

**Advisory Group Meeting
Tuesday 18 July 2023 10am
Wokingham Charity & Community Hub**

In attendance:

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

Healthwatch staff: Sarah Deason (SD) - Area Director, Alice Kunjappy-Clifton (AKC) - Lead Officer, Chukwuemeka Obiora (CO) - Healthwatch Officer (Engagement), Tariq Gomma (TG) - Healthwatch Officer (Engagement)

Apologies:

Clare Walsh (CW), Sara Allison (SA), Shamin Zafar – Healthwatch Officer (Engagement), Gráinne Colgan (GC) - Healthwatch Officer (Comms)

1	Welcome, apologies and introductions As above. Neil has resigned from the Advisory Group due to personal reasons.
2	Review of previous minutes and actions (GB) Minutes agreed.

Actions from previous meeting

Action	Update/date completed
To look at creating a 'who is Healthwatch Wokingham Borough video'.	Carried forward. CTW offered help with filming from her husband. GC is absent at the moment so will pick this up when she gets back. SA to support this piece of work.
Enter & View: 2 nd draft to be done then circulated to CTW/NW/GB/AKC/SD for review and recommendations.	See update below.
Enter & View: Final draft (branded) to be shared with Advisory Group and all feedback and final draft prepared by w/c 29 May.	See update below.
To consider re-doing a public priorities survey October 2023.	Meeting agreed that this is too soon and realistically nothing will change – public priorities are still around GPs and dentists. Resource better

	focused on the current workplan. No further action.
CTW to share Kings Fund explainer on the funding of NHS dentistry when it's published.	https://committees.parliament.uk/committee/81/health-and-social-care-committee/news/196443/fundamental-reform-of-nhs-dentistry-needed-to-end-a-crisis-of-access/
Invite a member of the AG to join the T&F marketing group.	First meeting set for August. SD to invite SA.
To book in meetings every other month to 31/03/24, with one to be held in public.	Outstanding. Agreed January meeting will be held in public so will need a pre-meeting.
SD to ask NW and SA if they're free to attend the whole day on 12 June. If not then CW and MRP indicated they could do half a day each, overlapping at lunch.	CW and MRP attended the meeting.
AG members to let AKC/SD know if they would like to know more about being involved in this group of Lead Officer and Chairs for the 5 Healthwatch across BOB going forwards.	Outstanding.

3/4	<p>Update from Lead Officer and workplan 2023/24</p> <p>Our Annual Report has been well-received. SD did a lot of the work as there were commonalities across the three Berkshire West Healthwatch so it made sense in terms of capacity to work on the three together. Thank you to GB and CTW for reviewing.</p> <p>We have a meeting with Amit Sharma, Chair of Berks West Primary Care Alliance, in early August to explore how we can work together on issues around public understanding and expectations for GP-led services. This will give direction and structure to the access to, and quality of, GP services workplan priority.</p> <p>Pharmacies are increasingly on our radar as part of the issue.</p> <p>We have received additional funding from NHSE via BOB ICB under the Core20Plus5 Community Connectors programme to undertake a piece of work around teeth extractions in under 10s. The focus will be in Reading as the target is the most deprived areas in BOB.</p> <p>Berks West Maternal Mental Health report has been published. We are working with the BOB ICB leads.</p>
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	<p>BOB ICB Transformation of Continuing Healthcare programme – we have been tasked with speaking to 6 people across Berkshire West who have been turned down for CHC funding to understand their experiences. The ICB are doing a survey of people in receipt of CHC funding.</p> <p>Dentistry for people with learning disabilities – to work with CLASP to do a survey with their members.</p> <p>Action: CTW to support this piece of work preparing the survey and/or meeting with the members.</p> <p>We are taking a key role at a group of decision makers and stakeholders from the NHS/local authorities across BOB where actions to improve support for asylum seekers are being shared.</p> <p>SD commented that our activities aren't just about the big reports/pieces of work, it is as much about 'chipping away', speaking to the right people. The Annual Report reflects some of this.</p>
5	<p>Engagement activity</p> <p>Discussion about our marketing materials and that simply translating from English into another language won't necessarily be enough, we need to consider the context – knowledge and expectations around health and social care systems and what HW can do. Important to involve the community in the design and content of surveys, leaflets, etc. Noting that this is becoming more of an issue in Wokingham as now 18% of residents don't have English as their 1st language.</p> <p>Action: to pick up as part of marketing task and finish group.</p> <p>Discussion about asking charities to add our information to their websites. This might cause confusion as could send people round in circles! We are on the Joy app.</p> <p>We are keeping records/photos of our engagement activity for the next Annual Report.</p>
6	<p>Enter and View</p> <p>Report is almost ready to go. CTW would like the data to be reviewed again in light of WMC's comment that we can't be sure it was their patients answering the survey. If possible, it would be good to be able to demonstrate that the responses from people who completed or heard about the surveys during the AR visits could be generalised to those who responded from seeing it online.</p> <p>Actions:</p> <p>SD and CTW to review the data.</p>

	<p>Add line to the report to make it absolutely clear the response is from WMC.</p> <p>Discussion about learning from the process.</p> <p>Action: For future E&V, rather than just giving a verbal explanation to the service, provide a 'What is E&V' handout similar to what is now in the appendix for WMC, adding in specific reasons for conducting it at that service.</p>
7	<p>Next steps, including upcoming meetings/events</p> <p>Project work as identified above.</p> <p>Action: If not already mentioned, AG members to suggest what they might be able to help with.</p>
8	<p>AOB & date of next meeting</p> <p>Action: Doodle poll to be sent out.</p>

Glossary

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