

Advisory Group Meeting
Thursday 26 October 2023 via MS Teams

In attendance:

Advisory Group members: Luke Howarth (LH), Joan Walker (JW)

Healthwatch staff: Sarah Deason (SD) – Area Director, Alice Kunjappy-Clifton (AKC) – Lead Officer, Shamin Zafar (SZ) – Healthwatch Officer (Engagement)

Apologies: Adrienne Lowe (AL), Errol Masters (EM)

1	Welcome, introductions and apologies As above
2	Review of previous minutes and actions Minutes agreed.

Action	Update/date completed
Would a member of the AG like to lead on a project to engage local employers?	This potential work stream has been overtaken by other items.
AKC to speak to volunteer co-ordinator about advertising more widely.	See below for volunteering update.
AKC to circulate information about an IT upskilling course once received from Reading Voluntary Action.	Not yet received

3	Staff update (SD) Healthwatch Reading are deeply saddened by the unexpected passing of our Healthwatch West Berkshire colleague, Aga. As well as the obvious emotional impact on the team, on a practical level, this will impact capacity as she was due to start working additional hours on the GP access project this week. SD has been covering the role of Area Director during the first year of the contract, whilst maintaining her substantive role of Business Development
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	<p>Director. We have now appointed a new Area Director who will be joining us in January 2024.</p> <p>Applications have just closed for Engagement Officers in Reading/Wokingham and a Senior Engagement Officer across Berks West. Interviews in next few weeks.</p>
4	<p>Update from Lead Officer (AKC)</p> <p>GP Access Project – programme of focus groups has started across the PCNs with a structured survey, sharing of an infograph which shows the different roles now working in practices and a supporting video. 55 people have attended so far; JW has 15 further surveys completed in writing. Early findings include challenges with: getting an appointment; receptions giving the correct information; and inconsistency with the NHS app. Infograph is being well received.</p> <p>Core20Plus5 – exploring the oral health of under 10s in Norcot, Church and Southcote. People from the community being recruited as Community Connectors who will in turn speak to other people in their communities about their experiences.</p> <p>Action: AG members to let AKC know if they can help with any aspects of the projects.</p> <p>Recruitment of volunteers – SZ attended freshers week at the University of Reading and has 7 people interested who will be contacted.</p>
5	<p>General updates (all)</p> <p>LH attended the HW England Leadership Conference in September. Key points included the importance of pharmacy in the community and how good practice can be replicated.</p> <p>JW has been involved in the maternity conversations locally. Whilst it sounds like things are moving in the right way in terms of what is being proposed but there is a lack of public engagement as it's not easy to get involved.</p> <p>HWR haven't had much feedback about local maternity services but it is a national issue and something that remains on our watch list and could be approached in a 'light touch' way.</p>

	<p>Action: JW and AKC to consider how HWR can engage further and ensure public voice is heard in decisions being made locally.</p>
5	<p>Appointment of Advisory Group Chair (SD)</p> <p>LH has offered to step into this role. As 2 members of the group were not able to attend today's meeting it was agreed that this proposal will be put out by email to seek views.</p> <p>Action: SD to email JW, EM and AL</p>
6	<p>Governance – Terms of Reference and Decision Making (SD)</p> <p>Action: SD to recirculate Healthwatch Wokingham documents as examples and seek feedback via email.</p>
7	<p>AOB and date of next meeting</p> <p>We will need to have one meeting in public by the end of the year. Agreed that as new Area Director is starting in January we will aim to have the next AG meeting w/c 22 January and then a public one by the end of March.</p> <p>Action: LH to consider venues for in public meeting and share with AKC.</p> <p>Suggested dates for January to be circulated by SD.</p>

Glossary

AG Advisory Group

BW	Berkshire West
BOB	Buckinghamshire, Oxfordshire and Berkshire West
H&WB	Health and Wellbeing Board
HOSC	Health Oversight and Scrutiny Committee
HWE	Healthwatch England
HWR	Healthwatch Reading
ICB	Integrated Care Board
ICP	Integrated Care Partnership
ICS	Integrated Care System
NHSE	NHS England
PCN	Primary Care Network
PPG	Patient Participation Group
RBC	Reading Borough Council