**Healthwatch Medway Virtual Steering Group**

**Minutes of Meeting**

**Date:** Thursday 08th October 2020 2pm

**Location:** Zoom

**Attendees:** Maggie Cane (MC)

Debbie Lindop (DL)

Graham Trice (GT & Chair)

Marion Shoard (MS)

**Apologies:**  Eunice Lyons-Backhouse, Pat Gulvin, John & Lyn Gallimore

**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 share email details Suzanne Brooker – Patient Feedback Medway Hospital.**  **MC to share link to Kent Care Home report.**  **MC share feedback with CCG in relation to GP access and home visits.**  **MC to update on priorities.**  **---------------** | GT started with actions and minutes along with apologies. GT also noted with thanks the actions completed from the last meeting and papers / documents shared. GT also reminder the group that Lyn & John are also able to raise concerns / issues within this forum. No matters arising.  GP access report – MC shared that there had been an email received from the CCG thanking us for this piece of work and they will use this a a baseline for their ongoing work. They also asked in Kent had completed this piece of work.  MS suggested that Healthwatch Medway should generate some more publicity around the Hidden Carer report. MC shared that the Better Together Fund will be recording a Video with Carers First and they will be an opportunity for our report to be featured within that. MS suggested sharing it within her slot on BBC Radio Kent.  GMT stated that reports do need to be in plain English with abbreviations / acronyms explained. GMT shared some comments he found on the Hidden Carer report.  AOB  MC shared that Medway & Swale CCG have asked if Healthwatch Medway can support with some of the future communications they will be sending out due to concerns we have raised in the past around language used. | **Workplan will be written after pandemic.**  **As and when – ongoing**  **As and when – ongoing**  **Completed**  **Completed**  **Completed.**  **Shared with Clare Delap Sarah Leng and Nicola Tyres.**  **Completed.**  **MC to respond to GMT email with answers to queries raised on Hidden Carer report.** |
|  | Next meeting 12th November 2020 14.00 ZOOM invite to be sent separately to include meeting dates for the next few months. |  |