

**Advisory Group Meeting  
Friday 3 March 2023 10:00am  
Wokingham Charity & Community Hub**

**In attendance:**

**Advisory Group members:** Graham Baker (GB) – Chair, Clair Thorstensen-Woll (CTW), Clare Walsha (CW), Mike Rhodes-Peel (MRP), Neil Williams (NW),

**Healthwatch staff:** Sarah Deason (SD) - Area Director (via Teams), Alice Kunjappy-Clifton (AKC) - Lead Officer, Gráinne Colgan (GC) - Healthwatch Officer (Communications), Andy Welch (AW) - Healthwatch Officer (Engagement)

**Apologies:**

Sara Allison (SA)

<b>1</b>	<p><b>Welcome and apologies</b></p> <p>As above</p>
<b>2</b>	<p><b>Review of previous minutes (GB)</b></p> <p>All actions to be covered in agenda today.</p> <p>Minutes agreed.</p>
<b>3</b>	<p><b>Governance structure and ToR (GB)</b></p> <p>Reviewed document circulated with the agenda. 2 sections discussed:</p> <p>3.1 Role of the Board – agreed that this is sufficiently robust, reflects the role of the Group as being an overview, not the minutiae of the day-to-day work.</p> <p>3.4 Decision making – suggested that remove The Advocacy People management team from having final decision making in case of no decision in the Advisory Group. Agreed that in this situation the decision will go to a group of three that includes the Chair of another Healthwatch hosted by The Advocacy People.</p> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• GB to update document and share with the Group prior to next meeting</li> </ul>
<b>5</b>	<p><b>What's been achieved to date and where we are now</b></p> <ul style="list-style-type: none"> <li>• Feedback received and newsletter subscriptions have increased.</li> <li>• Enter &amp; View at local GP practice following feedback received. Worked in partnership to do this rather than imposing ourselves under our statutory duty. Easy Read survey being created.</li> <li>• HWE maternal mental health survey – national and local findings out soon.</li> </ul>

- Building Berkshire Together are looking for local places to engage, we are helping with this.
- Self-neglect workshop for voluntary sector with WBSAB. Very positive. Recording is on [WBSAB website](#).
- Learning disabilities –identified that the community would like a lead GP in each practice. AKC in discussion with lead at the ICB. Second issue for people with LD is lack of grief counselling for this community. We have raised this.
- Concerns about asylum seekers. WBC are being proactive within what they can do. We have raised the issues at ICB safeguarding and they are now planning a safeguarding assurance visit across Berkshire West.

New issue – fast tracking asylum seeker applications so more are getting decisions. This will potentially cause an issue because if they get leave to remain they will have 28 days to find alternative accommodation.

We have discussed the issues at HOSC and have spoken to Ready Homes (provider of the accommodation).

### **Watchlist**

- GP services – getting information out is a priority.
- Pharmacies are closing so new one for the watchlist. Had conversations with public health; one of the issues is that people are being signposted to use pharmacies.
- Dentist – HOSC been proactive – had an extraordinary HOSC with NHSE.
- Maternity – invited to conversation locally about ethnic minorities and maternity. Need to find out more about the cohort in Wokingham as census data doesn't reflect what's changed since.
- Cost of living – CAB survey. We have approached them to see if we can be involved in their update survey.
- Continuing Healthcare – part of ICB transformation project; possible small project between the 5 BOB Healthwatch.
- Mental health of carers and young people.

GB: reflects the diversity of what we are doing.

AKC: explained difference between CQC and Healthwatch – CQC are very much about processes, we bring the voice of the public and react to feedback received. Enter & View is part of our statutory remit; we have staff/volunteers trained to do this. All Advisory Group members can be trained to conduct E&V.

GB: Update received from Gráinne - she has suggested a review meeting once the E&V has completed. 83 responses so far – compared to E&V by other HW, this is good.

	<p>AKC: WMC were supportive and allowed us to do the visits. Matt Pope, Director of Adult Social Care for WBC is positive about what we are doing. We will share the recommendations with other medical centres.</p> <p>CW: feels like moving in the right direction; where have we made the most impact?</p> <p>AKC: asylum seekers – ICB doing safeguarding assurance visit across Berks West as a result of the evidence we shared.</p>
<p><b>6</b></p>	<p><b>Immediate priorities (AKC)</b></p> <p><i>1. Recruitment (2-3 months)</i></p> <p>Staffing – onboarding, induction and training. Recruitment is for Wokingham and Reading, working across the 2. Interviews at the moment.</p> <p>Volunteering - opportunities are shared when networking/visiting. Mainly looking for volunteers to raise awareness of HW and engage in the Wokingham communities.</p> <p><i>2. Public feedback (2-3 months)</i></p> <p>Asking the public what their priorities are, keeping it tight, not open questions; show we are listen to get back confidence in HWWokB – ‘you said’ we did’. Marry with H&amp;WB and HWE priorities too.</p> <p><i>3. Reports</i></p> <ul style="list-style-type: none"> <li>• Annual report due 30/06/2023</li> <li>• Next commissioner report due 31/03/2023</li> <li>• Deadline for E&amp;V 30/04/2023</li> <li>• Maternal mental health early April 2023</li> </ul> <p>Also coming up in the year ahead is HWE 10-year anniversary campaign.</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• Gantt chart 01/04/2023 – 31/03/2024 (AKC/SD – for next meeting)</li> <li>• AG members to support with community engagement and awareness raising, including to attract volunteers (all – ongoing)</li> <li>• Marketing and comms review (SA/GC/AW – meeting on 06/03)</li> </ul>
<p><b>7</b></p>	<p><b>Engagement plan (AW)</b></p> <p>AW shared the new engagement plan and talked it through; becoming visible and known are the main aims.</p> <p>AW showed the feedback form. To review with SA on Monday.</p> <p>Discussion about digitisation and tools to be more effective.</p> <p>AW will contact local councillors.</p>

	<p>Discussion about the importance of people understanding our statutory powers. GB asked what help is needed to action the engagement plan.</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• As above, AG are happy to support with visits and events – AW/GC/AKC to share details of what we are doing and where as they are booked in – (ongoing).</li> <li>• To look at creating a ‘who is Healthwatch Wokingham Borough video’ (AKC/SA/NW/CTW/GC – timeline to be determined)</li> <li>• CTW to share <a href="#">The King's Fund</a> video explaining ICS/ICB/ICP with the group.</li> </ul>
<p><b>8</b></p>	<p><b>Review of meetings list</b></p> <p>GB asked for interest in the meetings in the circulated list.</p> <p>NW - Children and Young People Partnership Board MRP - Wokingham Charity and Community hub monthly meeting CW – Hardship Alliance, Inequalities Wellbeing Board Action Group</p> <p>SD shared that we are very clear to meeting organisers that we do not attend all meetings. We receive agendas and minutes for all meetings and prioritise/share the workload. There are many other meetings at Berkshire West and BOB level.</p> <p>SD confirmed Healthwatch has a seat at the ICP Board – they only wanted one HW rep and this is the Chair of Healthwatch Oxfordshire.</p> <p>We are expecting to receive monies from the ICB for the next financial year.</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• All to review list and let AKC and SD know which they are interested in</li> <li>• AKC/SD to add to distribution lists for the different meetings.</li> </ul>
	<p><b>AOB</b></p> <p>None</p>
	<p><b>Date of next meeting</b></p> <p>After Easter, not a Friday.</p> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• AKC to circulate Doodle poll with suggested dates/times by 10/03/2023</li> </ul>

HOSC	Health Oversight and Scrutiny Committee
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