

**Minutes of Advisory Board Meeting**  
Held at 3pm on Thursday 14 November 2024

**Present:**

Board members –  
Jennifer Pearl (Chair), Auren Ghazal, Debra Gordon and Richard Strong

Staff -

Keely Parnaby, Inclusion Barnet Head of Peer Services  
Sarah Campbell, Healthwatch Barnet Manager

**Minutes:**

Sally S. Simmons, Healthwatch Barnet - Senior Research and Participation Officer

**Apologies:**

Board members – Stewart Block and Jenny Blyth

No.	Item	Actions arising	Status
1.	<p><b>Introductions</b></p> <p>Jennifer welcomed all attendees and facilitated a round of introductions.</p>		

<p><b>2.</b></p>	<p><b>Minutes of previous meeting</b></p> <p>The group approved the minutes of the July Healthwatch Barnet Advisory Board meeting.</p>	<p>Sarah to add the board's July minutes to the Healthwatch Barnet website.</p>	<p>Completed</p>
<p><b>3.</b></p>	<p><b>Healthy Heart project update</b></p> <ul style="list-style-type: none"> <li>• The board noted that, shortly before this meeting, Healthwatch Barnet had published a <a href="#">report</a> on year two of the Healthy Heart project. There was a brief discussion about the report, covering both the quantitative data, and the findings around health inequalities.</li> <li>• Sarah advised that, between April and September 2024, the Healthy Heart team had delivered 414 interventions at 25 drop-in events. In addition, the team had provided 51 intensive interventions, during two workshops and a course. Outreach partners included the Barnet Nigerian Project; Burnt Oak Nepalese Community; Nova Vida Angolan Project and North London Homeless Hub.</li> <li>• The board noted that the Healthy Heart project was funded until the end of March 2025, and discussed the team's current work to seek an extension to this funding. Sarah advised that, shortly after this board meeting, the team would be submitting extensive data to the project's funders on what had been achieved from April to September 2024.</li> </ul>	<p>At the February 2025 board meeting, Sarah to provide an update about funding for the Healthy Heart project.</p>	<p>In hand</p>
<p><b>4.</b></p>	<p><b>Operational update</b></p> <p>Sarah provided an update on, and the board discussed, Healthwatch Barnet's key current projects.</p>		

- **Walk-in centres:** the board noted that Healthwatch Barnet has recently published reports on the Edgware and Finchley NHS Walk-In Centres. Sarah advised that Central London Community Healthcare had responded positively to the reports, and had agreed to implement a number of recommendations, including on signposting of patients to voluntary organisations, access to refreshments and alterations to reception layout.
- **Care Home mealtimes:** as discussed at the board's July meeting, the staff team had now carried out Enter and View visits to three care homes, with three further visits planned in November and December. Sarah thanked members for the input they had provided during the board's July meeting, and confirmed that the points members had raised had been fed into the visits, including ensuring that a strong emphasis was placed on handwashing.
- **GP websites:** Sarah advised that the project to analyse Barnet GP websites was now underway. The team were working closely with Islington GP Federation, who had been provided with a larger grant for work on primary care access across North Central London. Both the Federation and Healthwatch were working directly with GP practice managers, to provide real-time feedback on Healthwatch's website analysis. Key emerging issues included the need for clearer web content on out of hours services, the NHS App and online messaging with the GP surgery.
- **GP mystery shopping:** Looking ahead, members discussed the GP mystery shopping exercise that would be undertaken in the coming months. Discussed that this would focus on patient registration, appointments and access for digitally excluded residents. Noted that the team planned to carry out data collection in December and January, and agreed that an update would be provided at the board's next meeting.

<p><b>5.</b></p>	<p><b>Healthwatch Barnet enquiry line</b></p> <p>Sarah provided an update on the enquiry line and the types of signposting cases that staff were dealing with.</p> <ul style="list-style-type: none"> <li>• Sarah confirmed that the team were sharing anonymous enquiry line data with Healthwatch England once a quarter, using the newly developed online portal. She advised that data was only shared in cases where the caller had given explicit permission.</li> <li>• The group discussed the most common themes that are raised by the enquiry line callers, and the work that Healthwatch is doing in these areas. Members noted that the majority of enquiries relate to complaints about GP surgeries, particularly difficulties accessing appointments, and that this had been a driver behind Healthwatch Barnet's current GP access project. Discussed that enquiries were also received about issues including vaccinations and hospital discharge – noted that Healthwatch Barnet regularly published comms on vaccinations, and had given evidence to the Barnet Adults &amp; Health Overview &amp; Scrutiny Subcommittee on discharge.</li> <li>• Keely said that, on average, the team made a safeguarding referral every three months. She went on to say that a larger number of enquiries did not meet the threshold for a safeguarding referral, but nevertheless raised complex issues and resulted in the team carrying out detailed signposting work.</li> </ul>	<p>The Healthwatch team to continue updating the board on this work.</p>	<p>Ongoing</p>
<p><b>6.</b></p>	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>• The group discussed possible dates for the board's next meeting.</li> </ul>	<p>Sarah to follow up by email, to finalise the board's next meeting date.</p>	<p>Completed</p>