

East Berkshire Advisory Group Minutes

Wednesday 24th January 2024 6.30pm

Location- Teams

Attendance:

DOB Dermot O'Brien - AG

JF Jane Figg - AG

UA Umar Ansari- AG

KB Kevin Barry - AG

CE Charlotte Evans - Guest

JD Jo Dixon - HW

SU Shahanaz Uddin - HW

ND Nick Durman - HW

AB Ann Brosnan - HW Minutes

Apologies: Neil Bolton-Heaton

1. Welcome and Introductions

JD welcomed everyone to the meeting and introduced Charlotte, who had been discussing the Advisory Group with its members prior to the meeting commencing and was invited to stay for the meeting. The Healthwatch team introduced themselves to Charlotte and outlined their roles.

2. November Minutes

The November minutes were approved.

3. Healthwatch team update on Workplan

JD went through the Q3 figures for the three areas. Key points were:

Slough

- There had been a fall in email, website and telephone enquiries. This was likely to have been partly due to the time of year. There was also

an increase in face-to-face feedback. GP issues made up the majority of the enquiries, with emergency care second highest, as well as Maternity, which may have been as a result of the project that Healthwatch was involved in.

- ND noted that CRM figures are produced from Healthwatch England guidelines and that in some cases it would be necessary to drill down further to get a more accurate picture for Treatment and Care, which was the top theme.
- More engagement had seen an increase in positive feedback. This was demonstrated in the presence at both Wexham Park and Frimley Park, where the patients and relatives that were spoken to were very positive about the service they received.
- There was a spike in social media interaction in November, attributed to the 'Staying well in Winter' campaign run by Frimley and promoted by HW.
- A case study from the hub was shared with commissioners.
- 'The Big Chat' report was published.
- Folic Acid report from Slough is in draft format and will go out soon. It was agreed that this needs to be promoted and monitored, regarding the suggestions being rolled out.
- A new Autism Strategy has been agreed and there is a meeting in February to see how they will carry out the items that were noted. HW can be part of this
- ND: Health and Wellbeing boards receive money from the Better Care Fund. At the recent board, there was a discussion about how young people could benefit from this funding. 30% of the population of Slough is aged 0-29 years but only get 3% of the funding due to the nature of how it is allocated. The money is ringfenced, but there is another health group with funding which may be able to redress the imbalance.
- DOB mentioned the lack of dental health for young people. ND confirmed this has been raised.

Bracknell Forest

- Dementia Advisor had concerns about access to GPs for carers. ND attended the Dementia Forum and found that early GP access would make carers feel safer. ND is attending a dementia café to get more feedback and will produce a report with the advisory services. It was

noted that a surgery in Binfield has a separate telephone number for carers, who will go to the front of the queue when they call.

- Accessible Information Standard (AIS). Spoke to the Macular group and the Deaf group and there were concerns about the AIS not being used. There will be a case study and a report.

RBWM

- Still lacking an engagement lead so JD has been covering this area.
- There is a new health hub in Wraysbury. A number of people in this area live in poverty and have lost their local GP surgery so have further to go to see a healthcare worker. The hub is run by the local authority, Frimley ICS and the voluntary sector. There is a pharmacist and a nurse plus various community groups at the hub which runs one day a week and, if successful it is likely to be replicated. HW is collecting feedback from users and the services involved.
- CYP: JD is responsible for the 'Be Heard' scheme and feeding information to the transformation board.

Young people are lacking awareness on how to use E-consult and a piece of work on this will be driven by young people to see how the message can be put out, such as via Tiktok.

- The hub had contact from an unpaid carer who had recently moved to RBWM and was shocked at the lack of support for carers in the area. She has since met with Optalis and also accessed some round-table meetings to discuss the issue.
- AIS also came up concerning the forms that carers complete; how they are long and difficult to use and print as they are all designed to be completed digitally. UA noted the risk of carers becoming service users. Some trusts have appointed carers' leads and have produced handbooks and empowered carers in the discharge process. UA commented that some carers' networks are informal and don't appear on the radar. KB commented that people don't know what ICBs are or what they do.

AB: Link to [NHS FRIMLEY](#)

- AB: Updated the AG on the Enter and View Programme. The first visit is planned for the first week in March. It will be to Bracknell Care Home. This is not to be shared as the home will be contacted in mid-February.

UA highlighted the higher number of engagements in Bracknell Forest. ND said engagements tend to fluctuate across the regions, depending on what projects are taking place.

JF commented that it would be good if the people who are engaged with get feedback so that they feel their contribution is recognised.

4. Advisory Group

JD initiated a discussion around the AG and how the members would like it to be run. It was decided that the current format works well at present and the AG need more time to consider putting a chair in place as they are still on a learning curve.

UA asked about projects and JD said that this would be on the agenda for the next meeting as the planning meeting will have taken place.

UA: Needs may vary between the three areas so some may run across all three areas, while other projects may need to be more local.

JD: We need to find where we can make the most impact and influence and where can we actually make positive change happen.

5. AOB – None

Actions:

ND will share good practice with the carers' group.

March meeting will focus on carers.

JD will speak to Charlotte about joining the AG

AB will contact Charlotte about Volunteering and Enter and View

DONM Wednesday 20th March 6.30pm