**HEALTHWATCH MEDWAY**

**STEERING COMMITTEE MINTUES**

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| **Date of Meeting** | **24.11.2022** |
| **Attendees** | **Chair: Graham Trice (GT)**  **Martyn Cheesman (MCh)**  **Emma-Sue Willows (ESW)**  **John Gallimore (JG)**  **Lyn Gallimore (LG)**  **Katharine Bishop (KB)**  **Harrison Kidd (HK)**  **Emma (Medway Parents and Carers Forum)**  **Lisa (Medway Parents and Carers Forum)** |
| **Apologies** | **Margaret Cane**  **Rupa Sen (Diversity Forum)**  **Sam Jones (MEGAN)**  **Marion Shoard (MS)** |

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| **Item** |  | **Action** |
| **1** | **Minutes agreed from previous meeting**  All minutes from previous meeting held on 15/09/2022 agreed |  |
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| **2** | **Actions Reviewed**  **2.1 Action 9**  HK has attempted several times to reach out but has not yet had a response. Will try again  **2.2 Action 10**  MCh confirmed there are no current consultations. There is an upcoming consultation regarding a new, additional Frailty service that will be located in Sheppey. MCh is attending a meeting on 13/12/22 and will bring back information to the next steering group meeting in January | **HK**  **MCh** |
|  | **2.3 Action 17**  There is a new Comms and Engagement Lead, William Roberts, and MCh will discuss potential promotional material with him. There are many suggestions as to what would be most useful, considering the very small budget. Suggestions included a generic business card that would replace the need for a leaflet, which could have details on how to contact us and could be handed out when we speak to people, and to other stall holders while networking. Posters in Pharmacies was another suggestion, starting with small local Pharmacies and if successful, to scale up. Libraries were considered although it was felt this would be a less effective option. There has already been some discussion on getting a radio advert with local radio (Radio Sunlight). MCh to pick this up with Engagement Officer Phill Thorne to see where we are with progressing this.  **2.4 Action 20**  NHS Volunteer Certificate – Open to anyone working in Health and Social Care. MCh went to a Volunteer Leaders Network Meeting and met with the provider of the course. MCh has linked them with Dan to add this to our offer to new volunteers, and as a refresher course | **MCh**  **MCh** |
| **3** | **Chairman’s Items**  **3.1 PPG at City Way**  GT is Chair of PPG at City Way in Rochester. The surgery is under special measures. A new manager has started at the surgery, GT is yet to meet them. Access to seeing a GP is still the main concern. Suggested Healthwatch monitor any surgeries that have been placed in special measures. MCh has received a list of surgeries in special measures and will circulate this to the group  **3.2 Healthwatch England Annual Conference**  GT attended online this month. Key takeaway was the importance of reading the NHS Constitution. <https://www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england>  **3.3 Medway Voluntary Action**  Volunteer community health researchers have just concluded a project on access to diabetes services in Medway & Swale. There are a wide range of positive and negative experiences reported. The hope is to use the examples to improve services. They are about to start a new project with Macmillan Cancer Support under the banner of ‘A year of listening’ across Kent & Medway with coffee mornings and focus groups arranged to gather various feedback.  **3.4 PPG Chairs Group Meeting**  The PPG and Patient Reference Group regular meetings will now cease with the abolition of the Clinical Commissioning Group.  GT will share details from the meeting which is booked for 8/12. | **MCh**  **ALL**  **GT** |
| **4** | **Strategic Staff Activities Summary**  **4.1 Care Homes Enhanced Services Project**  There are three care homes to Enter & View regarding the ‘Enhanced (GP) Services’ project. Friston House and Sherwood House in Rochester are due to be visited in December. Amherst Court in Chatham has already had a visit. HK to share insights to the group when available  **4.2 Highparks PPG Project**  Highparks have completed their report or self-measured performance, so we should now be able to measure the impact of our involvement. Harrison to write up report.  **4.3 Healthwatch Awards**  This year we would like to better recognise our volunteers and we would like to know how they want to be involved. Suggestions from the group included that last year volunteers did not feature in the brochure, and as they are a highly important part of HW achieving their aims, this should be recognised. Suggested to pick up where the work of volunteer has made an impact, especially in social care as LG and JG have found they are much more involved in this area over the last 2 years. Please send any suggestions to Nicky [nicky.scott@ek360.co.uk](mailto:nicky.scott@ek360.co.uk) or Harrison [harrison@healthwatchmedway.com](mailto:harrison@healthwatchmedway.com) | **HK**  **HK**  **JG / LG / GT / KB** |
| **5** | **Healthwatch Managers Update**  **5.1 Yearly Workplan**  January we will be creating our year’s workplan. The initial plan is to have three focussed projects each with a specific area of focus – one each for Social Care, Healthcare and Population Health. MCh has been working with Robbie, Healthwatch Kent Manager, to arrange a on-off combined steering group meeting (both Kent and Medway) with the Integrated Care Board (ICB) to hear the Board’s areas of focus and to see where we can add value and support the formulations of our workplans. MCh will share more information when this has been arranged.  **5.2 Involving People and Community Strategy**  MCh has a meeting with 28/11/22 to discuss how Healthwatch can best support this strategy. There is lots of data siloed within different organisations. MCh would like to manage that data on a system level, to enhance our insights from an oversight perspective and create better recommendations. We hope to put this into practice next year.  **5.3 Reporting back to the Steering Group**  Looking at having a centralised teams platform for volunteers and steering group members. MCh speaking to Andy Olsen, IT Manager to get this set up. The purpose will be to share any information relevant, plus steering group minutes and items, accessible at all times. Should be ready in around one month. |
| **6** | **Healthwatch Kent Update**  **No updates** |  |
| **7** | **Strategic Meeting Update**  **No updates** |  |
| **8** | **AOB**  **8.1 Timings of Steering Group Meetings**  Due to some members finding difficulty in attending due to the time, suggestion was made to alternate meetings to be online and then in person. Suggestion to alternate meetings between day and evening. MCh to get feedback for all members (poll?) and map out dates for the next 12 months.  **8.2 Steering Group Terms and Conditions**  We are free to create our own T&Cs. Predominantly, we would like to have a Vice Chair for the Steering Group, and GT suggested a yearly review of the Steering Group Chair. MCh will work with Robbie Goatham to create T&Cs for both Steering Groups.  **8.3 Mental Health Forums**  The new and improved Forums are currently taking place. We hope that going forward we will have a better information pipeline. More information on will be shared as progression is made | **MCh**  **MCh** |

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| **MEDWAY HEALTHWACTH**  **STEERING COMMITTEE ACTION LOG** | | | | | | | |
| **ITEM** | **DATE** | **REF** | **ACTION** | **WHO** | **DUE DATE** | **UPDATE** | **STATUS** |
| **9** | 09/12/2021 |  | Re-establish links with Youth Parliament | HK | 19/01/2023 | HK working on re-establishing these links | Open |
| **10** | 09/12/2021 |  | Send out a list of the current consultations that HWM is involved with | MCh | 19/01/2023 | MCH advised no current consultations to circulate. Vascular consultation to be circulated in February | Open |
| **17** | 02/03/2022 |  | Discuss with Comms the production of new promotional material for Healthwatch Medway | MCh | 19/01/2023 | MCh attending meeting on 13/12/22 around new Frailty service in Sheppey. Will bring back information to the meeting in January | Open |
| **19** | 15/09/2022 | 4.1 | MCh to get volunteer email addresses set up – to catch up with Andy on progress | MCh | 19/01/2023 |  | Open |
| **20** | 15/09/2022 | 4.2 | NHS Volunteer Certificate – MCh to catch up with Dan on progress | MCh | 19/01/2023 |  | Open |
| **21** | 15/09/2022 | 4.2 | SEND event with Parent and Carers Forum in Jan/Feb – MCh to link with Emma for further information nearer the time | MCh /  Emma MPCF | 19/01/2023 |  | Open |
| **24** | 24/11/2022 | 3.1 | MCh to circulate a list of GP Surgeries under special measures | MCh | 19/01/2023 |  | Open |
| **25** | 24/11/2022 | 4.1 | HK to share any feedback received from Enhanced Care project with the group | HK | 19/01/2023 |  | Open |
| **26** | 24/11/2022 | 4.2 | HK to share write up of PPG Project | HK | 19/01/2023 |  | Open |
| **27** | 24/11/2022 | 3.4 | PPG Chair Group - GT will share details from the meeting which is booked for 8/12. | GT | 19/01/2023 |  | Open |
| **28** | 24/11/2022 | 4.3 | Suggestions on how volunteers can be recognised at HW Awards. Send suggestions to Harrison or [nicky.scott@ek360.co.uk](mailto:nicky.scott@ek360.co.uk) | JG / LG / GT / KB | 19/01/2023 |  | Open |
| **29** | 24/11/2022 | 5.1 | MCh to share more details on the joint steering group meeting with ICB members once arranged | MCh | Ongoing |  | Open |
| **30** | 24/11/2022 | 5.3 | MCh to update on when the volunteer area of Teams is ready. | MCh | 19/01/2023 |  | Open |
| **31** | 24/11/2022 | 5.2 | MCh to share update from meeting on 28/11/22 regarding the Involving People and Community Strategy and data sharing | MCh | 19/01/2023 |  | Open |
| **32** | 24/11/2022 | 8.1 | MCh to arrange Steering Group meetings with alternative arrangements and map out meetings for the next 12 months | MCh | 08/12/2022 |  | Open |
| **33** | 24/11/2022 | 8.2 | Creation of Steering Group T&Cs | MCh | 19/01/2023 |  | Open |
| **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 | Closed |
| **2** | 09/12/2021 |  | Ensure that agenda document is sent out in suitable time before meetings | MCH | 20/01/2022 |  | Closed |
| **3** | 09/12/2021 |  | Read 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 | Closed |
| **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 | Closed |
| **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 | Closed |
| **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 | Closed |
| **12** | 09/12/2021 |  | Ensure that SG receives a timely agenda and action log before next meeting | EW | 20/01/2022 |  | Closed |
| **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 | EW | NEXT MEETING |  | Closed |
| **15** | 20/01/2022 | 3.4 | Review minutes with GT prior to distribution to wider committee | EW | NEXT MEETING |  | Closed |
| **16** | 02/03/2022 |  | Follow up Providers Forum invite for MS with Medway Council Adult Social Care Team. | MCH | NEXT MEETING |  | Closed |
| **18** | 02/03/2022 | 7.1 | Source venue for next Steering Group Meeting | MCH | NEXT MEETING |  | Closed |
| **22** | 15/09/2022 | 6.1 | MCh to bring information about Volunteers Change Makers campaign at next meeting | MCh | 24/11/2022 |  | Closed |
| **23** | 15/09/2022 | 8.2 | Questions submitted to KCHFT – more information to be shared next meeting | LG / MCh |  |  | Open |