

Board meeting – 16 September 2024

Summary minutes

Date: The Healthwatch Dorset local Board met on Monday 16 September at 10am, in person and via Zoom.

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

In attendance: Louise Bate, Healthwatch Dorset Manager and Kirsty Hillier, NHS Dorset Deputy Director of Communications and Engagement.

Apologies: Judy Crabb, Karen Sherman, Sue Warr and Jack Welch.

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

2. Matters arising:

If there was a future plan for HWE to receive all funding and allocate it out directly, how might that impact on HWD?

Possible Advantages: a more equitable allocation of resources and funding. Rebalance the discrepant of different HW sizes.

Possible Disadvantages: Being commissioned by the Local Authority (LA) helps access and offers a way in to know your community. If no involvement from the LA, how would that impact working with them?

3. Re-visit the Vision, Mission and Values Statement of HWD:

- SLOT analysis was a good use of limitations
 - Possible threat would be the risk of withdrawing from the LA.
 - The limitation of managing volunteers is more to do with the continual recruitment of volunteers.

- An additional limitation is the depletion of the board and the need to recruit.
- A visioning exercise would not just look at projects but also need an actual vision
- Need to promote a culture of listening – holding people to account.
- Could we strengthen the language of our vision?
 - Helping people to positively address health inequalities.
 - Robustly supported.
 - Empowering people to share experiences.
- Need to strengthen our credibility. What have we changed? What are the outcomes?
- How do we help support people to get the best out of their healthcare appointments?
- More joint work with our allies.

4. Progress Report:

- New volunteer officer Lindsey is joining HWD on 1 October 2024.
- Need to keep up to date on proposed public health restructuring.
- Homelessness Report has had a good response.

5. Discussion about ICB communications/engagement and how we share insights to make an impact (with Kirsty Hillier, NHS Dorset Deputy Director of Communications and Engagement):

- NHS are developing an Insight Bank and needs to know what people in Dorset are thinking and feeling to help drive improvements.
- For HWD to make a positive impact in the next 5 years, need to shine a light and share publicly what we have been told. Knowing when agencies have reacted to that information and then feeding that back to those who participated in the report process will help strengthen credibility.
- Offer to attend market place events

- Develop links with Community Networks
- Signpost visitors to the area for healthcare advice whilst visiting.

6. Any Other Business: The Pharmacy Survey will run throughout October and the group discussed ways to promote it.

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 November 2024, as an online meeting.

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