

Board meeting – 28 November 2023

Summary minutes

Date: The Healthwatch Dorset local Board met on Tuesday 28th November at 9:30am, at The Dorford Centre, Dorchester.

Present: Vivienne Aird (Chair), Margaret Guy (Vice-Chair), Judy Crabb, Karen Sherman, Amanda Brown, Simon Standish, Jack Welch (part of meeting)

In Attendance: Louise Bate (Manager), Melissa Maiele (Information & Signposting Administrator)

Apologies: received from Sue Warr

1. **Declarations of interest:** There were no declarations of interest and no comments on previous meeting notes.
2. **Matters Arising:** None
3. **Board Self-Appraisal:** The Manager reported the results of the survey which Board members had completed anonymously. Overall, very positive feedback, with clear themes for future development:
 - Everyone understood their role
 - Board members would like more face-to-face meetings with a focus on 1 project at each
 - Requested local health system training and development and strategic planning sessions for 2024.
 - Evaluation session and individual peer appraisals as part of Board self- appraisal in 2024.
 - More volunteer updates and contact

- Engagement events planned around priorities, inviting people from relevant sectors, and our volunteers.
- ICS – challenge the system to come up with a pictorial image of the whole system, making what’s complicated, simple.
- Access more HWE webinars and training

Actions:

- **EC to attend future meeting**
- **Manager to send out HWE training alerts to Board members.**
- **Carry out a skills audit for Board members and volunteers.**

4. Programme of Meetings for 2024: tbd

5. Priority Setting for 2024: The degree to which a project:

- Ties in with a system priority.
- Has a ready receptor who can act on recommendations.
- Requires some original data collection that will inspire new thoughts on the problem/solution.
- Covers issues that we can influence.
- Is likely to result in practical solutions.
- Is within our role and remit.
- Contributes to our other responsibilities (holding to account/informing and advising the public.)

We develop our priorities by gathering local people’s views throughout the year and looking at them alongside local, regional and national health and care priorities. The Board discussed the data gathered and talked through the criteria used to choose HWD’s priorities.

Potential Projects:

Primary & Community Care – integrated neighbourhood teams

Hospitals – virtual wards & waits for planned care

Oral Health – stabilisation pathway pilot & oral health packs

Children & Young People – care leavers & prescription costs

NHS 111 – access, information and process

Pharmacies – access, impact of closures, information & signposting

Maternity – access, information and signposting

The long list of priorities will now be researched further, tested out with stakeholders and scored using a decision making process at the next Board meeting.

The reports HWD have produced this year 2023 have clear outcomes.

The Board discussed the need to look at areas where we can change attitudes & perspective. Look at targeted prevention in priorities e.g., dentistry and reflect on impacts to raise awareness of HWD.

Action: Manger to prepare project plans for the long list of priorities to assist with discussion at next Board meeting.

- 6. Any Other Notified Business:** Healthwatch Dorset Contract Re-commissioning Process –waiting for the tender documents to be published, due out in December 2023.

Viv Aird, Chair of the Board, thanked everyone for their time today and the group agreed the date for the next Board meeting, Monday 15 January 2024, via Zoom.

For further information:

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