

## Board meeting – 11 September 2023

### Summary minutes

---

**Date:** The Healthwatch Dorset local Board met on Monday 11 September at 11am, via Zoom.

**Board members present:** Viv Aird (Chair), Margaret Guy (Vice Chair), Karen Sherman, Simon Standish, Amanda Brown.

**In attendance:** Louise Bate, Healthwatch Dorset Manager.

**Apologies:** Jack Welch, Judy Crabb and Sue Warr.

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

**2. Risk Register:** The Workforce Section was discussed, and the Manager will add a number of mitigating actions to the register including additional development opportunities for staff and continuity planning.

**3. Progress on workplan:** The Manager updated the Board on the progress of the current work projects.

**a) Dentistry:** Healthwatch Dorset Engagement Officer, Lucy Cribb is meeting Board member Karen Sherman to connect with local Dorset Foodbanks over the next few weeks, building relationships to create an easy distribution network for oral health packs when they are available.

**b) Urgent and emergency care:** The recent urgent and emergency care project report has been written up, along with clear recommendations and the staff team are now working with NHS Dorset to ensure that the findings feed into the NHS Urgent Care Transformation Programme. Our report can

be read here: [healthwatchdorset.co.uk/wp-content/uploads/HWD-MIU-report-Final-Oct-2023.pdf](https://healthwatchdorset.co.uk/wp-content/uploads/HWD-MIU-report-Final-Oct-2023.pdf)

**c) Young people's mental health:** The staff team have finished the engagement work for our young people's mental health project and drafted the report, which includes case studies. The plan is to release the report at the end of October/early November.

**4. Other projects:** Louise Bate, Healthwatch Dorset Manager, has been discussing with Board member Judy Crabb (a governor at Dorset County Hospital) piloting patient experience diaries at the hospital to follow up on our Home First Project from last year. Louise has met with hospital staff who are keen to move forward with the idea. Louise is also talking with BCP Council about helping them evaluate a new process they're piloting in adult social care called the Three Conversations (3c's) which is about having in-depth conversations with people and families who need support.

**5. Engagement about our priorities:** The Board discussed the list of different places and groups we currently engage with. A number of additional suggestions were made in order to gather more intelligence to inform our priority setting for next year. It was agreed to add local council leads, MPs etc. Extensive use will also be made of social media.

**6. Board appraisal:** The Chair informed members that a survey will be developed to enable the Board to appraise its performance. A number of potential questions were suggested. Board members will be asked to complete the survey before the next meeting and the results will be collated and presented at the November meeting.

**7. Any Other Business:** Board member Margaret Guy and Healthwatch Dorset Manager Louise Bate recently met with CQC representatives to share views about the local Integrated Care System in particular its leadership, and approach to collaboration. The CQC visit is coming up in early October.

Viv Aird, Chair of the Board, thanked everyone for their time today and the group agreed the date for the next board meeting, Tuesday 28 November 2023 in Dorchester, as a face-to-face meeting.

---

**For further information:**

Freephone: 0300 111 0102

Email: [enquiries@healthwatchdorset.co.uk](mailto:enquiries@healthwatchdorset.co.uk)

Write to: Healthwatch Dorset, The Bridge, Chaseside, BOURNEMOUTH BH7 7BX.

Web: [healthwatchdorset.co.uk](http://healthwatchdorset.co.uk)