

Healthwatch Wolverhampton (HWW) Oversight Group Summary Notes

Date: 10 September 2024

Attendees: Mandy Poonia (Co-Chair), Suffia Perveen (Co-Chair), Stacey Lewis (staff), Harrienne Cresswell (staff), Andrea Cantrill (staff), Rachel Prince (City of Wolverhampton Council), Aeon Anderson (ACCI), Ade Ileladewa (Black Country Healthcare Foundation Trust), Karen Evans (Compton Care), Helen Webb (staff) Nick Barlow (Wolverhampton LGBTQ+), Evelyn Brown (Wolverhampton Housing)

Closed panel meeting

Welcome, apologies and conflict of interest

Apologies: Mandy Mackereth (RMC), David Hellier (Castle Croft PPG), Jenny Lees (City of Wolverhampton Council Library), Dianne Robinson (Community Church)

Conflicts of interest

None.

Healthwatch Wolverhampton Update Report

Feedback from the public

Over the previous quarter, most feedback from the public has been about dentistry, with the two main issues being finding an NHS dentist, communications and confusion about charging for different treatments. The Manager met with the ICB Dental Commissioner to discuss the need for:

- Dentists to follow the NHS requirements of updating their websites to inform the public if they are accepting new patients.
- Dentist to be clear about what treatments are covered under the various bands.

We have also seen an increase in feedback about pharmacy services which could be linked to increased responsibilities for pharmacies.

Key Performance Indicators

HWW is meeting its Key Performance Indicators for engagement. A temporary Engagement Officer has been in post with a new permanent Engagement Officer to be appointed in September. The temporary Officer has completed the Autism project and launched the Mental Health project.

Wider community engagement included Help at the Hub, National Volunteer Week networking events, community walks, ACCI carers day, a women's group at Bilston, 60th anniversary event at Smestow School, a very well attended cancer event at the Molineux, menopause cafe and an autism peer support group.

Enter and View visits took place and reports are available on the HWW website.

Promotion and marketing continues through E-Bulletins, social media, newsletters and the website. Oversight Group members will receive our latest communications analysis report.

Our current active priority project is about Mental Health services. There have been challenges in participation with case studies but survey responses are positive and ongoing to the end of September. ACCI can support outreach. There is a planned Enter and View visit to Penn Manor.

Annual Survey about HWW to review effectiveness and identify service improvements is planned from October. This will be sent to all Group members and stakeholders.

The Annual Report was published and will be presented at various stakeholders meetings including Health Scrutiny and Health and Wellbeing board.

Members updates

ACCI/West Midlands Care Association – no major updates at the end of the summer/annual leave period.

Wolverhampton LGBTQ+ - Kelly has stepped down as CEO. There is an interim operations manager in place. Currently host Embrace for pop up sessions and will email schedule. Still doing free counselling with a seven day turn around.

CWC (represented by Rachel, taking over from Michelle) – Just finished draft on housing strategy and now collating information. The housing conference was informative and the work of community champions are vital. The link between housing and health was highlighted.

Wolverhampton Homes – Beginning a series of “Let’s Talk” engagement sessions with tenants. Will circulate dates for Group members to join if possible. Topics to be covered include healthy homes and tenant satisfaction as well as the opportunity for tenants to talk to staff on an individual basis.

EMC - Held community meetings including one about the riots and how people can feel less frightened. Events including coach trips were cancelled due to fear and misinformation around social media. New programs are in development, although funding is limited. Also planning a conference that will include older people, health and hate crime and cohesion.

Volunteering Update

HWW have 38 volunteers who have been active in different ways. Volunteers have been recognised and celebrated this quarter including a celebration event at the art gallery, cards sent and tea-and-cake meet ups.

Group Insight and local issues

Topics covered:

- Wider NHS/ICB consultations including the future of primary care
- Information on the role of extended care team at GP practices
- Appointment of the new ICB chair
- Healthwatch England
- Guidance on autumn covid booster
- The closure of some local prevention services e.g. Starfish.

Meeting close

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

For more information:

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