

Board meeting – 17 March 2025

Summary minutes

Date: The Healthwatch Dorset local Board met on Monday 17 March at 10am, at the Dorford Centre, Dorchester

Board members present: Viv Aird (Chair), Margaret Guy (Vice Chair), Judy Crabb, Amanda Shirlin-Brown.

In attendance: Louise Bate, Helen Webb (Evolving Communities), Adele Snell (Healthwatch Dorset)

Apologies: Sue Warr and Jack Welch.

1. Declaration of interests: There were no declarations of interest

2. Minutes of the Last Meeting: These were agreed

3. Matters arising:

a) Quality Assurance Update: The update was very reassuring and encouraging how many have already been achieved. Plan to review again in September, so work continues. Note to be aware of national changes and the impact at a local level over the coming months.

b) New website: Very positive response. Summary board minutes and missing photos of the board to be reinstated.

4. Final Evaluation of 2024/25 Workplan:

a) Homelessness Report: This has landed very well with good communications and feedback. Health Scrutiny has backed the recommendations, and their support really has made a difference.

b) Pharmacy Survey: This project has received a really good response and has worked well with Public Health. Plans to publish the report in April 25.

c) Integrated Neighborhood Teams: Boscombe Voices: This project is now being led by the NHS rather than the council but the report models how to work with people in the community and how to find out what they want and need. The report has been referred to the Purbeck Group for consideration as a model for community engagement.

d) Hospital at Home: Consultants are really keen to make this happen but limited responses to date. Feedback is overwhelmingly positive but need to try and draw out any issues that could have been better.

Note: the NWD board are very pleased with the workplan results despite staff numbers being down for a while throughout the year.

5. 2025/26 Priorities:

a) Bournemouth School for Girls Project: Delivered by students looking at barriers to health and social care for people with English as a second language.

b) Weymouth College Youth Project: Project timing pushed back to September. How do young people look for information and who do they trust?

c) Urgent and Emergency Care Pathway: what are young people missing about NHS communications?

Note: Purbeck Youth PPG works with 3 schools across Purbeck (13-18 year olds) and North Dorset want to set up their own Youth PPG – possible future opportunities to link up?

Priorities Table Scoring = 26/28

d) Information, Communication and Digital Divides: HWE report 'Lost in the system' very good and questions how does admin work in PPG's? Could

broaden the framework of this project and include smartphone issues, as this is a very relevant topic. Would need to be very clear about the objectives of this project. Would need to pull out examples of good practice and could contact ICB digital contact to understand their issues.

Priorities Table Scoring = Decision made to work on a clearer project outline, including the aim of the project, to score at next meeting.

6. Strategic Plan 2024/2029: Review Vision, Mission and Values

Very good one-page summary presented. Need to consider how we know we have been successful. Need to raise awareness of HWD and follow-up report recommendations more systematically. Inclusivity needs to start with the Board and to investigate the possibility of getting a younger student on the board with a passion for health and social care.

7. Any Other Business:

a) Friendly Food Club: They have agreed that Amanada can represent this on the HWD Board. Possible opportunities to work with this food accessibility and food waste project in the future.

b) Post Covid Service Closure: A number of enquiries have been received about the closure of this service in Dorset. The manager to share with the NHS Dorset engagement team.

Viv Aird, Chair of the Board, thanked everyone for their time today and the group agreed the date for the next board meeting, Monday 19 May 2025 online.

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