

Strategic Advisory Group Minutes

Wednesday 19th March 2025 6.30pm

Location– Arbour Park, Slough

Attendance:

CE Charlotte Evans – SAG

UA Umar Ansari – SAG

KB Kevin Barry – SAG

JS Jaspreet Sangha – SAG – Part

PB Paul Beal – Chair of SAG

JD Jo Dixon – Healthwatch Manager

NBH Neil Bolton-Heaton – Help & Care – Head of Healthwatch

Apologies: Kathryn Loughnan – Help & Care – Director Partnerships, Research and Influence

Minutes: Ann Brosnan – Healthwatch Volunteer and Enter and View Lead Officer (online)

1. Welcome and housekeeping

PB welcomed everyone to the meeting. He expressed concerns about the departure of JD next week and JD mentioned that there had been a good handover with NBH and that both would be meeting the new manager tomorrow. The purpose of this meeting was to refine objectives and to support the SAG in its decision-making.

2. January Minutes – sign off

The January minutes were approved.

3. Actions and matters arising

Ongoing actions from November:

KB to attend PPG meetings and notify JD once an 'All Slough PPG meeting is scheduled. – *Still to me completed and KB to notify AB*

ALL to send any information about events to AB so volunteers can be contacted to attend – *Ongoing*

KB to send contact information for Special Voices to JD – ongoing as KB yet to attend a meeting. KB now to send to AB

Actions From January Meeting:

Item No.	Action Required	By Whom	Notes/Completed
01	Send out an updated Terms of Reference for feedback	PB	Completed
02	Look at how Conflicts of Interest fits in with the central register	NBH	Completed
03	Check the change of name regarding Public Health England and if this also applies to Public Health in LAs.	PB	Completed
04	Complete the decision-making process for the proposal and send it to the SAG for review week commencing 27 th January.	JD	Completed
05	Develop the scoring system for the location and send it to the SAG to feedback score the project.	JD	Completed
06	Discuss running the March Meeting as a Workshop	PB, NBH, JD	Completed
07	Book a venue for March	AB	Completed

4. Recruitment Update

NBH gave a confidential update on the recruitment of the new manager. Nick will continue as Deputy Manager and be supported by Neil, until the new manager joins in May.

PB was disappointed that a member of the SAG was not involved in the recruitment process.

5. Terms of Reference

PB asked for feedback and CE felt it was a good document.

Other comments were that there may be more detail needed and UA felt that perhaps there was no need for a term of service.

PB asked for SAG members to look at the ToR and send any comments or suggested changes to him by Tuesday 25th March and he would produce the final version. The final version will then be sent to NBH to present to Help & Care.

Action: SAG members to comment.

Action: PB to make changes to ToR and send to NBH

6. Enter and View Update

JD mentioned that the agreed Bracknell Forest Care Home had been visited last week and another visit is planned for 25th March.

Due to the Enter and View schedule JD said that a decision would need to be made in terms of the care homes to visit for RBWM and Slough and that she would send through the decision-making document and asked that the SAG members score and return the sheet to her within the next week.

Action: SAG members to score and return document to JD by 26th March.

A discussion was held about the rest of the Enter and View programme and capacity of the team to do more or decide to do other work. NBH said that resource had been allocated within the team for the Enter and View programme and this was the role of AB.

NBH also informed the SAG that it can only realistically plan until December due to the tender process.

PB asked to see the contract and NBH will check if it can be shared.

Action: NBH to look into sharing the contract with PB

7. Data Review

JD informed the SAG that the 'What Matters Most' (WMM) survey has been produced and shared on social media and via cards asking people to state their top three priorities and reasons why. It will remain open until the third week of April.

Bracknell Forest: Currently top priorities are Primary Care Access, Waiting times, Children's mental health.

Autism and ADHD assessments were also quite high.

RBWM: Primary Care Access, Waiting times, Adult mental health.

A&E also featured which may be due to the distance from A&E departments compared to BF and Slough.

Slough:

KB raised concerns around digital access and that even though the majority of people owned a mobile 'phone, it didn't mean that they could access the relevant apps or websites.

CE mentioned that there is an option for relatives to have messages sent to them by GPs but that this is not promoted and people are unaware of this.

PB asked how the new GP contract would affect the way that care is delivered and NBH said that there would be more community involvement via Integrated Neighbourhood Teams.

Primary Care is one area that could be considered for the Workplan, but would need to decide what aspect.

JD then presented two proposals from Slough BC for pieces of work:

Safeguarding Project: This would look at the experience of people involved in safeguarding reviews.

This could perhaps be done by the hub, but there is currently no funding for it.

Extra Care Housing: This would focus on individuals who receive support at home. Currently there are 126 units in Slough, including supported living. Again there is no funding available.

The SAG felt that more information was needed on both of these projects.

Action: NBH to ask SBC for more information.

JD also raised a key area that was coming up in the Women's Health project around those who either do not speak English or have it as their second language, where it is hard to understand medical terms and many were unaware of translation services. The ICB was contacted and a new translation service is starting in April 2025. The company running this would be happy to work with Healthwatch to raise awareness. This could be another potential project and the SAG asked for more information.

Action: NBH to find out more information for the SAG

NBH also shared information that was received via CRM and Primary Care is the biggest area, however it received equal amounts of positive and negative feedback.

Feedback from Care Opinion showed that the main theme was waiting for appointments for treatment. Once in front of the practitioner, people are generally happy. NBH wondered what support people are given when waiting for treatment/elective care in terms of managing their condition while they wait.

PB asked for suggestions for the SAG members top areas of focus and suggested GP Access, Waiting times, Care Homes and Data collection.

KB suggested Digital access, GP access and Waiting times.

UA felt that more information was needed.

NBH suggested looking at the data in more depth and coming up with three priority areas.

PB felt there is a conversation to be had around how the SAG, Manager and team work together.

Umar would like more volunteer meetings – perhaps two a year. He also suggested checking in with people such as CAMHS and Primary care to see how Healthwatch can help. NBH spoke about how the four Hampshire Healthwatch have built an excellent relationship with their LMC and were now exchanging information and producing innovative programmes.

KB asked about Public Health and JD said there is a good relationship with monthly meeting in Slough and that they would be a good partner.

CE also suggested looking at the areas that were discussed for the 2024/25 workplan.

NBH also suggested considering what the government plans are for Elective Care and Digital as these are both important areas.

8. Local Engagement and Influence

JD mentioned that there are three people interested in joining the SAG, one from each area.

PB said that he would want to be involved in the recruitment of new SAG members and felt a process is needed. NBH said there is a process, and JD added that there needs to be more detail around the roles and she and PB need to discuss this before she leaves.

Action: JD and PB to discuss potential new SAG members and roles.

9. AOB – None

Date of next meeting: Wednesday 21st May 6.30pm.

Action Summary:

Item No.	Action Required	By Whom	Notes/Completed
08	SAG members to send comments on ToR to PB by 25 th March	SAG	Ongoing
09	PB to make changes to ToR and send to NBH	PB	Completed
10	SAG to score RBWM and Slough Care Homes for Enter and View and return to Jo by 26 th March	SAG	Completed
11	Neil to look into sharing the HW Contract with PB	NBH	Completed
12	Ask Slough BC for more information on the two additional projects they have proposed	NBH	Ongoing
13	JD and PB to discuss potential new SAG members and roles	JD/PB	Completed