

Board meeting – 15 January 2024

Summary minutes

Date: The Healthwatch Dorset local Board met on Monday 15 January at 10am on Zoom.

Present: Vivienne Aird (Chair), Margaret Guy (Vice-Chair), Judy Crabb, Karen Sherman, Simon Standish.

In Attendance: Louise Bate (Manager), Melissa Maiele (Information & Signposting Administrator)

Apologies: received from Amanda Brown, Sue Warr & Jack Welch.

- 1. Declarations of interest:** There were no declarations of interest and no comments on previous meeting notes.
- 2. Matters Arising:** None
- 3. Priority Setting for 2024 Workplan:** The Board selected two top priorities using the Healthwatch England scoring system:

Integrated Neighbourhood Teams: Working across health, social care, voluntary sector and communities in Boscombe and possibly another area in BCP to ensure local people have a strong voice.

Virtual wards: gathering feedback & case studies on hospital care provided in people's homes, with a focus on health inequalities, access, community support and the impact on carers.

The following issues were also selected for further consideration and evidence gathering in the forthcoming year:

Oral Health: following up on this year's dentistry project & working with public health to make oral health packs available to distribute at local food banks.

Urgent Care: ICB have drawn up an action plan to meet HWD urgent emergency care report recommendations in 2024, follow up plus NHS 111 up for retender for 2026, there may be opportunities to help influence how contract is designed, when up for retender.

Pharmacies: gather feedback on Pharmacy First, access and impact of closures.

4. Consultation and Engagement Strategy:

HWD stand at AECC Chiropractic college pop up event in Boscombe end of March for 2 weeks. Plus community events, link in with other organisations in the area, work with GP practices and social prescribers, patient group meetings, schools, libraries, family hubs. Hospital avoidance/leaving hospital/virtual wards: potential for telephone interviews, work with D2A team. Could HWD hold an engagement event about how the services work, and how it could improve?

Look to recruit volunteers for projects, volunteer week promotion
Pharmacy – HWE report due out in next few months, use this info to plan engagement in summer/autumn.

5. Programme of Meetings for 2024: tbd

6. Any Other Notified Business: Healthwatch Dorset contract rolled over until the end of April, new contract starts May 2024. Closing date for bids 26th Feb.

Viv Aird, Chair of the Board, thanked everyone for their time today and the group agreed the date for the next Board meeting, Monday 18 March 2024, via Zoom.

For further information:

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