

Strategic Advisory Group Minutes

Wednesday 22nd January 2025 6.30pm

Location- Teams

Attendance:

CE Charlotte Evans – SAG

UA Umar Ansari – SAG

KB Kevin Barry – SAG

JS Jaspreet Sangha – SAG

PB Paul Beal – Chair of SAG

JD Jo Dixon – Healthwatch Manager

ND Nick Durman – Healthwatch Deputy Manager

NBH Neil Bolton-Heaton – Help & Care – Head of Healthwatch

KL Kathryn Loughnan – Help & Care – Director Partnerships, Research and Influence

Apologies: Ann Brosnan – Healthwatch Volunteer and Enter and View Lead Officer

1. Welcome and Introductions

PB welcomed everyone to the meeting. PB mentioned that the agenda was full and so he would be setting time limits on certain items to ensure the meeting would end on time and ensure everyone has a voice at the meeting.

2. November Minutes – sign off

The November minutes were approved.

3. Actions and matters arising

KB to attend PPG meetings and notify JD once an 'All Slough PPG meeting is scheduled. – *Meeting scheduled for 31st January.*

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

KB to send contact information for Special Voices to JD – ongoing as KB yet to attend a meeting.

JD to put an end date on the Women's Health survey – Completed.

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

Board to check Declaration of Interest document and send updates to AB – Completed.

JD to find out if the Trusts are using 'I want great care' – Frimley ICB do use – Completed.

JD to look at the documents from HWE re tracking outcomes of report recommendations, and feedback – JD has looked at this and will bear this in mind for reports – Completed.

PB, JD, NBH to discuss 'What Matters Most' as a board project, as something for the January workshop – Completed.

JD to develop a bid based on Care Homes and look at costings and feed back to PB – Completed.

Advisory group to consider access to primary care as part of 25/26 workplan at a future meeting – being discussed in this meeting.

JD to look into addressing the issue with HWE re Slough Instagram – Completed.

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

KB to attend PPG meetings and notify JD once an 'All Slough PPG meeting is scheduled – All Slough PPG to take place on 31st March – Completed.

ALL to send any information about events to AB so volunteers can be contacted to attend – Completed.

4. Conflicts of Interest

All declarations of interest are up-to-date.

No conflict of interest from members at today's meeting.

5. Chair Update

PB and NBH gave an update on the 17th January Workshop.

NBH updated the group on the workshop and talked through the actions the group had agreed to develop the SAG:

This included updating the recruitment, induction and training programme.

Also SAG members will get reports on what is going on in their local area.

SAG meetings will alternate between online and in-person.

PB thanked NBH for an excellent workshop and his facilitation and for the group's input.

PB stated this would be a clear plan for the development of the SAG.

PB attended a Workshop on Reconnect, Reset, Rebuild. PB stated that this was an informative workshop run by Frimley NHS Trust on how they are developing services and engaging the population.

Action: PB will send out an updated Terms of Reference for the SAG comments and feedback.

6. Governance Update

Budgets are set for next year.

Help & Care has a 40th Anniversary this year and there will be a number of events for everyone to be involved in.

KL mentioned that the Chief Executive will come out to Berkshire this year to meet with staff and the SAG.

Action: NBH will look at how Conflicts of Interest fits in with the central register.

7. Update by Locality

Bracknell:

JD Updated the group.

Have been into Bracknell Care Home as part of the Frimley RRR project, and which was funded. The questions were open and GP access was easy as Care Home takes care of this. Hospital Discharge came up as an issue and communication as well. Report has been written and looking at service provider response prior to publication.

Urgent Care Centre at Brants Bridge is with service provider and will be shared once a response is received. Nothing of concern from patient feedback: accessibility could be improved.

Women's Health: Survey is now closed and 99 responses from Bracknell residents. Focus groups planned in Jan/Feb. One has been completed in the Language Café.

Planning an event in Sandhurst in February with a Nepalese community and partnering with Public Health for this. NBH felt this partnering would be very positive and could be taken forward. ND commented that a good relationship has been built with them and JD added that this was the same across all three HW areas.

Successful in securing a grant from HW England to interview two people for a dementia carers group around their perception of choice in their care with GP services. These will be transcribed and sent back to HWE.

Action: PB to check the change of name regarding Public Health England and if this also applies to Public Health in LAs.

Windsor, Ascot and Maidenhead:

Engagement plan with the Young Carers Group and family members as part of the RRR project and look at healthcare access, experiences and barriers to getting healthcare.

Urgent Care Centre report for St Marks is with Service Providers. Positive with a couple of accessibility comments.

Women's Health – 330 responses and quite a lot of free text which ND is cross-referencing. KL said that one of the Hub team would be available if any extra support was needed. Rich data contained in this and an excellent response. Focus groups will be an Asian Women's Group and, potentially, a Girls' Forum. CE asked if there is any feedback on mental health and JD said that at the moment the analysis has not been done. NBH suggested it may be relevant to bring Charlotte in with the report when it is written.

A toolkit is being put together regarding patient rights and it will be an interactive pack and it may be useful for SAG members if they are going to visit groups.

Slough:

Frimley RRR project did an engagement morning at the Cippenham Carers' Group and spoke about broad themes. A lot of issues including access to services for those without a smartphone or other technology. Report has been written and JD will speak to the LA and primary care colleagues.

Urgent Care Centre Priors Close – is with Service Providers. Challenging building for patients and staff as rooms are small, plus communication issues with those who do not have English as their first language.

Women's Health: 63 responses, which aligns with previous responses so may need to consider a different method of gathering data for future projects. ND commented that this is a good response rate, compared to other local surveys. Two focus groups completed: Slough Hub and Café Mamma. We do have the data we need. JS did some youth engagement and most had not heard of Healthwatch. Very mixed group and now they understand how to contact Healthwatch. Feedback also gained on their priorities.

KB is on the Carers' and Older Persons' Steering Groups. Also on four task and finish groups and a piece of work on social isolation and loneliness was completed before Christmas. Also involved in Slough Co Production network and a PPG which has recently transferred over and has highlighted issues with digital poverty, which is a concern.

8. Enter and View – Decision-making

JD outlined the proposal to continue with the Enter and View programme in 2025/2026.

It was noted that, while this contributes to the work into Adult Social Care, it also adds information to healthcare and has been an additional support for CQC.

It was agreed that the decision-making policy needed to be used to agree the visits and JD said sign-off for the first three homes is important to begin the programme as the first visit will be at the beginning of March.

PB stated we needed to use the decision-making policy when allocating new projects and resources as part of our workplan going forward, to ensure we have a robust decision-making process on how we use our resources in the future.

Action: JD to add the decision- making process to the proposal and send it to the SAG.

UA suggested a point system with particular criteria to look at when deciding on the care homes to visit, to decide on which homes to visit in East Berkshire.

Action: JD to develop the scoring system and send it to the SAG to score the programme to ensure the first visit can go ahead as planned.

9. Workplan

JD suggested the next SAG meeting in March should focus on prioritising the Workplan and spoke about the information sources that can be used to assist with this. NBH thought April would be a better deadline, when there would be more feedback from the What Matters Most Survey. PB suggested the March meeting could be used as a workshop for the Workplan. The group agreed.

Action: PB, NBH and JD to discuss running the March Meeting as a Workshop

Action: AB to book meeting room

10. Engagement events and feedback – Covered in the Locality Update

11. AOB – None

12. Review of meeting

CE felt the meeting went well and that she would be interested in getting updates on the engagement in WAM.

JD felt the time-keeping was excellent.

KL stated she could see that the group was developing and using the right policies and procedures to make strategic decisions.

PB thanked the group for their contribution and feedback.

Action Summary:

| Item No. | Action Required | By Whom | Notes/Completed |
|-----------------|---|----------------|------------------------|
| 01 | Send out an updated Terms of Reference for feedback | PB | |
| 02 | Look at how Conflicts of Interest fits in with the central register | NBH | |
| 03 | Check the change of name regarding Public Health England and if this also applies to Public Health in LAs. | PB | |
| 04 | Complete the decision-making process for the proposal and send it to the SAG for review week commencing 27 th January. | JD | |
| 05 | Develop the scoring system for the location and send it to the SAG to feedback score the project. | JD | |
| 06 | Discuss running the March Meeting as a Workshop | PB, NBH, JD | |
| 07 | Book a venue for the March Meeting | AB | |

Date of next meeting: Wednesday 19th March 6.30pm. This will be a workshop, in person, with the venue to be confirmed.