



## **Healthwatch Wolverhampton (HWW) Oversight Group Summary Notes**

**Date:** 12 December 2024

**Attendees:** Mandy Poonia (Co-Chair), Suffia Perveen (Co-Chair), Stacey Lewis (staff), Harriane Cresswell (staff), Luke Guy (staff), Andrea Cantrill (staff), Rachel Prince (City of Wolverhampton Council), Ade Illedewa (Black Country Healthcare Foundation Trust), Helen Webb (staff) Mandy Mackereth (RMC), Wayne and Cassie Edge(P3), Hannah Ackom-Mensah (BCHFT-Community Connexions Lead) Jenny and Neena (SNJ Charitable Trust) Simone Boot (Gatis Street Community Centre), Deidre Maguire (Zebra Access)

### **Closed panel meeting**

#### **Welcome, apologies and conflict of interest**

SL welcomed Dedrie as zebra Access representative and Cassie as P3 representative.

Apologies: David Hellier (Castle Croft PPG), Jenny Lees (City of Wolverhampton Council Library), Karen Evans (Compton Care), Nick Barlow (Wolverhampton LGBT+),

Unknown: Dianne Robinson (Mount Shiloh Community Church ). Aeon Anderson (ACCI), Evelyn Brown (Wolverhampton Housing)

#### **Conflicts of interest**

None.

#### **Minutes of last meeting**

EMC would like to make it clear that no riots took place in Wolverhampton.

#### **Healthwatch Wolverhampton Update Report**

##### **Feedback from the public**

Over the previous quarter, most feedback from the public has been about hospital, with main themes being about communication and quality of care. We will be using the data to inform and steer our hospital project which is due to start next year. We have seen a reduction in queries/feedback about GPs with reports of similar trend by my Healthwatch colleagues in the Black Country.

##### **Key Performance Indicators**

HWW is meeting its Key Performance Indicators for engagement. A permanent Engagement Officer has been appointed and has made great progress in visiting community groups. His priority will be the to complete the Mental Health project.

Wider community engagement included visiting groups in the Penn Ward, Punja Speaking groups, walking groups and meeting with councillors.

Enter and View visits took place, and reports are available on the HWW website. The Enter and View report of Penn Hospital will be presented at Health Scrutiny Oversight Group in January. We have made recommendations around improving access for those with sensory needs and disability in our Penn Manor Enter and View report as part of our work in addressing access needs and ensuring organisations are adhering to the NHS accessible standards.

Promotion and marketing continue through E-Bulletins, social media, newsletters and the website. Oversight Group members will receive our latest communications analysis report.

Our current active priority project is about Mental Health services as well as following up on the recommendations in our Autism Report.

## **Members updates**

CWC (Housing-represented by Rachele) – Developing a delivery plan with multiple departments for a more holistic approach. Housing wants to increase engagement and is happy to attend events

P3-Spoke about the various challenges their service users face which includes hospital discharge, accessing mental health, and rude services from professionals across the health sector. They are a small organisation supporting a lot and have just opened a young people's service (18-25). CWC have lost some services so acting as floating support. They still have accommodation service.

Ade (BCHFT)- NHS team is changing, where they sit could change, she will be speaking to us about our mental health report.

Hannah (BCHFT)- Updated her role also changing.

RMC-Recently informed by team at Britania who are assisting newly arrived asylum seekers that a GP practice is handing over to SERCO team to complete health check form which should be done by a health care professional. SERCO staff are finding it impossible as the form is very sensitive with triggering information causing a lot of damage to newly arrived asylum seekers not being registered. This same GP practice has an ongoing issue with poor admin, long waiting times and difficulty getting appointments.

Housing- Developing a delivery plan with multiple departments for a more holistic approach. Housing wants to increase engagement and is happy to attend events.

S&J -Two major themes affecting health, isolation and upskilling university of 3<sup>rd</sup> age. They are part of national "fix the digital divide". They do a lot of *heavy stuff* around mental health support so have employed a health coach to do *nicer* things like art and poetry which is still good for mental health. They are working with 1in3 to raise awareness through artwork. They want to do more going forward but lack funding. They are working with SUIT around alcohol abuse to help men who are then going back into

the community to share their experience. They will be getting a social calendar out for next year.

Gatis – Maria in process to get more funding, this weekend there is a winter fayre on Friday and on Saturday there is a Wildside to Gatis lantern walk.

Zebra – Going out speaking to organisations, making sure they don't forget about deaf community, NHS accessible standard- people have the right to access information in their own language, a lot of deaf people still going to appointments where there is no interpreter. People working in system don't seem to have appropriate training. They are focusing on people lonely and isolated over Xmas. Deidre reminded the group that it is not just sign language as we have 18 million people with hearing loss, and it is the second most common disability.

EMC -24<sup>th</sup> Jan holding a network meeting, police coming, invite only, we can send out.

## **Volunteering Update**

HWW ensuring volunteers on system is accurate and active. Volunteers need to give at least 10hrs per year though I may be that some will still want to remain on our contact list for things like surveys but won't be active. We have a smaller pool of active volunteers who are doing a great job and are looking forward to getting more opportunities now Luke is with us. We are getting a steady stream of applicants via the website, a few are for admin, but we don't feel we are in a position to offer very much at this point.

## **Group Insight and local issues**

Topics covered:

- NHS 10-year health plan workshops.
- Social prescribing
- Healthwatch England
- Future meeting dates and agenda items
- Risk Register
- 2025 priorities and decision making

## **Meeting close**

The Chair and Manager thanked everyone for attending and their contributions to a good discussion.

### **For more information:**

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