

Healthwatch Wolverhampton Panel / Healthwatch Wolverhampton Oversight Group Summary Notes

Date: 21 May 2024

Attendees: Mandy Poonia (Co-Chair), Suffia Perveen (Co-Chair), Stacey Lewis (staff), Harrienne Cresswell (staff), Syrah Saeed (staff), Andres Cantrill (staff), Michelle Garbett (City of Wolverhampton Council), Simone Booth (Gatis Community Centre), Neena Julka (S&J), Aeon Anderson (ACCI), Ade Ileladewa (Black Country Healthcare Foundation Trust), Karen Evans (Compton Care), Helen Webb (staff).

Closed panel meeting

Welcome, apologies and conflict of interest

Apologies: Nick Barlow (Wolverhampton LGBT+), David Heliar (Castlecroft PPG), Dianne Robinson (Community Church).

Conflicts of interest: None.

Healthwatch Wolverhampton Report

Feedback from the public has been largely about GP services (48%) with hospital services and mental health also featuring strongly. This reflects the priorities chosen for the year ahead. Panel members will use this information when they deal with health and care professionals.

HWW is meeting its Key Performance Indicators. There has been a focus on effective and inclusive engagement, helping the public to understand services and listening to the views of the public. Specific engagements included activities for International Women's Day, Dementia Week, the Black Country ICB's Cancer Bus. Two staff trained to be cancer champions. Enter and View visits took place and reports are available on the HWW website.

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

Autism project: Early themes and findings were presented and the report, which aims to influence strategy, will be published in due course (after the general election period has ended). The report includes survey results and case studies, where long waiting times and lack of information were key themes. The organisations represented in the Panel have valuable insight and will be invited to review and sign-off report recommendations.

Annual report: Will be completed for 30 June. (Publication will be delayed until after the general election period).

Plan for 2024/2025: Priorities were approved by the Panel as mental health services and hospital services. The workplan will be shared with the panel; this will include core activities, priority projects and Enter and View. Panel discussion will inform how the workplan is formed, focused and resourced.

Panel name

The panel have voted to be formally named, the Healthwatch Wolverhampton Oversight Group; this group will enact the local governance arrangements.

Public meeting:

Five members of the public attended in person and contributed to the discussion.

Welcome and Introduction**Volunteering Update**

HWW have 38 volunteers and their recent activities and roles were discussed. Volunteers are only required to do 10 hours per year so some may not be volunteering frequently and some volunteer many hours. A focus on the quality of volunteering and volunteering opportunities has led to satisfaction with volunteering at HWW. Some volunteers have secured employment as a result of volunteering with HWW and have personally developed confidence.

Volunteers will be celebrated at a HWW event for Volunteering Week in June. Ideas for promoting, celebrating and recognising volunteers were shared by Compton. Funding that HWW received will be used to develop the Healthwatch Wolverhampton Oversight Group.

Insight and local issues

The public and Group Members shared insight. Topics covered:

Counselling support, digital inclusion, wellbeing activities (such as knit and natter), social isolation, support to improve English language skills, accessibility of languages in face-to-face and written communication, social prescribing, consistency of provision in GP practices, empowering individuals and developing resilience. Zebra Access (an organisation supporting deaf people) raised the issue of training staff to work with deaf people face-to-face, including staff from GP surgeries and social prescribers.

It was agreed that a focus on social prescribing would be valuable.

Mental health was discussed, in particular issues relating to Penn Hospital. This will form one of HWWs priorities for 2024-2025. A meeting is scheduled between HWW and the leaders at Penn Hospital and the Oversight Group will be kept updated.

Meeting close

The chair and manager thanked everyone for attending and their contributions to a good discussion. It was agreed that future meetings should be longer to allow more time for discussion, exchange of ideas and collaboration.

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