

Board meeting – 18 November 2024

Summary minutes

Date: The Healthwatch Dorset local Board met on Monday 18 November at 10am, via Zoom.

Board members present: Viv Aird (Chair), Margaret Guy (Vice Chair), Judy Crabb, Sue Warr and Helen Webb.

In attendance: Louise Bate, Healthwatch Dorset Manager, Lindsey Fish, Healthwatch Volunteer Officer

Apologies: Amanda Shirlin-Brown, Karen Sherman and Jack Welch.

1. Declaration of interests: There were no declarations of interest and no comments on previous meeting notes.

2. Matters arising:

a) HWD Board: Amanda has agreed to remain on the HWD local board after leaving her job at BCP. Karen will be leaving the board due to personal reasons. The board pass on their thanks and best wishes.

b) HWE Conference: The recommendation put forward by HWE is to move towards a model where HWE assumes the role of commissioner.

3. Discussion: What could our local health and care system look like in 10 years and what would this look like for patients? The overall themes of the discussion included the following points:

- HWD must align itself to the national priorities. What is Healthwatch's role in supporting the vision of the NHS? We need to add value to the work being done
- What about those that are not digitally enabled?

- We have an obligation to provide adequate/exemplary signposting, support and information to support all of those who are not digitally enabled or appropriately educated to be able to give them access to the bigger picture.
- Enabling people to look after their health through their local community links, finance, physical and mental health.
- Pathways are only good if you can access them.
- All needs to come back to representing the patient's voice
- We need to see the whole person not just specialties

4. Progress report: Lindsey was welcomed to the team and outlined her plans for the next few months

a) Pharmacy Survey: 907 responses plus case studies were gathered. Data will be fed into the Pharmaceutical Needs Assessment.

b) Virtual Wards/Hospital at Home: Planning on volunteers speaking to carers Jan/Feb 25.

c) Integrated Neighbourhood Teams Update: Lucy has been working with local organisations in Boscombe and is drafting a report. Purbeck's first meeting is coming up soon (Margaret to attend).

d) Homelessness Survey: Good initial impact from findings and recommendations. It will be discussed at the next BCP Health Scrutiny Committee and the ICB meeting in January 25.

4. Board Self Appraisal: Progress has been made in some areas but the following areas need action in the forthcoming year:

- Recruitment (and to use this opportunity to fill gaps in the board's skills and knowledge)
- Continue to invite external people to meetings to explore opportunities to work together.
- Board meeting minutes to be published on HWD website

- Possible public engagement event when publishing HWD annual report
- Feedback on contribution and clarity of role to board members through peer appraisal.
- Succession plan to be put in place.

5. Quality Award: To be updated and circulated for discussion at next meeting.

6. Any Other Business: Any possible work plan ideas for 25/26 to be forwarded to the Manager. What key issues do you hear about? A draft paper will be prepared for discussion at the next board meeting.

Viv Aird, Chair of the Board, thanked everyone for their time today and the group agreed the date for the next board meeting, Monday 20 January 2025, as an online meeting.

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