

**HWW AGM 2023**  
**Thursday 9<sup>th</sup> November 2023, 9:30am-10:30am**  
**Zoom meeting**

<https://us06web.zoom.us/j/81853230500?pwd=zmuOZk6FgFvxL8qk2s29BbVUTB0svb.1>

Meeting ID: 818 5323 0500

Passcode: 784112

**Chair and Staff**

Elizabeth Hancock (EH), Chris Bain (CB), Deborah Key (DK), Tanisha Reddall (TR)

**Agenda item**

**1. Welcome, Attendance and Apologies**

Welcome to attendees to Healthwatch Warwickshire's Annual General Meeting. Confirmation that minutes will be taken during today's meeting, which will be made available on Healthwatch Warwickshire's website, as will the recording of today's meeting.

**2. Chair Report/Annual Report 2022/2023**

- EH- This year HWW have taken part in a competitive tender process for our contract renewal, successfully renewing our contract for five years, plus a further two.
- This is a clear indication of the faith our commissioners have in HWW and in the work that we do.
- We look forward to embracing the challenges and opportunities that health and social care will continue to present us for the next few years.
- On hearing the news that our tender application had been successful, our CE said; 'I am proud of what we have achieved over the past 10 years. My thanks go to the people of Warwickshire, local, regional, and national partners, and Healthwatch colleagues for their unfailing support.'
- HWW does not work in isolation. Working closely with other local Healthwatch organisations and Healthwatch England, enables us to share learning and influence decisions both nationally and locally. We are pleased to have a voice at the three local Place Boards, Health & Wellbeing Board, Care Collaboratives, Integrated Partnership Board, as well as other local meetings.
- This helps HWW ensure that the voice of Warwickshire people is heard at every level.
- The work that our Engagement & Outreach officers carry out, enables HWW to listen to your first-hand experiences of health and social care. We then seek to identify common themes and use this information to escalate it to those that run our services to help influence change.

**Recent events, surveys and reports have included:**

- The Rugby State of Care event at Benn Hall. Over 110 delegates attended to discuss the State of Care in Rugby. We are currently pulling together the findings from the event in the form of a presentation report, which will be made publicly

available. [The State of Care in Rugby - Wednesday daytime event | Healthwatch Warwickshire](#)

- A survey on menopause support services. This survey will remain open until the end of the year, and we will then feedback the findings to WCC's Menopause Task & Finish Group. [Have your say on Menopause support services in Warwickshire | Healthwatch Warwickshire](#)
- The Dental survey in Rugby, which was completed in July, gaining 463 responses. With the final report by HWW being sent to NHS England Dental Commissioners. [Rugby Dental Engagement \(healthwatchwarwickshire.co.uk\)](#)
- The Adult Social Care Report following an online event (in April 2023) for residents who use Adult Social Care Services. This was well received by WCC's Adult Social Care team. We are now working jointly to bring about service improvements drawn from the report's findings. [How feedback on Adult Social Care Services in Warwickshire can make a difference. | Healthwatch Warwickshire](#)
- A Veteran's Health Check project which was accepted by the ICB last month.

#### **Operational priorities for 2023/24:**

- 1) Improving care over time, by using our extended contract to work with Providers and Commissioners to bring about sustainable service improvements.
- 2) Promoting Continuous Engagement by working with the C&W Integrated Care System and others, to replace short term consultations and engagements, with an approach which sees relationships and trust being at the heart of meaningful engagement.
- 3) Further development and promotion of our Enter and View service, so that we can continue to respond directly to concerns, we hear from patients and the local community.

#### **Key issues identified through patient and public feedback:**

- GP Services – in particular, booking appointments and access to GPs, as well as communication.
- Dentistry – especially access to services.
- Hospitals, including the quality of services and communication/administration.

#### **Final comments from the Annual Report 2022/2023:**

2023 marked the 10<sup>th</sup> anniversary of Healthwatch and I am proud of the difference we have helped to make to the lives of local people. This has been due to the hard work of the small team of staff and volunteers but also, and most importantly, the people of Warwickshire for speaking up and sharing their views and experiences.

#### **4) Financial Report: Annual Accounts 2022/2023**

Chris Bain on behalf of Mike Flaxman presenting the financial report.

- The annual accounts are available to anybody who would like to request a copy of them.
- Local Authority funding of £227,065.

- Additional income through contracts secured with partners of £8,486. Giving a total income over the year of £235,551.
- Expenditure in terms of staff costs, £180,198.
- Operational costs £51,817. Giving us a total expenditure of £232,015.
- Roughly break even with a small operating surplus which is applied for project work.

#### 5) Appointment of Auditors

- CB recommends to the AGM the continued appointment of Michael Harwood & Company.
- EH & AGM confirms continued appointment.

#### 6) Any other business

- None

#### 7) Q&A

- JF- thanks HWW for their work on the menopause on behalf of the Task & Finish Group at WCC. Task & Finish Group can't spread the message regarding what services exist without the voice of Warwickshire residents and HWW are instrumental in reflecting what local people are saying about the menopause and the availability of support services. A big thank-you from the group.

#### Questions:

- **'How do you reach people who are not computer literate?'**
- **CB response:** Our Engagement & Outreach Officers continue to engage across Warwickshire with people face-to-face through continued partnership working with community groups, engagement at local events and places, as well as publishing printed literature.
- The issue of 'visibility' has been raised by HWW at the recent Healthwatch England Annual Leadership Conference to try and continue to raise Healthwatch's profile nationally to encourage people to access their local Healthwatch to share their views on local health and social care services. Continued efforts are made to ensure that local people know about HWW and to raise HWW's profile within Warwickshire.
- **'What sort of projects are surpluses spent on?'**
- **CB response:** We have several projects that we have run and subsequent reports that have followed, where needed we will fund from reserves. Projects have included the Rights to Access project and the Rugby Dentistry project, following our county wide dental survey.
- Volunteers' comment on issue of 'visibility': we have also been impacted on previously by COVID, due to face-to-face locations and facilities being shut, or not fully operational. Volunteers continue to positively spread the HWW message, pointing out that people can share their views, whether positive or negative, on local health and social care services and that they enjoy a good response.

- **‘There’s a lot of chatter on the ‘Next Door’ app for Warwickshire, regarding people not being able to get GP appointments and not being able to get through to their surgery over the telephone and when they do, the appointments are all gone by 10am. Are HWW looking into this?’.**
- **CB response:** The issue has been raised through feedback from people across the county and it is something HWW are aware of. One of the key objectives of the ICS (Integrated Care System) is the reduction of Health inequalities and the inability to access digital technology, or telephony, is one cause of inequality, which needs to be looked at seriously. The delays that people are experiencing in waiting for appointments due to digital and telephone access are adding to patient anxieties. Some progress has been made, but we will continue to raise this issue.