

**Advisory Group Meeting In Public
Tuesday 6 February 2024 at 10am
Wokingham Charity and Community Hub (CAB meeting room)**

In attendance:

Advisory Group members: Graham Baker (GB) – Chair, Mike Rhodes-Peel (MRP), Clair Thorstensen-Woll (CTW).

Healthwatch staff: Jamie Evans (JE) – Area Director, Alice Kunjappy-Clifton (AKC) - Lead Officer, Natasha Khan (NK) – Healthwatch Officer (Engagement), Imogen Palmer (IP) Healthwatch Officer (Youth Engagement).

Healthwatch volunteers: Mai Miyamoto (MM) – Community Engagement

Members of the public: Anna Overd (AO), Lorna McLaren (LM)

Apologies:

Clare Walsha (CW) – Advisory Group member, Sara Allison (SA) – Advisory Group member, Shamin Zafar – Healthwatch Officer (Engagement), Gráinne Colgan (GC) - Healthwatch Officer (Digital Engagement) and Simon Shaw (SS) – Senior Area Healthwatch Officer (Engagement).

1	Welcome, apologies and introductions Apologies as above.
2	Review of previous minutes and actions Minutes agreed.

Review of current work

3	Review of projects in progress
3.1.1	Volunteers NK discusses the objective to raise visibility and awareness of Healthwatch Wokingham Borough with volunteers. Aim to recruit 'Community Connectors' to relay the Healthwatch message. Useful if they are leaders within community groups. Planning to target volunteer recruitment to attract people from groups that are typically harder to reach or have less visibility. A priority to reach out to ethnic groups that are underrepresented across the borough. Outreach includes going into children's centres, sending out newsletters at schools to recruit parents/carers.

	<p>Recruitment drive is currently underway with more interviews due to take place.</p> <p>3.1.2 Youth volunteers We want to hear the voice of young people from across the borough. We currently have two new volunteers; one graduate, one school student. Working with Wokingham and Bracknell college. Working to streamline the volunteer process to make it more accessible (IP).</p> <p>3.2 Board questions and discussion We have agreed that interviews should not be too formal in order to encourage volunteers who are looking for a more casual role.</p> <p>MM introduction; she explains how she studied Biomedical Sciences at Manchester University. She has lots of experience volunteering and has an interest in healthcare and therefore appreciates the opportunity to work with Healthwatch. She has connections at the community and charity hub because she works with Mind.</p> <p>We hope recruiting volunteers from a range of backgrounds will help us to fill out any gaps we had within our participation cohort (AKC).</p> <p>Appreciates the difficulty of promoting the new Healthwatch following the transition with the new team. Increasing visibility seems like a good focus (MRP).</p> <p>3.3 General Practice (GP) access project</p> <ul style="list-style-type: none"> • There is interest from other organisations to read the report. • Look to prioritise publishing the report (with or without the service providers feedback at this point) to prevent reduction in engagement and action. • March 27 is the current deadline for this report to be published to the public. <p>Dentistry and learning disability project</p> <ul style="list-style-type: none"> • 14 - 25 clients participated in the project. • Deadline for the report is the end of March. • It is essential that the report is shared with service providers to collect their feedback. <p>Action: AKC to share reports with local service providers when published.</p>
<p>4</p>	<p>Workplan for 2024/2025 JE and AKC discuss the five core focus themes which all have a theme of accessibility:</p> <ol style="list-style-type: none"> 1) Health inequalities 2) Consider pharmacies. 3) Maternal health 4) Youth health 18-25 5) Social care and unpaid carers <p>AKC questions if the topics are aligned with the ICB priorities and also references the King's Fund interest in young unpaid carers.</p>

	<p>The AG wants to ensure that the unpaid carers theme is including other demographics and not just 'older' carers.</p> <p>There should be a focus on improving communication for the carers as they can feel they are too busy focusing on care and in a 'bubble', feel isolated and not have energy/resources to find information.</p> <p>Focusing on preventing admission to hospital has shown to increase patient satisfaction.</p> <p>JE wants to ensure that 'missing' groups are targeted. Essential to target minorities to provide support for 100% of the population. 100% should be supported through Healthwatch, ICB and local strategy.</p>
5	<p>Questions from the public</p> <p>Q1. What steps will be taken to support people with learning disabilities (LD) regarding dentists and GP services?</p> <p>A1. Holding service providers accountable for change, and Healthwatch will ensure to 'catch up' with them.</p> <p>Q2. Can Healthwatch campaign for a LD lead in all GP practices in Wokingham Borough ?</p> <p>A2. No, Healthwatch can only advocate, and highlight the problem/s. Partnerships can be produced to hold people accountable.</p> <p>The AG questioned if Healthwatch should be taking the lead as Wokingham Council has a partnership with LD organisation, and there is an issue with funding.</p> <p>Q3. Will the LD report be available in an accessible format (easy read/F2F) ?</p> <p>A3. The report will be available at the end of March, and then a face-to-face event can be held in April (when the report information is still relevant but people have had enough time to reflect and digest the report and its findings).</p> <p>Action: AKC and team to start looking into a face-to-face event for the dentistry and LD report.</p>
5	<p>AOB and date of next meeting</p> <p>We are wanting to host coffee morning drop-in sessions at the charity and community hub. Request for support with these (NK).</p> <p>Action: AKC will circulate potential dates for the next AG meeting via email.</p> <p>No other business.</p> <p>Meeting closed.</p>

Glossary

BOB	Buckinghamshire, Oxfordshire and Berkshire West
H&WB	Health and Wellbeing Board
HOSC	Health Oversight and Scrutiny Committee
HWE	Healthwatch England
HWWokB	Healthwatch Wokingham Borough
ICB	Integrated Care Board
ICP	Integrated Care Partnership
ICS	Integrated Care System
NHSE	NHS England
WBC	Wokingham Borough Council
WBSAB	West of Berkshire Safeguarding Adults Board
WWB	Wokingham Wellbeing Board
VSAG	Voluntary Sector Action Group