

**Volunteer Forum Minutes**  
**Monday 10<sup>th</sup> February, 12:30pm-15:00pm**  
**In-person meeting**  
**Location: The SYDNI Centre, Cottage Square, Sydenham,**  
**Leamington Spa CV31 1PT, Seminar Room 3**

**Present**

**Volunteers:** David Alexander (DA), Dilys Skinner (DS), Jackie Prestwich (JP), Anita Vig (AV), Will Ryder (WR)

**Staff:** Chris Bain (CB), Vina Fatania (VF), Robyn Dorling (RD), Caroline Graham (CG), Shabina Khalifa (SK), Tanisha Reddall (TR)

Agenda item	Action
<b>1. Volunteer catch up time: 12:30pm-13:00pm</b>	
<b>2. Welcome and Introductions</b> <ul style="list-style-type: none"> <li>• VF and the team wish JP a special happy birthday for Thursday.</li> <li>• The staff individually introduce themselves and welcome Will Ryder (WR) to the team.</li> </ul>	
<b>3. Notes/actions from last forum meeting</b> <b>ACTION:</b> VF to send out 2025 Volunteer Forum dates. <b>Complete.</b>	✓
<b>4. Volunteer update</b> <ul style="list-style-type: none"> <li>• Everyone welcomes Will Ryder to the team and reiterates that they are very pleased to welcome a new volunteer.</li> <li>• DS asked for more information about the End-of-Life Champions referenced in CB's latest CE's report from January's formal board meeting.</li> <li>• CB comments the end-of-life care strategy is being assessed across the whole of the Integrated Care System; part of the strategy is the appointment of an End-of-Life Champion on the ICB.</li> <li>• DA comments that this also relates to the Right to Die legislation currently going through the House.</li> <li>• CB discusses hospice funding, commenting that up to 75% of hospice funding comes from retail rather than government funding, with the impact of a decline in retail revenue negatively affecting funds. CB comments that hospice at home and virtual wards are used in the North of the county where there are no hospice beds.</li> </ul>	
<b>5. Volunteer recruitment and volunteer handbook</b> The HWE volunteer handbook and the HWW volunteer recruitment poster, postcard and bookmark were sent out prior to the meeting. <ul style="list-style-type: none"> <li>• VF explains that HWE are trying to help local Healthwatches align the way in which they inform and induct volunteers.</li> <li>• All agree that the document is useful as a formal blueprint, however it's a lengthy document. Relevant sections could be included within our current volunteer handbook.</li> <li>• VF comments that the 'what powers do we have' and 'our staff' sections are useful.</li> </ul>	

JP raises a point regarding local building programmes and whether Healthwatch are involved locally or nationally in discussions on health and social care provisions for new developments and expanding communities. CB discusses that reference to primary care provisions are made within consultations where proposed developments reach four hundred or more dwellings.

SK discusses that the E&Os have had a meeting with the Primary Care Estates Team, discussing how primary care are notified of housing developments.

DS asks about the Ellen Badger Hospital.

CG discusses the current consultation that is going on with regards to the future location of 35 community rehabilitation beds. There are two options:

1. Distribute all 35 beds across three sites: Ellen Badger Hospital, Leamington Spa Hospital, and Stratford Hospital.
2. Provide all 35 beds at two sites, Leamington Spa Hospital and Stratford Hospital.

CG hands out paper copies of the survey and discusses that the link is also available online. [Submit a survey response - Happy Healthy Lives](#)

The consultation runs until Friday 14<sup>th</sup> February.

- VF hands out printed copies of current HWW volunteer recruitment materials, as well as volunteer recruitment posters from other Healthwatch.
- VF discusses that we are looking at specific volunteer recruitment materials that we can leave at different places.
- All agree that short, positive statements are important and that pictures help attract attention.
- DA likes the idea of publicising the fact that 'volunteers can make a difference'. All agree that this is a positive and impactful quote.
- Contact information on the recruitment poster could just include a number and email.
- A poster and a postcard would be most useful for recruitment.
- A light blue background would enable the recruitment materials to stand apart from our current navy 'Your views matter' materials.

## **6. ICS and ICB update**

- Dr Penny Dash was asked by the Secretary of State to do a review of patient safety arrangements in the UK.
- Healthwatch England and local Healthwatch will be involved in the review in terms of the role that we play in patient safety.
- CB comments that the acutes are concerned about the potential future role of Healthwatch because patient safety is so closely managed and monitored by them. CB has passed these concerns on to the Dash review and it seems now that the focus of the review will be mainly on HWE rather than local Healthwatch.
- Baroness Louise Casey has been appointed to head an independent commission to transform adult social care. The Casey commission is going to report interim findings in 2026 and its final report will be

<p>published in 2028. CB has written to the commission expressing concerns about the length of time reporting will take when people need social care support now.</p> <ul style="list-style-type: none"> <li>• A review of the Dentistry, Pharmacy and General Practice contracts is underway.</li> <li>• Following on from the Darzi review of the NHS, a three shift plan has been proposed in order to transform the NHS through the 10 Year Plan. The three shifts are hospitals to communities, from treatment to prevention and from analogue to digital.</li> </ul>	
<p><b>7. Priority projects, Events &amp; E&amp;O work update</b></p> <p><b><u>Young People work- Rugby Young Peoples Event</u></b></p> <ul style="list-style-type: none"> <li>• The E&amp;Os are involved in the Young People's project, investigating the barriers that young people face when they need to see a GP or need support from mental health services. <a href="#">What are young people saying about health services?   Healthwatch Warwickshire</a></li> <li>• 330 survey responses from young people have been received.</li> <li>• The survey will run until the end of this month and may be extended following further review of the data received.</li> </ul> <p><b><u>Boaters survey</u></b></p> <ul style="list-style-type: none"> <li>• SK is working with Local Primary Care Networks, George Eliot Hospital and the emergency services to research how the boating community access health and social care and to understand if there is a need to improve access to Health Care Services for the Boating Community. The project is primarily focused on North Warwickshire at the moment. <a href="#">How do people who live on boats get the health care they need?   Healthwatch Warwickshire</a></li> <li>• The survey will run until the end of March and SK intends to do more physical visits to the marinas and busier junctions to continue to gain survey responses. Volunteers are welcome to support.</li> </ul>	
<p><b>8. Enter &amp; View update</b></p> <ul style="list-style-type: none"> <li>• WCC Social Care and Health Commissioning team are using the last two years' worth of HWW adult social care reporting to inform some work they are putting together for the review of the care home contract.</li> <li>• WCC contract monitoring are using the feedback they get back from HWW on adult social care to help inform them about what care homes to visit.</li> <li>• HWW are now visiting care homes based on homes that have not been inspected by the CQC for a long period of time. The Enter &amp; View planned for tomorrow is at a care home that has not been visited by the CQC since 2018.</li> </ul>	
<p><b>9. Staff and Board update</b></p> <ul style="list-style-type: none"> <li>• Georgina Charles is going to be appointed as a director to the HWW board at the March formal board meeting.</li> <li>• Jane Bryan was appointed to the Board in November.</li> </ul>	
<p><b>10. AOB and close</b></p>	

<ul style="list-style-type: none"><li>• VF has sent out the paperwork to volunteers for the Support &amp; Supervision sessions.</li><li>• VF has also sent an email out to volunteers regarding taking part in WR's induction.</li></ul>	
<b>Next meeting:</b> Monday 28 <sup>th</sup> April, 10:00am-13:00pm- <b>location to be confirmed by VF.</b>	