**Healthwatch Advisory Board (HAB) Meeting held in public.**

**Tuesday 30April 2024, 6pm – 8pm**

**Online - Microsoft Teams**

**MINUTES**

**1. Welcome and apologies.**

**Attendance**:

Harsha Kotecha (Chair)

Kash Bhayani

Fiona Barber

Alex Partner

Gemma Barrow (HWLL Manager)

Riyaadh Mussa (Information, Advice and Data Officer)   
Hardip Chohan (Head of Operations and Services, VAL).

**Apologies:** Joe Johal.

**2. Declarations of Interest**

No declarations of interest were noted.

**3. Minutes and Action Log from Public Board Meeting held on 26th March 2024**

The minutes of the previous meeting were approved.

Enter and view is an ongoing action, with monthly reports provided.

Staff recruitment has been completed; the team is now at full capacity.

A new action log will be created following this meeting.

**4. Work Programme Project Update**

GB Reported:

The quarter 4 report was presented to the commissioners, with an update on the work completed from January to March. GB summarised some of the key aspects from the report.

We have completed eight Chai, Chat, and Coffee events with diverse communities to hear their experiences with local services. Our next step is using the intelligence collected to host “Speak Up” events, to see what difference we can make and sharing this feedback with service providers.

During Pride History month we worked with the LGBTQ+ community and TRADE Sexual Health.

Our three outreach officers have divided up the city and county so they can each have their own focus areas:

Shirin: City and Oadby and Wigston

Simran: Blaby, Northwest Leicestershire, Charnwood

Sophie: Harborough, Melton, Hinckley and Bosworth

The outreach team visited the Home Office Reporting Centre in Loughborough, in partnership with Loughborough Town of Sanctuary Team, handing out leaflets and providing information to the public.

The team have set up information pop up stands in leisure centres and libraries across the county and city.

The Leicester Royal Infirmary Adult’s Emergency Department One Year on report has been released, and well received, with University Hospitals of Leicester NHS Trust (UHL) putting in an action plan. An Enter and View visit to the Children’s Emergency Department will be carried out this year.

FB asked if a real-time information board can be created for the HAB, to summarise where the team have been and the intelligence on a week-to-week basis. HK responded that updates will be provided to the board on the new team’s chat, and data can be requested from RM. A monthly report on the intelligence collected will be provided to the board. GB added that weekly reports on outreach and engagement activities, as well as relevant reports that have been released, will be sent to the board.

An annual calendar will be produced of all the meetings HAB members will attend in the year.

**5. Chairs Update**

HK reported:

**ICB**

HK and HC were involved in the interviews for the new chair of the Integrated Care Board for Leicester, Leicestershire and Rutland. Four individuals were shortlisted and two were interviewed. We will next hear back from them when the new Chair has been appointed.

**6. Intelligence/ Feedback Update**

**Mental Health**

HK has been covering mental health meetings in the absence of a HAB lead. HK met with the chair of Mental Health Collaborative where she raised concerns around the mental health cafes, and whether the people who we had raised concerns about are accessing them. HC added that VAL were involved in the grants process for the cafes and were commissioned to do an evaluation on the effectiveness of these cafes. FB added that it might be useful to map all the mental health services available.

**Adult Social Care**

**City:**

KB reported that there have been no updates since the previous meeting.

**Dental**

GB reported:

HWLL and HWR were invited to the Women’s Institute to present the patient perspective on dental services by sharing our insights, as they are looking to make it their resolution for the year.

GB attended the commissioner meeting with the various East Midland’s Healthwatch’s, where she asked about maternity statistics, dental access and whether a record is kept regarding dental provision/access.

The NHS “Find a Dentist” website has changed the wording for practices to “When availability allows this dentist accepts new NHS patients”.

**Monthly Intelligence and Feedback**

RM will be presenting monthly intelligence reports and data to the board.

**7. Which premises to Enter and View and when**

The list of upcoming Enter and View visits for 2024-25 has been circulated. There is scope within this list to add in any urgent enter and view visits that arise throughout the year. We have a KPI target of 20, with 24 already on our list.

FB suggested focusing on services with poor CQC rankings. GB said we decide visits based on intelligence we have collected from enquiries, feedback and members of the public, Google reviews as well as CQC ratings. However, many care homes haven’t had a CQC visit since pre-pandemic, as so their ratings may be out of date. Additionally, we triangulate with the CQC so as to not visit the premises that they are, which is why we may not be able to visit the premises that “require improvements”.

**8. Decisions to be made by the Advisory Board**

None.

**8a. Publish a report/ agree a recommendation made in a report.**

None.

**8b. Breach/s of the decision-making process.**

None.

**9a. Escalations to HW England/ CQC**

None.

**9b. Request information from commissioners/ providers**

None.

**9c. Whether to report a matter concerning your activities to another person.**

None.

**9d. Decision about subcontracting/ commissioned work.**

None.

**9e. Refer a matter to Overview and Scrutiny Committee.**

None.

**10. Which health and social care services HW is looking at for priority project.**

Priorities to be agreed by the HAB.

**11. Health and social care Issues from the Public.**

None.

**12. Any other business.**

None.

**13. Date and time of next meeting.**

Tuesday 25 June 2024.

6pm-8pm

Online Teams meeting.

**Questions from the public.**

No questions were submitted or asked.