

Public Board Meeting

Thursday 26.03.2026

Online via Zoom

10-12

Approved Minutes v1.0

Item	Title	Enc	Who
1	Attendance HWW Directors: Simon Adams (SA) – Julia Neal (JN), Chris Byrne (CB), Debbie Lamont (DL) Co-opted board members: Hazel Shaw (HS) WPCF Peter Sugg (PS) Young Solutions David Saunders (DS) [NB the Co-opted Members attend the Board Meeting as non-voting participants] Also present - HWW employees: Vicky Walsh (VW), Paul Hopkins (PH), Jay Pannu (JP), Abby Jane (AJ) and Rowan Grigg (RG) Apologies – Don Beckett (DB), Erica Burlace (EB), Lee MacKenzie (LM)		SA
2	Declaration of Interests	Enc 1,2,3,4,5	
3	Opening remarks		SA
4	Minutes of Public Board Meeting on 15.01.26 the board considered and the directors approved the draft minutes of the PBM held on 15.01.26 Matters Arising: Action: DL to feedback with CAHMS progress	Enc 6	
5	. Healthwatch Worcestershire Strategy 2026–27 (Enc 7) Action: Revised 12-month plan considering uncertainties and areas to prioritise.	Enc 7	SA JN

	• Vision and mission focus on what will be lost and how we transfer this learning and information to whatever comes next. • 4 Objectives to support HW work moving forward were shared • Priority given to recommendations in recent reports Action Next PBM the Business Plan will be presented linked to the new objectives. SA introduced each Engagement Officer including new recruit, Rowan Grigg and outlined their area of work.		
6	Budget Update (Enc 8) • Forecasting negative budget using reserves • This is mainly due to staff costs and full Engagement team. • 3% salary increases from 1st April • Additional costs for IT licences etc. • No inflationary increase in contract income but funding assured until 31st March 2027. Action: Budget approved	Enc 8	PH
7	Worcestershire County Council Q3 Report (Enc 9) Commissioners use this to measure our performance • Increase in digital engagement, 6,000 social media hits, 1.2 K reach on Facebook especially women and parent carer items. • Volunteers- 10 (previously 18) we will engage with existing ones • Over 1000 registered for newsletter • Signposting service - 117 contacts • Increased followers on LinkedIn • Continue to do face to face events as well Report noted by Board	Enc 9	VW
8	HWW Response to Online NHS Trust Consultation • Concern about inequality especially digital access and older people lacking resources/knowledge • Potential issues around fragmentation and lack of continuity of care • Difficulty for trusts to manage variety of digital technology • Challenges for clinicians delivering online care • Will increase patient choice which is a positive • We will monitor the benefits for patients and more detail on implementation is required.	Enc 10	JN

	SA invited questions MS – could benefit carers where they are trying to organise care/respite as will not have to travel Retrospectively approved by Directors		
9	Early Diagnosis of prostate cancer (enc11) - CB presented HWW Prostate cancer research - VW thanked AJ for her hard work on editing the films created on prostate cancer - Findings of report – men reporting the same issues as in 2024/2025 - HWW recommend shift needed to reach high risk men, system upgrades and large percentage of men not getting the advice they need. - HOC published report on 5th March where recommendations matched HWW and Prostate Cancer UK SA – no current national prostate cancer screening process at the moment. If deemed to be necessary men can ask for a test. - SA – does the guidance promote health inequalities as not all men will ask for the test? - These comments will be considered for final draft. - CB thanked AJ for doing a sterling job and noted she had a short timeframe to turn it around. Actions - Continue to push for a recommendation in report - HWW sharing across socials in March 2026 for prostate cancer awareness month - Everyone to speak to men about signs and risks - Reports will be shared in Word version for comments moving forward - Report will be sent round for final amends before approval.	Enc 11	CB SA
10	Adult Community mental health services – ICB response - Report re. service access for low level mental health issues – Response to recommendations has been received and actions identified Actions - RG and SA will be reporting on this in the new Mental health services project on SEMI	Enc 12	SA

11	How Patients Access NHS Information – ICB Response (Enc 13) • Confusion about MIU and GP Out of Hours - suggest the NHS webpage is easier to read. • ICB using a variety of ways to promote app eg libraries • Need for more info on social media not just website to increase accessibility. • HS – lack of analytics/analysis and KPI analysis. Handyapp for example is a poor app and concerned how the app will be benchmarked. • DL agreed with HS – app analytics of handyapp did not address how useful the app was for users. Concerned they are not listening to feedback. Why are there more apps being commissioned when they have problems. • VW - digital is not always the answer - an app won't address gaps in services Actions • Monitor recommendations • VW to contact Director of Communications for the Herefordshire and Worcestershire ICB about digital and app issues	Enc 13	VW
12	Parent Carer Needs Assessment Report (Enc 14) • PCNA ready to be published • PS felt captured the needs of families well. • HS - parent carers questions were covered well (lack of access etc) • Concerned of lack of budget for parent carer trial which has been suggested. • DL agreed and suggested WAC would be best placed to do this assessment • JP praised for content and tone of report. • MS thanked for good feedback and this will be taken into pilot Actions • Report approved by directors • VW agreed to circulate after meeting and sent to cabinet members and relevant bodies	Enc 14	DL
13	Organisational Update Introduction of new Engagement Officer, Rowan Grigg.		SA

14	Public Participation None		SA
15	AoB with leave of the Chair • REG review ◦ SA - coopted members may need to be recruited – we don't have a full complement at present. Wanted to thank all members for their time. ◦ HS asked if recommendations are required SA said it will come from membership • CB corridor care – being renamed as 'temporary escalation space' – new report coming soon – focus on addressing the issues, Actions • Corridor Care - CB will be exploring this with Hayley Flavell		JN
16	Chair's Announcements		SA
	The meeting closed at 11:15 Date of Healthwatch Worcestershire's next Public Board Meeting - Thursday Thursday 21 May 2026 – Online		SA