**Healthwatch Medway Virtual Steering Group**

**Minutes of Meeting**

**Date:** Thursday 12th November 2020 2pm

**Location:** Zoom

**Attendees:** Maggie Cane (MC)

Debbie Lindop (DL)

Graham Trice (GT & Chair)

Marion Shoard (MS)

John & Lyn Gallimore (JG LG)

Pat Gulvin (PG)

**Apologies:**  Eunice Lyons-Backhouse,

**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.** |  | **To be carried over – until offices back to “normal”.** |
| **MC to devise workplan and share all priorities across the year.**  **MC to share details on Quality Framework once available.**  **MC to share future HWE training / webinars with Steering Group.**  **MC to respond to GMT email with answers to queries raised on Hidden Carer report.**  **---------------** | GT started with actions and minutes along with apologies. No matters arising.  MC started the meeting by mentioning the four new staff that had recently started within Engaging Kent  DL started with sharing information on the insight reports and how gathering information from a variety of sources enables her to theme the information and write these monthly reports. October’s themes included GP Surgeries and access, blood testing and accessing a dentist. MC confirmed the issue around Dentistry appears to be a national one and had been escalated to Healthwatch England by the South East as an area. DL stated she is working with new employee Phill Thorne to encourage more organisations to share their feedback.  DL updated on publication of care home reports – delayed due to Friston House stating they had not received the report, awaiting their comments if none received, reports will be published on Monday. MS asked if there had been any objections to recommendations made. DL confirmed that there had not been any issues. MS asked how the recommendations will be followed up, MC and DL stated once we can visit again, we can follow up, in the interim phone calls may suffice.  MC confirmed that the Hidden Carer report was well received by the Council and will be part of the agenda item on Domiciliary Care at the Health & Adult Social Care Overview & Scrutiny Committee to be held next week. MC continuing with 6 weekly meetings with Jackie Brown the new Director of Adult Social Care at Medway Council.  DL updated on potential next project on Homelessness, she will have a meeting with the Council to discuss what would be of mutual benefit and to generate measurable outcomes. JG suggested it would be a good idea to include Swale due to transient population. GT also raised that he participated in a tele-conference with Public Health England and raised concerns around the imminent cold weather combined with Covid puts homeless / rough sleepers at the bottom of the list. Also asked around BAME and if anything is being done to support those that do not speak English or it’s a second language as the data shows that these individuals are 20 times more likely to die if they get flu or Covid.  GT shared that in the Engaging Kent team meeting he gave some feedback on the last few reports that have been published. He requested that there needs to be an Executive Summary as a 35-page report is too long and need to look at how best to summarise and make it inviting to read.  AOB  Eunice has decided to resign from her position representing Healthwatch Medway at the Health & Wellbeing Board. GT wanted to express his thanks for her many years in this role, MC agreed and said that Eunice did a fantastic job representing us. MC asked for expressions of interest. PG would like to be considered and MC to contact Democratic Services. GT also expressed he would be interested if PG were unable to do the role, however it would only be for 1 year.  MS asked if Prisons were included under Healthwatch MC to check at area meeting next month. JG stated that there is a requirement for special ambulances to attend HMPS due to having to carry 2 officers as well as the patient.  MC shared that Medway Hospital Patient Experience team would like to meet with volunteers, JG suggested they also target their membership for volunteers. GT requested the Hospital co-ordinate their requests to us. Mc to share invite when it comes through.  GT wanted to share that it was nice of the CCG to ask we look at a letter that was to be sent to patients from the 5 DMC led surgeries. Generally, language and terminology needs to be kept to a minimum.  MS concerned about potential Covid vaccine and being kept at correct temperatures. MC stated it’s being looked at Countywide as workforce is also an issue. JG shared potential for retired staff or volunteers to be trained in delivering the vaccine.  GT shared an experience of a patient having to pay to have their prescription delivered as Pharmacies do not provide this service free of charge. During Covid it was paid for by the Government. PG suggested signing up for free online delivery services as a suitable alternative.  GT suggested we all keep an eye out for prospective volunteers and one of the new staff (Dan) will be supporting this initiative. MS suggested contacting the NHS Retirement Fellowship local branch, probably the equivalent for Social Care, potentially advertise in “The Net”. LG suggested the Active Retirement Association too.  MC shared that the Kent & Medway Adult Safeguarding Board would like us to assist with a public voice, once there are more details they will be shared.  JG updated on 111 and that it’s now the best way to access an emergency dentist – you then go back to your regular dentist as soon as possible. | **Workplan will be written after pandemic.**  **As and when – ongoing**  **As and when – ongoing**  **Completed**  **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** |
|  | Next meeting 10th December 2020 14.00 ZOOM invite sent separately. |  |