services that they are inspecting.</p> <p>The Chair said that the 2 key lines of enquiry are care provision integration and continuity, and how well they are assessing needs. The Chair will share the links. From the policy update there are significant concerns about patient initiated follow up. There are concerns that there are thousands of patients falling through the gap as they do not understand the letters that are being sent to them and believe that they have been discharged.</p> <p>There is a Freedom of Information Act request being sent to all the Acute Trusts in England for information on all the patients that have been lost to follow up. Concerns were also raised regarding Pharmacy First, as patients are being bounced from the GP to the Pharmacists and back again. We will ensure that we will keep an eye on these trends to feed back to providers.</p> <p>There is a new accessible information standard that has been produced and it is coming out later this year. It will be down to HW to hold the providers accountable and that this is being upheld.</p> <p>NH agreed that the letters and communication should also go on the NHS app to help with access. The Hospital has also put together an ‘experts by experience’ deaf group to help with this. CS has agreed to go on this task and finish group.</p> <p>LT attended the Health and Scrutiny Board and the CYPMH report was referenced in the recommendations. LT attended the Carers Partnership Board where they spoke about HW involvement in the upcoming Carers Strategy. The joint intelligence oversight group has been recently formed by public health. LT attended this as a way for HW to feedback on issues and public health.</p>
<b>6</b>	<p><b>Intelligence/Feedback update – public issues</b></p>

	<b>Item</b>
	<p>NH mentioned there is going to be an influx of Warrington patients that will be accessing the day centre at Halton. We will be working with HW Halton to ensure that the voice of Warrington residents is heard. LT ensured him that we work very closely with the team at Halton CS and also carry out joint outreach in both areas with the community outreach lead from Halton. LT is currently the interim Chair for HWHalton.</p> <p>LT shared the priorities and the ISAP , she asked the HAB if they can review and feedback.</p>
7	<p><b>Escalation to HW England/ CQC</b> None</p>
8	<p><b>Health and Social Care Issues from the public</b> None</p>
9	<p><b>Any other business</b> DG asked if the HAB could have an in-person meeting or away day as it would be nice for all the HAB and team.</p>
10	<p><b>Date and Time of Next Meeting</b> 11<sup>th</sup> June 2024 6.30pm</p>