**Healthwatch Medway Virtual Steering Group**

**Minutes of Meeting**

**Date:** Thursday 10th December 2020 2pm

**Location:** Zoom

**Attendees:** Maggie Cane (MC)

 Graham Trice (GT & Chair)

 Marion Shoard (MS)

John & Lyn Gallimore (JG LG)

Pat Gulvin (PG)

**Apologies:**  Eunice Lyons-Backhouse, Debbie Lindop (DL)

**Minutes:** Maggie Cane

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| **Outstanding Actions** |  | **Action/****Follow up** |
| **MC discuss with CQC & Adult Social Care Director and share feedback then look at booking events.****MC to devise workplan and share all priorities across the year.****MC to share details on Quality Framework once available.** |  | **To be carried over – until offices back to “normal”.** |
| **DL to send September report to Steering Group and October report once finalised.****DL to discuss at project meeting if Swale is to be included.****MC to email democratic services.****MC to check at area meeting if prisons included in HW remit.****MC to share invite from Hospital to meet Patient Experience team.****MS to share email contact details****MS requested the notes in italic be added to the minutes.** | Update provided; focus will be Medway with a view to potentially expanding in the next financial year if still viewed as a priority. Focus will be females that are homeless, DL has had meetings with charities & the Council and is looking to speak to individuals currently in that situation. PG shared her story with DLDemocratic Services agreed there would not be a conflict of interest and PG is now the HWM representative on Health & Wellbeing Boards. PG will share an update at the January meeting.GT again thanked EL-B for attending as representative since 2017Area meeting is on 11th DecemberInvitation shared and unfortunately cancelled. Permission given by the steering group to share email addresses with Karen so that an alternative meeting can be arranged. GT started with actions and minutes along with apologies. No matters arising.GT requested that those actions that need to be carried over and are post-Covid are placed together on the minutes.GT shared that the October insight report was very good.GT shared feedback from a patient engagement event in relation to the 5 GP surgeries that were under DMC. It would be good to do this across all GP surgeries and learn lessons from all of them and hear from all PPGs. Ideally it was felt that all the surgeries should have a PPG but come together with a representative from each under the Primary Care Network.LG shared that this is the work they are trying to undertake in Swale.MS raised a concern that if you wanted to change GP surgery it’s very difficult due to Surgery boundaries which can prevent you from moving practices.*My point was slightly more than this. I raised a concern that my own practice has seen the possible departure of one of its small number of partners perhaps as a result of Covid pressures and wondered whether this might be occurring elsewhere too. Patients at affected practices will be left to rely on temporary doctors hired, which is often unsatisfactory, Yet patients are  prevented from moving to another GP practice by practices’ enforcement of rigid geographical boundaries. I hope the CCG is keeping an eye on this situation.* GT shared that Medway Hospital have a Patient Panel around digital enabled care – it was fascinating with further meetings taking place on 15th December, January and April. More participants are needed. Please contact bobbie.walkem-smith@nhs.net directly if you are interested in joining.AOBMC updated on a meeting with Medway Youth Council (MYC) and that there is an interest in joining the Steering Group and having some young volunteers. It would mean alternating meetings to accommodate them attending as they are at school. MC will also potentially be speaking at the MYC annual conference next year which will be on Covid. | **Completed****Completed****Completed****Completed****Completed****MC to amend minutes.****GT to share via email paperwork from this Patient Panel****MC to email MYC and confirm the Steering Group is happy to meet in the evening.** |
|  | Next meeting 14th January 2021 14.00 ZOOM invite sent separately. |  |