



Healthwatch Telford and Wrekin Independent Strategic Advisory Board

Tuesday 09 April 2024 2pm

Public session - In person

Gurdwara Siri Guru Gobind Singh Ji

Whitechapel Way, Telford TF2 9FN

Agenda

	Item	Enclosure (Paper, Verbal etc)	Outcome (Noting, Decision etc)	Presenter
1	Welcome and Apologies			Chair
2	Declaration of Interests			All
3	Notes and Action Log from last meeting 2024 02 27	Enc 1 Enc 2	Approval	Chair
4	Work Programme Project Updates	Verbal	Noting	CE
5	Meeting feedback reports by HAB members/ staff/ CE	Verbal	Noting	CE
6	Intelligence/Feedback update – public issues	Enc 3 Verbal	Noting	CE
7	Decisions to be made by the Advisory Board	Verbal	Noting	CE
	A Escalation to HW England/ CQC			
	B Publish a report / agree a recommendation made in a report: Bennett House – Follow up revisit	Enc 4	Approval	
	C Request information from commissioners/ providers			
	D Which premises to Enter and View and when (Completion of the Enter and View visit checklist is required)	Enc 5	Approval	
	E Decision about subcontracting/ commissioned work			
	F Whether to report a matter concerning your activities to another person- e.g. CCG, Voluntary Sector, another Healthwatch, Advocacy services			
	G Which health and social care services HW is looking at for priority project			
	H Refer a matter to Overview and Scrutiny committee			
	I Breach/s of the decision-making process			
8	Health and Social Care Issues from the public	Verbal	Noting	CE
9	ISAB (Independent Strategic Advisory Board) – New framework	Enc 6	Adoption	CE
9	AOB			Chair
10	Date and Time of Next Meetings: Need to set dates through year Formal Public ISAB: (Apr), Jun, Oct, Jan - all face to face APM (Annual Public Meeting): Jul			

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	Informal private ISAB: May, Sep, Nov, Feb, Mar - virtual and face to face			

Chair – Healthwatch Advisory Board Chair

CE - Chief Executive

Healthwatch Telford and Wrekin Advisory Board notes
27 February 2024 2pm to 4pm
Meeting Point House

In Attendance: Simon Fogell (SFo) – HWTW Chief Executive
Sherrel Fikeis (SFi) – Advisory Board Chair
Chris Fox (CF) - Advisory Board member
Mark Austin (MA) - Advisory Board member
Elizabeth Learoyd (EL) – ECS Managing Director
Tracy Cresswell (TCr) – ECS Corporate, Partnership and Volunteering
Manager (minutes)

Apologies: David Bell (DB) – Advisory Board member
Tom Cane (TC) – Advisory Board member

Introductions were made and apologies noted.

SFo updated the HAB on the work programme and that a total of 9604 responses had been received on the GP survey. SFo is currently sifting through all the responses and compiling the report.

SFo updated the HAB that Healthwatch Shropshire had also done and published a GP report which included Healthwatch Telford and Wrekin (HWTW) without any conversations with HWTW. SFo has contacted HW Shropshire to understand why they had published the report and not communicated to him, he had requested a meeting with the CEO of HW Shropshire for an explanation, as it results in a trademark infringement and is not a professional way of working.

SFo explained that he was at an ICB meeting and was thanked for the report, SFo explained that HWTW had not had no sight to the report. SFi also expressed that she had been thanked for the report and she also explained that HWTW had not had sight to it, the response given to SFi was that the CEO of HW Shropshire lived in Telford. MA expressed that it is important that HWTW is separate from HW Shropshire, they are a separate entity.

SFo is working with ECS Research team to support with the qualitative responses.

SFo updated on the Transforming hospital programme, with Telford have the Emergency Department downgraded to an Urgent Care Treatment Centre, with all patients travelling to Shropshire for the Emergency Department. The provider has been inadequate since 2016 and they are unable to fully recruit to both hospitals, the decision was made by clinical teams.

SFo updated the HAB that DB had been in contact and is feeling a lot better, SFo asked Jan to get a get well card for him.

Work Programme for 2024 / 2025

SFo explained that GP's seem to be at the top, and that there is a national issue around Dentists. SFo will send a list of the headlines from the intelligent that HWTW have received and share with the HAB.

SFo explained that there will be work to do with GP's once the reports have been shared and published, working with each individual practice and one of the ways is supporting their PPG's and setting up a PPG forum.

SFi expressed that she was in the ICBEI meeting, and South Telford were one of the areas with the highest rates for Cervical Cancer.

CF expressed that request for social care has increased and Form 50+ are being sent referrals that are borderline, but may not be appropriate to the forum with no extra resources.

SFi explained that she is involved in several community groups, and they had opened up a Gudwara that is open to all communities.

SFo asked all the HAB members if they are aware of any groups can they let the staff know so they can reach out to them.

CF expressed that the Forum 50+ were starting a new drop in at Newport, she will share the details once it has all been set up.

SFo explained the different groups / boards that Healthwatch attend again with the HAB and asked if they could let him complete the form (which was circulated at the meeting) with him. MA completed his and handed it to SFo. The HAB members expressed that they would like more detail of what more information would be useful for some of the meetings and would like to know what is expected.

Actions

HWTW to support Forum 50+ with their newsletter and donating £50.00 towards their charity. All the HAB where happy for their emails to be shared with each other.

Date of next meeting Tuesday 9 April 2pm at the Gudwara.

Apologies received from TC as she will be on leave but Jan will take the minutes.