

Healthwatch Stoke-on-Trent Public HAB

21 July 2020 at 12pm

Minutes

Present: Lloyd Cooke (Chair), Mike Dixon (HAB member), Simmy Akhtar (HW Stoke-on-Trent Chief Officer), Simon Fogell (ECS Executive Director)

Not quorate – notes for information

LC advised that we would have a discussion and those present can ask questions about agenda items from both the public and confidential papers. We are not quorate so cannot make decisions today. Noted that this will not hold anything up and we can seek virtual approvals as and when necessary.

SA went through the highlights and said that as a Healthwatch we need to keep an eye on the Restoration and Recovery workstream – what are the systems plans for communications, engagement, and consultation. We will go ahead with our workplan with recognition that we need to be reactive to issues that may arise in the health and care system. We will also focus on mini call outs for evidence.

MD said that difficult to interact during these times and specifically digital technology.

LC and MD thanked SA for her work and said that she runs HW Stoke very well.

MD shared his experiences and queried what feedback we have received about blood tests and shielding/prescription feedback.

LC welcomed SF to the meeting.

SA advised two issues about blood tests which are people not knowing the telephone number and when they do know the number they can not get through. We will be doing a mini call out for evidence. MD said he will try and get feedback from the Community Health Voice. SA thanked MD. With regard to shielding and prescriptions this was early on when Covid-19 hit, and people were referred to the SOTCC/Covid-19 network for help with these issues.

End – 12:40