



**Minutes from the Steering Group Meeting
Wednesday 16th September 2020 - 5pm
Via Zoom**

In attendance

Lesley Cooper
Sarah Coward
Nicola Dyke
Pippa Harder
Emma Schofield
David Vickers

Apologies

Emma Kyffin

1 - Welcome and Introductions

As Sarah had been unable to attend previous meetings, introductions from the group and a little about their backgrounds were given. An overview of the relationship between Citizens Advice Rotherham and Healthwatch was also given. Emma Kyffin has given apologies for this meeting but also asked if the board was happy for her to step down from the group to keep it independent of Citizens Advice. The board agreed.

2 - Minutes of the previous meeting

Were agreed as a true record

3 – Update on the service

Lesley provided the group with an overview including the start dates for the two new employees

Sarah Gandee as our new Information and Campaigns Officer

Sonia Hussain as our new Engagement Officer

Both will start on Monday 5th October 2020 and work Monday to Thursday 9am to 5pm.

#BecauseWeAllCare the joint campaign between Healthwatch England and the CQC had just finished looking at discharge from hospital during the pandemic and a report

would be publish shortly looking at the survey results for Rotherham and also including some case studies of local residents.

4 – Update on PPG Meeting

Both Pippa and David attended the Patient Participation Group meeting facilitated by Rotherham CCG. The session was well attended with members of the CCG and 10 Practices were represented. Lesley shared her screen and the group discussed the notes from the meeting which included an update on how services have run during the pandemic and also questions raised by individuals were answered. The questions raised at the meeting were very similar to the ones raised with Healthwatch over the last few months (Copy of the notes from the meeting attached)

5 – New Members for the Steering Group

An application has been received to join the Steering Group, and now that we are meeting regular and have an active group Lesley asked how the group would like to proceed with any future applications. It was agreed that Nicola as Chair and Lesley as Service Manager would meet any candidates on an informal basis in the first instance and if they were seen to be suitable and we had a vacancy on the Steering Group they would be invited to attend the next meeting. It was agreed that the number of seats on the group would be no more than 6.

6 - Any other business

New staff members Sarah and Sonia to be invited to the next meeting.

David will arrange for copies of “Goodbye Cinderella” (a booklet produced by National Pensioners Convention on the crisis in social care) to be sent to the main Citizens Advice Office in Rotherham and Lesley will arrange for them to be sent out to members.

David mentioned on the Citizens Advice Rotherham website, Healthwatch was listed as a “project” and questioned if this should be changed as we are an independent organisation and this could be misleading – Lesley will check with Emma Kyffin and report back to the next meeting

6 - Time and date of the next meeting

Wednesday 21st October 2020 at 5pm via Zoom.

Meeting closed at 6pm