

## Healthwatch Wolverhampton (HWW) Oversight Group Summary Notes

**Date:** 12 March 2025

**Attendees:** Mandy Poonia (Co-Chair), Suffia Perveen (Co-Chair), Stacey Lewis (staff), Harrienne Cresswell (staff), Luke Guy (staff), Andrea Cantrill (staff), Rachel Prince (City of Wolverhampton Council), Mandy Mackereth (RMC), Neena (SNJ Charitable Trust) Aeon Anderson (ACCI) Helen Webb (staff)

**Guest Speaker-** Vanessa Biddulph from VoiceAbility – Wolverhampton Adults Advocacy Service.

### Closed panel meeting

#### Welcome, apologies and conflict of interest

Apologies: David Hellier (Castle Croft PPG), Jenny Lees (City of Wolverhampton Council Library), Karen Evans (Compton Care), Nick Barlow (Wolverhampton LGBT+), Wayne and Cassie Edge(P3), Dedrie Maguire (Zebra Access), Simone Booth (Gatis Street Community Centre)

Unknown: Evelyn Brown (Wolverhampton Housing) Hannah Ackom-Mensah (BCHFT-Community Connexions Lead) Ade Ileladewa (Black Country Healthcare Foundation Trust)

#### Conflicts of interest

None.

#### Minutes of last meeting

Read and approved

#### Healthwatch Wolverhampton Update Report

Full information shared in advance with members-in summary:

Feedback from the public-Over the previous quarter, most feedback from the public has been of a negative sentiment with 78% of the information reporting negative feedback around access to services, booking appointments & quality of treatment. *Between October – December 2024, we received 27 pieces of feedback.*

**41% of the information collected involved *Hospital services***

**37% of the information collected involved *GP services***

**18% of the information collected involved *Dentist's***

HWW supported the public to attend 2 workshops to have their input into the 10 year NHS plan.

Key Performance Indicators -HWW is meeting its Key Performance Indicators for engagement. Wider community engagement included supporting the Help at the Hub community events where we supported eight people by signposting them to services about autism and housing. We also met with the Ramblers community walking group reaching 15 people and supported 25 people at Dunstall Punjabi women's group to take part in the 10 year NHS plan workshop. We also held two listening road tours.

Enter and View visit schedule to take place March 26<sup>th</sup>, and report will be available on the HWW website. Our current active priority project is about Mental Health services and is due to be published end of April.

## **Members updates**

CWC (Housing-represented by Rachele) – housing improvement agency and homelessness are moving back into the council. This shouldn't impact the service.

EC-confirmation that HWW funding has been cut and this along with NI rises will present challenges and further need to find savings. An outcome of this is that we are moving from our offices. We will work closely with council on what can be achieved with smaller budget.

## **Volunteering Update**

As part of managing our stretched resources volunteers are attending meetings on behalf of Healthwatch. One advantage of this is that volunteers are reporting back that these meetings are also benefiting them personally by developing their knowledge and providing useful information which at times have helped with their own personal situation. Enter & View training took place for 10 new volunteers. Volunteer officer attends networking meeting organised by Wolverhampton volunteering centre and finds these a great way to meet new contacts and share volunteering experiences and events. We are reaching diverse volunteers and as a result of this had good support from volunteers to help make the NHS 10 year plan workshop accessible. We continue to remove inactive volunteers from list if they haven't been involved, after contacting them. We are pleased that one of our volunteers have been selected to be part of a Black country wide planning committee for the Integrated Care Board conference to be held this year in Birmingham. We were also pleased to hear that one volunteer found employment after we shared the opportunity with them and one reported a confidence boost for his interview after we supported him with his interview preparation. He had not had an interview in 30 years.

## **Group Insight, local issues and AOB**

The discussions mainly consisted of:

- Q&A with Vanessa around advocacy support

- Future meeting dates and agenda items
- Review of Terms of Reference
- 2025 priorities and decision making
- Planned CQC inspection of local authority- HWW involvement

## **Resolutions**

2025 priorities and work plan approved by AA, RP, MP and HW

## **Meeting close**

The Chair and Manager thanked everyone for attending and their contributions to a good discussion.

## **For more information:**

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