

**NOTES OF A MEETING OF THE HEALTHWATCH ADVISORY COMMITTEE MEETING  
HELD TUESDAY, 14<sup>TH</sup> JUNE 2022**

**PRESENT :** Ann Heaton (in the Chair)  
 Adrian Paul Hardy  
 Jean Peet  
 Annmarie Stone  
 Mohammed Albaadani  
 Maggie Skilling  
 Janene Davies (Chair)

Malcolm Coe  
 Adrian D’Arcy  
 Ernie Rothwell  
 Mary B Hill  
 Wendy Moss

**ALSO IN ATTENDANCE :**

Karen Wilson (HWWL Senior Engagement Officer)  
 Karen Parker (HWWL Chief Officer)  
 Henry Sharp (HWWL Communications Officer)  
 George Sharp & Andrea Arkwright (HWWL Engagement Officers)  
 Leanne Worsley (Student Youth Worker)  
 Alexia Mitton and Scott Williams (Wigan Borough CCG)  
 Kathryn Glass and Kerry Longden (Wrightington Wigan and Leigh NHS Trust)

1.	<p><b>APOLOGIES</b>                  Bill Greenwood and Ann Lloyd.</p> <p>Ann Heaton agreed to Chair the meeting as Janene was delayed arriving.</p>	
2.	<p><b>WELCOME AND INTRODUCTIONS</b></p> <p>AH welcomed everyone to the meeting.</p>	
3.	<p><b>NOTES OF MEETING HELD 10.5.22</b></p> <p>Notes of the previous meeting, having been previously circulated, were agreed as a correct record.</p> <p>AA gave an update on the mental health Living Well Design Group. It was agreed that when the final model is agreed a representative will be invited to attend the AC. KP and AM clarified the current position on the mental health transformation.</p> <p>APH explained that this is on the Health Scrutiny August agenda.</p> <p>**Janene Davies arrived</p>	

<p>4.</p>	<p><b>UPDATES</b></p> <p><b>ICS Event</b> KW gave a update on the arrangements for the ICS event which was fully booked.</p> <p><b>CARE HOME PROJECT</b> JD reported that a letter of introduction would be sent to every care home and a poster to inform relatives/visitors when HWWL would be present. Rick assessment had been completed, safeguarding policy up to date and the complaints policy.</p> <p>There will be a trial visit to 2 homes to look at how services are returning to the homes and the visitor policy post covid lockdown.</p> <p>These visits will not be under the Enter and View banner, they will be a supportive engagement measure.</p> <p>Dates and to be agreed but the full project will begin in October.</p>	
<p>5.</p>	<p><b>ACTION LOG</b></p> <p>Outstanding - Lynne Calvert to explain the role of health champions to the AC and investigation on how we can transfer some of our information in to BSL videos.</p> <p>We have previously discussed producing our reports for BSL for our website. AD offered his organisation's recording studio and AMS is willing to help.</p> <p>KP delegated responsibility for following this up to HS. GS will work with HS on BSL videos for the addiction project.</p>	
<p>6.</p>	<p><b>FOR INFORMATION - shared</b></p> <ul style="list-style-type: none"> <li>• Notes of the Mental Health Lived Experience Forum- send information to SW for the Shaping Your Health newsletter</li> <li>• APH had circulated the Scrutiny agenda and asked for questions to be emailed to him</li> <li>• MBH thanked everyone for their feedback on the GM While You Wait leaflet</li> </ul>	

	<ul style="list-style-type: none"> <li>AD gave the dates for the Pride celebrations. HWWL will liaise with AD for the Leigh event</li> </ul>	
7.	<p><b>FEEDBACK FROM GUESTS</b></p> <p>At previous AC meetings there have been discussions about engagement at WWL and WBCCG so an invitation had been sent to both organisations for representatives to attend this meeting who have kindly attended today,</p> <p><b>Kathryn Glass, Head of Patient Experience and Engagement (PE &amp; E) and Kerrie Longden, PE &amp; E Facilitator, WWL</b></p> <p>Kathryn and Kerrie gave updates on the work going on at WWL</p> <ul style="list-style-type: none"> <li>Friends and Family Test (FFT) - new posters with QR codes in all areas on all sites</li> <li>Inpatient survey for all patients - 24 questions - monthly reporting for each divisional lead. Starts with RAEI, moving on to Leigh and Wrightington and volunteers and Governors will support this</li> <li>Patient property boxes - the green boxes are being introduced and once they have been delivered to the wards the service will launch across the Trust</li> <li>Visiting policy - an appointment system is currently running to minimized risk for all and be as safe and inclusive. Looking at pet therapy alongside this.</li> <li>Carers passport is being developed - an agreement on care needs of the patient between the carer and WWL - to be launched in the summer</li> </ul> <p>APH is interested in FFT and inpatient survey questions and will liaise with Kathryn - they are based on known areas of improvement so issues can be resolved in real time. Currently the PE &amp; E team carry out this work but looking to have volunteers and Governors involved</p> <p>There are 15 inpatient wards, and 3 patients are questioned on each ward every 2 weeks to cover all wards twice per month. Mealtimes and ward rounds are avoided.</p> <ul style="list-style-type: none"> <li>Community services - they are looking at bespoke surveys for community services</li> </ul>	

	<ul style="list-style-type: none"> <li>• KG works closely with the PALS and complaints team <ul style="list-style-type: none"> <li>○ Divisions are working together o respond to complaints in timely manner</li> <li>○ Collecting demographic data</li> </ul> </li> </ul> <p>KP meets quarterly with the Director of Strategy and the Chief Nurse and has spoken about the role of HWWL Authorised Representatives and what they could do on WWL sites.</p> <p>HWWL is invited to comment on quality accounts.</p> <p>Looking in to the future the AC was asked how they want to progress e.g. regular attendance at the AC by a WWL Governor? Quarterly update from Kathryn? This will be an item for the next agenda.</p> <p><b>Scott Williams, Engagement Manager and Alexia Mitton, Assistant Director of Communications and Engagement, Wigan Borough CCG</b></p> <p>Scott explained that he feels there is a need to reduce duplication and focus more on co-production and co-design.</p> <p>Alison McKenzie-Folan will become the place-based lead for the ICS in Wigan.</p> <p>It is important how the ICS work with patients, communities and VCFSE organisations and the conversation will begin with the event on 22nd June.</p> <p>Feedback and lived experience is important. We are the only Borough in GM and possibly the country to be working with the local Healthwatch to develop a model of engagement for the Borough under the ICS.</p> <p>It is important to retain the 2 way traffic of communication and feedback.</p> <p>The intention is to hold a young people’s event tot events across the Borough to gather feedback and engagement young people.</p> <p>There are lots of conversations about PPGs and HWWL is piloting a process to work with PPGs on a project basis.</p>	<p>Future Agenda item</p>
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8.	<p><b>MISSION, VISION AND VALUES EXERCISE</b></p> <p>Agreed to defer this exercise and run as a separate workshop</p>	
9.	<p><b>ANY OTHER BUSINESS</b></p> <p>LW and GS reported that that are engaging with young people about their experiences with main themes currently emerging as addiction, mental health and sexual health. LW and GS will liaise with SW.</p> <p>MA has been engaging with the muslim community through the Imam and Wigan and Leigh mosques and will work with GS and HS on the addiction project and engaging with refugees and asylum seekers.</p>	
10.	<p><b>DATE AND TIME OF NEXT MEETING</b></p> <p>The next meeting will take place on Wednesday, 12<sup>th</sup> June 2022 - 10am to 12.30pm in Sunshine House Annex, Scholes, Wigan.</p>	