

East Berkshire Advisory Group Minutes

Wednesday 20th November 2024 6.30pm

Location- Teams

Attendance:

CE Charlotte Evans – AG

UA Umar Ansari – AG

KB Kevin Barry – AG

JS Jaspreet Singha – AG

PB Paul Beal – AG – Chair

JD Jo Dixon – HW

NBH Neil Bolton-Heaton – Help & Care

AB Ann Brosnan – HW – Minutes

Apologies: Kathryn Loughnan

1. Welcome and Introductions

PB welcomed everyone to the meeting and asked if anyone had anything to raise. PB set out this was his first meeting as the Chair and he hoped that we would develop as a team over the coming months with a strategic focus to support the local population. He looked forward to the team workshop in January 2025 to develop the group further and our strategic intent.

KB mentioned that Healthwatch usually participates with the Special Voices event and JD asked KB to share contact information with her.

Action: KB to send contact information for Special Voices to JD

UA asked about the Women's Health Survey and felt that an end date would encourage more people to complete it.

Action: JD to put an end date on the Women's Health survey

CE asked for an update on this project and JD said there were 76 responses so far with Slough having the fewest at 16. It would be good if board members would continue to share the survey or recommend groups for the team to visit. CE suggested sending the survey to GP Practices and JD said there was a GP Practice Briefing across Frimley ICB and she would ask for the link to be shared in that.

Action: JD to ask for the link to the Women's Health Survey to be shared in the Frimley Practice briefing.

2. September Minutes – sign off

The September minutes were approved.

3. Actions and matters arising

KB and UA to meet to discuss carers' forums further, in the context of Slough and helping KB get the best out of them. – *to be removed*.

KB to attend PPG meetings and notify JD once an 'All Slough PPG meeting is scheduled. – *Ongoing as meeting not scheduled yet*.

ALL to give JD any contacts that will be helpful in reaching women of Asian and Black ethnicity – *Completed*.

AB: January Agenda will feature a further update on Enter and View – *Completed in November*

ALL to send any information about events to AB so volunteers can be contacted to attend – *Ongoing*

JD: to speak to NBH regarding the November meeting and produce a 'plan' for the group – *Completed*

JD: to send AB the role profile and AB to send out with the minutes – *Completed*

ALL: to let Paul know of any meetings that he would benefit from attending – *Completed*

4. Making Decisions as a Strategic Advisory Group

It was agreed that this would be looked at again at the January workshop.

PB asked that everyone checked that their 'Declarations of Interest', as outlined in the document is up-to-date for the team.

PB referred to the decision-making document and stated that we will use this to make strategic decisions as a group going forward. He asked the group to familiarise themselves on this document.

Action: Board to check Declaration of Interest document and send updates to AB. Group to familiarise themselves with decision making document.

5. Hospitals Report – for information and discussion

JD gave the main highlights from this report which centred around the following:

Staff were very much appreciated by the patients and were very happy with the care they received.

Facilities across all the hospitals could be improved, especially for parking, hospital layout and vending machines not working, meaning a lack of access to food and hydration.

This information will be used by Frimley for the rebuild of the hospital.

Communications could be improved, with some letters to patients being incorrect and some not arriving. Issues too around those who have long waits and are not contacted and given advice on what to do while waiting.

Two particular concerns were raised with the Patient Experience Lead at the time: One being the lack of food or drink in the discharge lounge and the other being the lack of dignity and respect.

CE suggested that Discharge areas may be something to focus on. JD said that the challenge here was that there were usually only four people in the area and usually only two are capable of talking to Healthwatch. However it is possible to do a search on the CRM system to get a better understanding of what is happening.

NBH felt that this was an excellent report and suggested that in the future the CRM data is also included in the report. Discharge lounge could be an Enter & View.

UA asked if the hospitals are using 'I want great care' – does Healthwatch have access to it?

Action: JD to find out if the Trusts are using 'I want great care'.

JS asked how the team decided where to visit and JD said that the current focus is on Outpatients and that included visiting maternity, children and gynaecology but Inpatients will be considered for the next phase.

A discussion was held about how the recommendations in the report can be seen to be actioned and UA suggested this needs to be done by senior people in the Trusts and reviewed at the Health and Wellbeing boards. JD said that Healthwatch England are looking at this and had produced some templates. PB suggested that we need to have a contact at each Trust to ensure that we can close the loop on the recommendations.

Action: JD to look at the documents from HWE relating to this and feedback.

6. Quarterly Reports – for information and discussion of any issues arising

JD explained that the headlines included access to GP Practices, with a mix of positive as well as negative feedback. WAM and Slough had more positive feedback than Bracknell Forest.

JD is meeting monthly with Frimley ICB to go through the themes and ask questions.

There is also a Frimley Carers' Plan and there will be a change to services as a result of this.

NBH asked if the team should focus on areas where it would be possible to make significant change happen.

UA felt that there was a need to be smarter for next year and JD said this is something that could be discussed in January so that there is enough time to plan for the new year in April.

PB suggested that the current data was telling us that there were access issues in primary care and we should consider this in the 2025 work plan. NBH raised concern about this as a project priority due to national issues. The group agreed to discuss in more detail at the January development session.

Action: PB, JD, NBH to discuss What Matters Most as a board project, as something for the January workshop. Consider access to primary care as part of the 2025 workplan.

Engagement across all three Healthwatch was similar.

7. Workplan

The Young Carers Report for RBWM is being published on 21st November. The Urgent Care Centre visits are taking place and there will be a report in January.

JD mentioned that the NHS national survey for public engagement regarding the ten year plan is being promoted across social media and a website article is on all three websites.

There is also the opportunity for some funding from Frimley relating to its 'Reconnect, Reset, Rebuild' project who are looking to engage with groups of people at risk of health inequalities. JD asked for agreement from the SAG to look into applying for funding to do some further work and asked for approval to develop a bid. Two rounds of funding: one for completion by 20th December and one for completion by 28th February.

The group discussed and there was consensus this is a worthwhile project to engage the public. The SAG agreed to this piece of work.

Action: JD to develop a bid based on care homes and look at costings and feed back to PB

JS mentioned that the Slough Instagram is not working and JD said the account has been locked as the previous team member did not share the password. Paul asked that this is addressed immediately.

JD was able, after the meeting, to update that there is a new Instagram account which the team is using and is getting good traction. The old account is listed on a page that can only be edited by Healthwatch England, so JD will look into this.

Action: JD to look into addressing the issue with HWE re Slough Instagram.

8. Enter and View Update

An update was given by AB on the 2024 programme (slides attached) with the main themes that were coming out from the six reports.

UA suggested adding questions on Mental Health and Medication.

The group agreed this was a good piece of work and thanked AB for her commitment to the project. Agreed to consider E&V in care homes as part of 2025/26 workplan.

Action: JD and AB to discuss the survey questions for E&V.

9. Review of meeting and next steps

PB asked the group what had gone well in the meeting and for feedback. The group agreed it had been a productive meeting and thanked PB for his chairing.

It was agreed that future online meetings would have a break after an hour. Decision making agenda items will be flagged.

There will be some standing items to be agreed by PB, JD and NBH.

The SAG can pass on suggestions for agenda items to AB.

10. AOB – None

11. PB closed the meeting and thanked the group for their input.

Action Summary:

- **KB to send contact information for Special Voices to JD**
- **JD to put an end date on the Women's Health survey**
- **JD to ask for the link to the Women's Health Survey to be shared in the Frimley Practice briefing.**
- **Board to check D of Interest document and send updates to AB.**
- **JD to find out if the Trusts are using 'I want great care'.**
- **JD to look at the documents from HWE re tracking outcomes of report recommendations, and feedback.**
- **PB, JD, NBH to discuss 'What Matters Most' as a board project, as something for the January workshop.**
- **JD to develop a bid based on Care Homes and look at costings and feed back to PB.**
- **Advisory group to consider access to primary care as part of 25/26 workplan at a future meeting.**
- **JD to look into addressing the issue with HWE re Slough Instagram.**
- **Action: JD and AB to discuss the survey questions for E&V**

Ongoing Actions from September:

- KB to attend PPG meetings and notify JD once an 'All Slough PPG meeting is scheduled.
- ALL to send any information about events to AB so volunteers can be contacted to attend.

Date of next meeting: Wednesday 22nd January 6.30pm on Teams