

**Advisory Group Meeting
Tuesday 28 November 2023 at 10am
Wokingham Hub (CAB Meeting room)**

In attendance:

Advisory Group members: Graham Baker (GB) – Chair, Mike Rhodes-Peel (MRP), Clair Thorstensen-Woll (CTW), Clare Walsha (CW), Sara Allison (SA)

Healthwatch staff: Sarah Deason (SD) - Area Director, Alice Kunjappy-Clifton (AKC) - Lead Officer

Apologies:

Shamin Zafar – Healthwatch Officer (Engagement), Gráinne Colgan (GC) - Healthwatch Officer (Comms), Tariq Gomma (TG) - Healthwatch Officer (Engagement), Imogen Palmer (IP) – Healthwatch Officer (Engagement)

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

Actions from previous meeting

Action	Update/date completed
To look at creating a 'who is Healthwatch Wokingham Borough video'	See marketing item below
T&F marketing group	See marketing item below
Enter & View	See item below
AG members to let AKC/SD know if they would like to know more about being involved in the group of Lead Officers and Chairs for the 5 Healthwatch across BOB going forwards.	Ongoing
GP Access project	See below

<p>3</p>	<p>Management update</p> <p>Imogen Palmer started last month. Also recruited Natasha and Zainab who will start next week. Team is working across Reading and Wokingham to create efficiencies and share expertise.</p> <p>Following recent changes within The Advocacy People, SD has moved to the role of Chief Operating Officer, responsible for Healthwatch and advocacy operations with immediate effect.</p> <p>We have successfully recruited to the post of Area Director for Healthwatch in Berkshire West – Jamie Evans – who will be starting with us on 22 January 2024.</p> <p>We have also recruited to the post of Senior Engagement Officer for Berkshire West – Eva Karanja - main role (as ICB funded post) to drive up PPG engagement and focus on health inequalities. Eva is starting on the same day as Jamie.</p>
<p>4</p>	<p>Local Update from Lead Officer</p> <p>75 members of the public have provided feedback and/or requested support via phone calls/emails/web form since April. Top 3 topics: GP access, hospital service (discharge, waiting lists) and social care.</p> <p>GP access project – exploring public understanding of the new ways of working within GP practices. 13 surgeries involved. To date we have completed 75 surveys. Further events planned over next 2 weeks, including online event tomorrow. Event in Arborfield 5 December – have been issues with lack of nearby GP practice which is impacting Swallowfield so will be interesting to see if the feedback from this area is different from elsewhere in Wokingham Borough. We expect to reach our project target of 100 participants. Awareness of, and interest in, the project is high. Our infographic of different professionals working within GP practices has been well received and extension of this may well be one of our recommendations. We need to ensure that we are clear where our remit ends – it is not for us to undertake the communications and information sharing on behalf of services.</p> <p>At the same time, BOB ICB are writing a primary care strategy (GP led-services, pharmacy, optometry and dentistry). KPMG were commissioned to do this but did not include a remit of public engagement. SD raised this with the group and now there is a public consultation. This appears light touch, so we have asked some questions about it before agreeing to share it publicly. Timescales will allow for our results to be fed into the process. Having said that, the draft strategy will be ready mid-December and will then be reviewed in January/February. We are hoping that the public voice will be reflected in the final version.</p> <p>Action: Ask HWE if they have, or could, get the link to Healthwatch added to the NHS app.</p>

	<p>Thank you to the team for all their hard work.</p> <p>Dentistry and learning disability – to find out the experiences of people with learning disabilities when accessing NHS dentists. Responses are being analysed with report due Jan/Feb 2024. Early analysis suggests access to NHS dentistry is good. We will share the report with H&WB and HOSC.</p> <p>Review of other elements of workplan</p> <p>Our visibility has improved with our GP access project.</p> <p>Volunteer recruitment – at standstill due to capacity.</p> <p>Wokingham Medical Centre enter & view – completed – see below.</p> <p>Maternal mental health – holding services to account when we hear something; it has not come up at Wokingham HOSC or H&WB. No active work at present; we will follow up our report with the ICB next year.</p> <p>All Age Transformation of Continuing Healthcare – transformation planning came to an end. Now in implementation stage.</p> <p>Accessible Information Standard – no active project at present but we are aware of the issues and raise as necessary.</p> <p>Asylum seekers – Home Office has doubled occupancy in Wokingham which is having a knock-on impact in the local community, including with GP access. New rules means those given leave to remain must exit their accommodation within 7 days as they are no longer entitled to it.</p> <p>We have started to consider next year's workplan, including looking at BOB ICB, and Healthwatch England priorities, alongside what we are hearing (see 3 topics identified above). May find there is another step we need to undertake after analysing the GP access survey.</p>
5	<p>Engagement Update</p> <p>Most engagement has been via the GP access project, taking the opportunity to raise awareness of Healthwatch Wokingham Borough at the same time.</p> <p>See marketing below. We have a new member of staff who has a corporate background and is keen to explore this in terms of volunteers and reaching working people who might not be able to contact us/be involved during a working day.</p>
6	<p>Enter and View – Wokingham Medical Centre</p> <p>Completed and presented to HOSC who accepted our report.</p>

	<p>WMC were invited to attend but instead submitted a written statement which will form part of the HOSC public record.</p> <p>We will be writing to WMC in February/March 2024 to request an update to our recommendations.</p>
7	<p>Marketing</p> <p>Discussed the idea of a video. Agreed that whilst it would be a 'nice to have' it would be an extensive piece of work and would require a lot of marketing to promote it. Agreed would continue with the review of all materials and keep this in mind for the future but not something that would be a good use of resources at the current time. Being visible within the Borough is deemed to be the priority and thinking about the events we can participate in.</p> <p>Across all our Healthwatch, the review of our materials is on hold due to staff changes. AKC and her team have been working with Business Development to ensure we have the materials for the GP access project which has been our main focus.</p> <p>CTW asked how we recruit volunteers through our marketing. This is part of a priority project for The Advocacy People which is looking at our whole volunteering process.</p>
8	<p>Healthwatch Youth</p> <p>IP – engaging with university students to bring them on board as volunteers and to participate in the GP access project.</p>
9	<p>Public Meeting in February 2024</p> <p>6 February 2024 at 10am. Consider venue with space for members of the public to attend (Town Hall, Bradbury Centre?) and online element. Perhaps have Annual Report launch/celebration in June/July.</p> <p>Action: to look into suitable venue; advertise the meeting and how the public can engage – with questions prior to the meeting; explore online (webinar?). SD to speak to Healthwatch Portsmouth.</p>
8	<p>AOB and date of next meeting</p> <p>Next meeting 23 January 2024 to write agenda for the in person meeting.</p> <p>No other business.</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