**HEALTHWATCH MEDWAY**

**STEERING COMMITTEE MINTUES**

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| **Date of Meeting** | **15.06.2022** |
| **Attendees** | **Chair: Graham Trice (GT)**  **Martyn Cheesman (MCh)**  **Emma-Sue Willows (ESW)**  **Maggie Cane (MC)**  **John Gallimore (JG)**  **Lyn Gallimore (LG)**  **Angela (Medway Parents and Carers Forum)** |
| **Apologies** | **Eunice Lyons Backhouse (ELB)**  **Marion Shoard (MS)**  **Katharine Bishop (KB)**  **Harrison Kidd (HK)**  **Sam Jones (SJ)**  **Rupa Sen (RS – Medway Diversity Forum)** |

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| **Item** |  | **Action** |
| **1** | **Minutes Agreed from previous meeting**  Welcome to Angela, representing Medway Parents and Carers Forum, an independent parent led group of parents and carers of young people with all types of disabilities and additional support needs |  |
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| **2** | **Action Log Reviewed** |  |
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| **3** | **Review of minutes from the last meeting**  Suggested that headings are used in addition to reference numbers. Ensure acronyms are kept to a minimum. Minutes to become publishable. Actions to be summarised at the end of the minutes. GT to proofread steering group minutes.  **Section 8 – Kent Fire & Rescue Service**  JG and LG had a fire safety check, arranged with the fire service. The ‘Safe and Well’ home visit is offered to is those who are: aged 70 or over / living with dementia / have a long-term health condition / have young children or are pregnant / are a smoker.  Suggested that a representative could come and talk to the steering group about how they support people with fire safety in their homes, which we could then share in Healthwatch Medway newsletter along with the following link: <https://www.kent.fire-uk.org/safety-home> | **ESW**  **GT**  **JG**  **LG** |
| **4** | **Chair Items**  **4.1 Healthwatch England Report**  Data for this report is required next month. This is currently being completed by Marianne Turner from the Signposting, Information and Research Service (SIRS) team and Nicky Scott from the Communications team.  **4.2 Frequency of Steering Group Meetings**  The Steering Group has been held bi-monthly in the past and moved to monthly during the pandemic. Due to increase in travel costs, frequency of meetings and whether they are held in-person or online are up for debate. Meetings could be bi-monthly with additional meetings as required but may need to be monthly while we implement the new volunteer structure. MCh to send out an email poll to find the opinions of all Steering Group members.  **4.3 Working with Primary Care Patient Participation Groups (PPGs)**  Suggested that some information gathering on the latest CQC Inspection reports for GP Services.  JG provided the information on how Primary Care may change the way PPGs work in the future. It has been suggested that PPGs may become amalgamated to form one for each Primary Care Network.  The Healthwatch Medway team will produce a ‘Spotlight’ style report, on how working with Highparks Medical Practice and their PPG has improved communication and the relationship between the surgery and PPG.  Healthwatch Kent have worked on a PPG project before. There is currently a video that is being edited by the Communication team, which explains what a PPG is and how to join. MCh to follow up with Nicky Scott in Communications on the when the video is expected to be ready. | **MCh**  **HK**  **ESW**  **MCh** |
| **5** | **Strategic Staff Activities Summary**  **5.1** **Wellbeing Navigation Service**  ESW is currently working on the final report, which includes the stakeholder online survey, and six more in-depth interviews with stakeholders. Expected to be sent to EK360 Communications by the end of July. We would like to publish some of this information. ESW will work with Communications to create an article with headline results.  **5.2** **Insight Reporting**  Due to the low level of feedback currently, Insight reports will be quarterly until we begin to hear more information.  **5.3 Contract development for immediate care and reablement service**  Currently gathering feedback. Part of a larger research project Medway Council are working on.  **5.4 Emerge Service**  ‘Emerge’ is a charity that provides short-term support to young people aged 10 to 25 years who find themselves in A&E because they are struggling with anxiety, self-harm or suicidal thoughts. MChto let the Lived Experience team know about the Emerge Service  MCh to invite Adam Littlefield, Lived Experienced Team Manage to attend the Steering Group | **MCh** |
| **6** | **Healthwatch Managers Update**  **6.1 Strategic volunteers**  Currently working on the needs for new volunteers, in terms of infrastructure, training and induction. Possibility of targeting university students as potential volunteers. Role descriptions are being formulated; these will be reviewed.  One role would be for *engagement volunteers* who can talk to people about their healthcare, and signpost to organisations. For anything more complex or concerning, they can bring this to the attention of the SIRS team. The Sunlight Centre has agreed to Healthwatch Medway spending time there to speak to visitors.  Another role is for a *Steering Group Assistant* who will be responsible for minutes and liaison with Steering Group members to arrange meetings.  **6.2 Volunteer Training**  Training is available through Healthwatch England. Dan Slaughter, Workforce and Training Manager, is building a SharePoint web page that will include personalised training and creating new ‘e-learning’ modules.  The King’s Fund have some training that is relevant, however most courses require a fee. Would be good to keep in mind as a potential training provider.  **6.3 Current focus of Medway Parents and Carers Forum (MPCF)**  MCPF currently have some projects in progress to obtain views from Medway residents on their experience with care for their child. A previous project in November showed that people are feeling negatively.  Adults and young people aged 14 or over, with a learning disability, who are on the doctor's practice learning disability register should be invited by their doctor to come for an annual health check. Parents and carers say this is not happening. MCPF want to discover if this is happening often. |
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| **7** | **Strategic Meeting Update**  No updates this month, as no strategic meetings have taken place since the last Steering Group meeting. |  |
| **8** | **Healthwatch Kent Update**  **8.1 Carer’s Conference attended by LG, JG and MCh**  Ran by Kent Community Health (KCHFT) and Kent and Medway NHS and Social Care Partnership Trust (KMPT).  There was a presentation from a Head Pharmacist around providing patient’s a list of medications commonly used for Mental Health. The medications are grouped by the Mental Health condition and explain common side effects and will help patients to make an informed choice on their medication, as currently there does not seem to be a selection process and ‘trial and error’ is often used to find a suitable medication that works for the patient.  LG gave her own presentation on her lived experience of using Adult Social Care.  **8.2 Research being undertaken between Kent County Council and The University of Kent**  This research is mainly Kent focussed but will include Medway and will focus on people’s current experiences of Adult Social Care. LG and JG will be part of the group who will make suggestions on research to be conducted. |  |
| **9** | **AOB**  **9.1** MS has not been in contact recently, MCh to reach out again on behalf of the Steering Group  **9.2** To add to Steering Group terms that the Chair and Vice Chair positions are reviewed annually. | **MCh**  **MCh** |
| **10** | **Summary of Actions arriving from this meeting**  **4.2 Frequency of Steering Group Meetings**  MCh to send out an email poll to find the opinions of all Steering Group members.  **4.3 Working with Primary Care Patient Participation Groups (PPGs)**  Suggested that some information gathering on the latest CQC Inspection reports for GP Services. ESW to source.  The Healthwatch Medway team will produce a ‘Spotlight’ style report, on how working with Highparks Medical Practice and their PPG has improved communication and the relationship between the surgery and PPG.  MCh to follow up with Nicky Scott on the when the PPG video is expected to be ready.  **5.4 Emerge Service**  MChto let the Lived Experience team know about the Emerge Service  MCh to invite Adam Littlefield, Lived Experienced Team Manage to attend the Steering Group.  **9.1** MS has not been in contact recently, MCh to reach out again on behalf of the Steering Group.  **9.2** To add to Steering Group terms that the Chair and Vice Chair positions are reviewed annually. | **MCh**  **ESW**  **HK/ESW**  **MCh**  **MCh**  **MCh**  **MCh** |

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| **MEDWAY HEALTHWACTH**  **STEERING COMMITTEE ACTION LOG** | | | | | | | |
| **ITEM** | **DATE** | **REF** | **ACTION** | **WHO** | **DUE DATE** | **UPDATE** | **STATUS** |
| 1 | 09/12/2021 |  | Invite KB to strategic meetings around mental health | MCH | 31/12/2021 | MC invited KB to Well-being Board. Will invite to mental health board when Mental Health User Voice Team are ready | Complete |
| 2 | 09/12/2021 |  | Ensure that agenda document is sent out in good time before meetings | MCH | 20/01/2022 |  | Closed |
| 3 | 09/12/2021 |  | Read through the documents sent by MC before next meeting and make notes and comments ready to discuss | ALL | 20/01/2022 |  | Closed |
| 4 | 09/12/2021 |  | Share contact details of potential new Steering Group member with MC | GT | 20/01/2022 | GT shared, MC has been in touch. | Closed |
| 5 | 09/12/2021 |  | Contact Jackie Brown’s secretary to establish her availability for a meeting | MCH | 20/01/2022 | Date arranged for 31/01/22 | Closed |
| 6 | 09/12/2021 |  | Follow up with Marion re Jackie Brown board | MCH | 20/01/2022 | Carry forward | Completed |
| 7 | 09/12/2021 |  | Resend the link to Sarah Hayden’s training sessions to Steering Group so new members have access | MCH | 20/01/2022 | MC to circulate link to new members | Overdue |
| 8 | 09/12/2021 |  | Contact Comms re. link to the Oral Health training sessions on HWM website | MCH | 20/01/2022 | MC to send details to the SG | Overdue |
| 9 | 09/12/2021 |  | Re-establish links with Youth Parliament | MCH | 20/01/2022 | HK working on re-establishing these links | On going |
| 10 | 09/12/2021 |  | Send out a list of the current consultations that HWM is involved with | MCH | 20/01/2022 | MCH advised no current consultations to circulate. Vascular consultation to be circulated in February | On-going |
| 11 | 09/12/2021 |  | MC to create a formal plan for 2022 projects that can be discussed and agreed upon at the next meeting by end of December | MCH | 20/01/2022 | Included in January agenda | Complete |
| 12 | 09/12/2021 |  | Ensure that SG receives a timely agenda and action log before next meeting | HZ | 20/01/2022 |  | Complete |
| 13 | 09/12/2021 |  | Ask that people send apologies to the SG when the agenda goes out so that we know who will be attending | ALL | 20/01/2022 | Ongoing reminder | Closed |
| 14 | 20/01/2022 | 3.3 | Number paragraphs of minutes for future reference | HG | NEXT MEETING |  | Complete |
| 15 | 20/01/2022 | 3.4 | Review minutes with GT prior to distribution to wider committee | HG | NEXT MEETING |  | Complete |
| 16 | 02/03/2022 |  | Follow up Providers Forum invite for MS with Medway Council Adult Social Care Team. | MCH | NEXT MEETING |  |  |
| 17 | 02/03/2022 | 5.3 | Discuss with Comms the production of new promotional material for Healthwatch Medway | MCH | NEXT MEETING |  |  |
| 18 | 02/03/2022 | 7.1 | Source venue for next Steering Group Meeting | MCH | NEXT MEETING |  | Complete |