

Minutes of the of Healthwatch West Berkshire Board Meeting 4th August 2020: Zoom online

Present	Andrew Sharp Mike Fereday Lesley Wyman Karen Swaffield Dr Adrian Barker Amanda Cunnington Martha Vickers Judy Mcculloch Alice Kunjappy-Clifton Nathan Pope	Chief Officer, Healthwatch West Berkshire (HWWB) Chair Board Member Board Member Board Member Board Member Board Member Board Member Development Officer, Healthwatch West Berkshire Digital & Social Media Officer	AS MF LW KS AB AC MV JM AKC NP
	Michelle Paice	Admin & Information Officer, HWWB	MP


Abbreviations:

- HWWB - Healthwatch West Berkshire
- CCG - Clinical Commissioning Group
- ICS - Integrated Care System
- H&WBB - Health & Well Being Board
- HWE - Healthwatch England
- MHAG - Mental Health Action Group
- PCN - Primary Care Network
- CQC - Care Quality Commission
- BAMER - Black & Minority Ethnic, Refugee
- CAMHS - Child & Adolescent Mental Health Service

Item No.	Agenda Item	Action
1.	Welcome and Introductions by MF	
2.	Apologies for Absence & Declarations of Interest None Declarations of Interest AS –Chair of West Berks Rapid Response Cars. MV – West Berkshire Councillor	
3.	Minutes of the meeting held 4th August 2020 signed accurate & factual Matters arising / Action Log Item 1 – ongoing	

	<p>Item 2 Draft Workplan– held up by COVID-19 – ongoing</p> <p>Item 5 Board Member to talk to Berkshire Radio– close the action – AC will</p> <p>Item 7 Issues around wheelchair access – close the item</p>	
4.	<p>Chief Officer Report</p> <p>AS informed the board that HWWB repurposed ourselves and became an information hub between providers and public. The website was updated 3-4 times a day and monthly newsletters became daily newsletters. Thanks to sign health for their daily updates in BSL, Doctors of the World for translating information into so many different languages.</p> <p>HWE asked HWWB is pause the publication of the Theale Enter & View. The report was mainly positive which is always great to report on.</p> <p>Thanks to Alice for all her work with the BAMER community.</p> <p>Care Homes have been a real concern over the COVID period and remain a concern for HWWB.</p> <p>HWWB have been involved in two hospital improvement programs, which will be addressed later.</p> <p>AS gave thanks to all the key workers, not just those in Health & Social Care but in all areas. Thanks to the volunteers in West Berkshire for everything they have done. Thanks to Thames Valley Pharmacy. Thanks to all the voluntary organisations.</p> <p>MV commented on how good the literature and information that HWWB sent out was.</p> <p>AS gave thanks to MP for the great content in the newsletter and also the diary entries, thanks to NP for keeping the website updated and to AKC for keeping people informed of what’s going and keeping social media updated.</p>	
5.	<p>Enter & View</p> <p>MF told the board that Theale surgery were very supportive of the visit. AKC told the board the report will be published soon. AS informed the board HWWB have contacted HWE for guidance on how HWWB can carry out future Enter & View visit/reports.</p>	
6.	<p>Coronavirus – Recovery & COVID-19 Survey</p> <p>AS told the board that in conjunction with HW Reading, Wokingham & Oxford and with guidance from HWE were asked to put a survey together , AS told the board he felt that the survey was too short and was missing an opportunity, so HWWB created a West Berkshire one with their 11 questions. HWWB managed to get nearly 300 responses. A report will be written in the next few weeks showing the responses.</p> <p>Thanks to the team and especially to Alice for getting responses from the BAMER community.</p>	

7.	<p>Contact & Issues Report</p> <p>Maternity survey has now been turned into a report and has been taken to the H&WBB steering group. HWWB has asked for responses from providers, and the report will be formally presented on the 24th September to the H&WBB. HWWB urged the public to ask questions to the board or submit questions.</p> <p>Thinking Together 5 was cancelled. AS informed the board that HWWB have been commissioned by the H&WBB to run Thinking Together events for the next 3 years in conjunction with voluntary section partners.</p> <p>End of Life conference -AS informed the board that in light of the importance of Advanced Care Planning and heightened knowledge around DNR's / Respect Form during Covid 19 , it still important the conference goes ahead, but AS highlighted issues with resources at HWWB to run it before February.</p>	
8.	<p>Community Engagement</p> <p>HWWB are working with Community United in West Berkshire dealing with the BAMER community and how we can engage with them more.</p> <p>LW explained to the board that HWWB have suggested creating a West Berkshire Maternity Forum.</p> <p>AKC told the board that HWWB are looking for volunteers to help with the care home survey.</p> <p>AKC explained Social media continues to grow, the website traffic grew especially on pages around COVID-19 and also the Coronavirus diaries.</p>	
9.	<p>STP/ICS Update</p> <p>AS explained that there has been a change in management Fiona Wise (Head of ICS) has stepped down and Dr James Kent has now taken up the post. AS and MF have arranged a zoom meeting with him for Friday. HWWB want to make sure that they still take in to account outside the BOB area which is very important.</p>	
10.	<p>Workplan 2020</p> <p>AS informed the board that HWWB are hoping to get an easy read up onto the website soon. AS explained, what the priorities are for the next year, which can be seen in the annual report. AS encouraged the board to also think about the following years workplan and how to get the public involved.</p>	
11.	<p>Questions from the public</p> <p>MF informed the board that they had received questions from a member of the public but felt that due to the nature of the questions they would be responded to</p>	

	<p>outside of the meeting. The questions were not related to the agenda and were more on a personal level.</p> <p>A member of the public asked what services are there for non-ethnic British born beside translation of leaflets for example having translators in GP surgeries. AS responded that this question is relevant to the conversations that HWWB have been having. AS encouraged the member of public to come forward and work with HWWB helping HWWB to ask the right questions to the right people.</p>	
12.	<p>Royal Berkshire Hospital and Basingstoke Hospital (HIP2)</p> <p>AS explained to the board what HIP2 is. Hospital Improvement Program and the rebuilding of Royal Berks and Hants Hospitals (Basingstoke/Winchester Hospitals). HWWB helped get all the facilitators together and get focus groups together. HWWB received a positive reaction for all parties involved, they are really keen on gathering lots of feedback.</p>	
13.	<p>Annual Report</p> <p>AS apologised for not putting it on the agenda but encouraged everyone to go and read it.</p> <p> Healthwatch Annual Report 2019</p>	
14.	<p>Meeting Close, Date for next meeting</p> <p>Meeting closed at 4.30pm, next meeting TBC</p>	