

Healthwatch Redbridge Board Meeting
Minutes and Action points
Thursday 10 March 2022, 4.45pm - 6.00pm

Present: Lorraine Silver - LS (Chair) Athena Daniels - AD Cathy Turland - CT (Minutes)		Apologies: Emma Friddin - EF In attendance:
Item	Discussions	Action
1. Welcome & Housekeeping	1.1. The Chair welcomed everyone to the meeting. The meeting was inquorate; however, it was decided to continue with the meeting as items that required approval had been previously approved by MD and LS who co-wrote and agreed the proposals.	
2. Minutes from last meeting & matters arising	2.1. The Board minutes from 27 January 2022 were agreed with no matters arising. 2.2. Financial Controls policy and HWR budget office proposal: Office proposals are on the agenda. MD reviewed and updated the policy with CT. CT to resend the policy to board members. 2.3. HSBC Safeguarding Letter - CT has completed the safeguarding processes to the approval of the bank.	CT
Confidential Items		
3. Confidential matters	3.1. February Accounts: -These minutes have been redacted due to commercial or personnel sensitivities. 3.2. Future Planning: -These minutes have been redacted due to commercial or personnel sensitivities. 3.3. New potential project: Healthy London Partnership GP Access Guides: -These minutes have been redacted due to commercial or personnel sensitivities.	
Non-Confidential Items		
4. Project updates	4.1. Work Plan: CT presented the updated work plan sent to the board. The plan has 14 RAG rated projects/areas showing whether projects are on plan or delayed. All projects are showing green, and one is off-plan due to the pandemic. Community Insight System/Project: Developing a signposting survey to check impact. The group consists of LHWs from across NEL Integrated Care System. There appears to be some funding available for HW to support the ICS work and we are currently reviewing some of the possible projects on offer where they fit with our work	

	<p>programme. Two projects are currently being drafted as proposals and CT is leading on both:</p> <p>4.1.1. Care Home Manager survey: Care Homes have been given support by some GP practices. Currently under review; LHWs would support a survey of CH managers to review the work. Further engagement with residents will looking at the quality of the service. Redbridge has the highest number of care homes in NE London. CT is drafting the project proposal for the CIS group.</p> <p>4.1.2. Maternity Equality & Equity action plan: HWR will lead this work as we have previously delivered information through our work with the Health Scrutiny Committee. The Projects Officer would provide additional hours (1 day) for support and coordination. CT has drafted the expression of interest and is keen that HWR lead on this work. CT to update the board next month.</p> <p>4.2. Accessing Dental Services: HWR is about to begin the next stage of the review, focussing on community dental services. A meeting has been arranged for staff on 21 March to create a PID for the board. PID to be developed for approval at next board meeting.</p> <p>4.3. Chemotherapy: CT and LS have met and discussed this project with the new chair of BHRUT. CT to begin to take this forward with BHR HW.</p> <p>4.4. Accessible Information Campaign: CT is receiving a lot of feedback from HWE as we are a leader in this field.</p> <p>4.5. Making Safeguarding Personal (MSP): Interviews have taken place with three service users and three safeguarding leads from community voluntary organisations. Themes identified so far include the lack of supportive communication, the lack of appropriate timelines and the notion that service users did not feel listened to, and there was an overall lack of trust. An additional challenge highlighted the level of support required when interviewing extremely vulnerable people. It wasn't possible to complete required interviews due to the tight deadline for the final report to be completed by Wednesday 13 April. HWR will present their findings to the RSAB on 20 April. A serious safeguarding concern is currently being reviewed as this came to light during an interview. CT will take this issue further.</p>	<p>CT</p> <p>CT</p> <p>CT</p> <p>CT</p> <p>CT</p>
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	<p>4.6. MHFA: This continues to show as red due to the pandemic delaying the completion of required course elements. CT is currently speaking with the organisation to identify whether the training can be extended and funded.</p> <p>4.7. Maternity Project: Our work with the Health Scrutiny Committee was mentioned at their meeting last night (9 March). The full report will be published after the May council elections due to purdah regulations. This report is now linked with the CIS maternity project (see 4.1.2).</p> <p>4.8. Post Covid Review: The Project Officer is leading on this with HW across B&D and Havering as well as staff from BHRUT and the CCG. A Working Group has been established with partners. The survey was released a week ago and has had over 80 responses so far across BHR, with most from Havering. Ten participants have also agreed to be interviewed.</p> <p>4.9. Healthwatch Redbridge Community Network: An online launch meeting took place on 2 March with almost twenty attendees. Lots of interaction and sharing of ideas on how to ensure the network is a success. HWR will now plan a physical event to promote the organisations and develop links. CT suggested we link this work to the relaunch of the Community Cash Fund; ensuring network members are given the opportunity to bid for small grants. CT proposed a budget of £3,000 be ring-fenced for the CCF project. The board approved the funding (MD had already approved the use of the funding). CT to revise the paperwork ahead of the event.</p> <p>4.10. One Place East: A video is being produced to compliment the written report currently being written. The report will be part of a review being carried out into GP Access.</p>	CT
5. AOB	5.1. The board agreed to change the next meeting to Wednesday 13 April 2022.	
6. DONM	6.1. Wednesday 13 April 2022 5.45pm - 6.00pm	

Signed: *L. Silver* Date: 13 April 2022