

**Volunteer Meeting (Zoom platform)**  
**Tuesday 02 Feb 2021 from 14:00 to 15:30**  
**Notes and Actions**

**As always remember if you use any Primary Care or Hospital service please leave a review on our feedback service - [healthwatcheastsussex.co.uk/services](http://healthwatcheastsussex.co.uk/services)**

**1. Present**

**Volunteers:** Tim Sayers (TS) - Peacehaven, Chris Marks (CM) - Polegate, Linda Pugsley (LP) - Buxted, Cecile Stheeman (CS) - Eastbourne, Alan Keys (AK) - Uckfield, Janet Springate (JS) - Eastbourne, Dr Isaac Suleman (IS) MBE - Eastbourne, Phil Hale (PH) - Polegate, John Curry (JC) - Bexhill, Tony Moore (TM) - Winchelsea, Pam Keen (PK) - Pevensey Bay, Gwladys Mabb (GM) - Eastbourne, Lesley Meech (LM) - Eastbourne, Rosemary Boucherat (RB) - Rye, two new volunteers - Julie Meredith (JM) - East Hoathly and Bernadette Lee (BL) - Seaford

**Healthwatch East Sussex Staff-** Elizabeth Mackie (EM), Volunteer and Community Liaison Manager, Kate Richmond (KR), Community Engagement Officer, John Routledge (JR), Director, Charlie Rustem (CR) Manager of Communications and Sue Wells (SW), Administrator

**Board:** Roger Sweetman (RS) and Liz Lash (LL)

**2. Welcome and Introduction**

Elizabeth welcomed everyone to the meeting and introduced Julie and Bernadette who are our two new volunteers

**3. Notes and actions from previous meeting**

Actions	Timeframe	Status
Sussex Community Trust Vaccine Volunteers	Feb/March	Volunteers have either already started or on the point of starting
ESHT Volunteers	March/April	This has been put on hold until later in the year
EM to find out about meeting with other Sussex Healthwatch Volunteers - Volunteers asked if it would be possible to have a Sussex wide Volunteer session to enable them to meet other volunteers and exchange ideas		
Checking accuracy, usefulness and timeliness of GP and Dentist websites and Out of hours messages (Sussex) Pharmacy Mystery Shopping - consider Mystery shop GP websites and OOH to compare to HWWS and HW B&H?	Decision in February Project May/June?	
Dent-Aid - enter and View	March/April	ANY volunteer that would like to involved please let EM know

Actions	Timeframe	Status
HW Vaccine Survey Gathering public feedback on the COVID vaccination roll-out <ul style="list-style-type: none"> <li>• Behaviour after vaccination</li> <li>• Perceptions of working age/younger people/children</li> <li>• Accessing current information from trusted sources</li> <li>• Help with the message around perceptions that some are getting the vaccine quicker depending on location</li> </ul>	January to March	Anyone who would like to test before going live please let EM know EM to speak to TM about hard copies EM to see about getting hard copies
<b>Wellbeing checks for patients following discharge from hospital</b> Design, pilot and promote public survey Review meeting with ESHT and CCG Restart project?	Feb/March March May/June	
EM/KR to see if we can mystery shop letters from Hospitals but especially Ophthalmology, as not always clear in regard to what is being asked for, but are in font that is very hard to read		
Joint meeting with other local Healthwatch Volunteers	March/April	Volunteers were keen to do this. EM to see if other local HW volunteers would like to have meeting
EM/KR working on timetable for actions from the Volunteer Day		
EM drafting timetable for 1:1 Annual Discussion Meetings	To be completed by end of March	
Skills audit out	To be completed by end of March	
KR/EM working on pilot virtual Enter & View to care home residents in Bexhill area	March/April	
HWES Hospital Discharge well-being checks - Phase 2	March/April	

#### 4. Training Dates

- How to use Social Media - 10 Feb - 11:00 to 13:00
- General Data Protection Regulation (GDPR) - 25 March - 10:30 to 12:30
- Refresh of Enter and View - 15 April - 14:00 to 16:00
- Safeguarding Adults
- Understanding the Regulations regarding Children and Young People
- Equality and Diversity

## 5. Volunteer Updates

### Attending Meetings

Alan Keys is attending NHS 111 service meetings

Alan Keys is attending Acute Cardiology and Ophthalmology review

There is a Sussex wide review of Breast and Cervical Screening happening on the 15<sup>th</sup> and 18<sup>th</sup> March - JM expressed an interest in attending - EM to liaise

### Opportunity to be involved in CCG's enquiry line

The CCG's have implemented at pace an enquiry line staffed by volunteers from HW East Sussex, Brighton&Hove and West Sussex with support from the CCG to respond to the hundreds of calls the CCG's are currently experiencing, around COVID-19 vaccines. The Enquiries line number is going live on the 04 Feb with a 'soft Launch' to basically test out systems etc. EM will be covering a shift from 13:00 to 15:00 on 04 Feb and will be feedback directly at briefing session.

Julie, Alan and Chris expressed an interest in becoming involved

EM to set up briefing meeting on 04 Feb from 16:00 to 17:00 and will email other volunteers to see if any more would like to be involved.

## 6. Round Robin updates from Volunteers

Rosie Way who is (not sure what to call her, ie student nurse ???) has volunteered to help with the Information and Signposting service and will be doing one day per week as from 04 February.

## 7. Vaccine Update/Queries

CS is going to send EM her vaccine journey, where she has written about her experience of the process from receiving the letter to the receiving the vaccine. Anyone that would be willing to do this, please contact EM

The Welcome Building in Eastbourne has come live, it was reported that there were some teething issues, with people waiting some time. It is hoped that the issues will be sorted quickly and people are advised not to turn up to early for their appointments as they will not be able to access the building ahead of time.

There is no further information given in the text apart from date/time

It is difficult to cancel an appointment if not needed

The Meads surgery in Eastbourne, is really professional and has an excellent website with lots of understandable information

It was mentioned that some people are not aware that you do not have to ait for your GP to call, you can get appointments if sent a letter from the NHS.

Pleased to report that Hailsham who were slightly behind others in the area, have now caught up and are up to date with vaccines.

## **8. Forthcoming Webinars for relatives and carers with loved ones in Care Homes**

These are being done in partnership with HW Brighton and Hove and Care for the Carers and are as follows:

Wednesday 24th February from 3 - 4 pm, we will explore the 'Impact of long-term restricted visiting/separation from loved ones' is having on families; and

Tuesday 23rd March from 3 - 4 pm, there will an opportunity to join representatives from the Health and Care System in a Q & A session and discuss 'What could and should the system be doing to support relatives and carers.'

Details of how to book can be found on the HW Website

## **Volunteer Zoom meeting dates -**

**Thursday 18<sup>th</sup> February from 5.00 to 6.30 pm**

**Tuesday 2<sup>nd</sup> March from 10.30 to 12.00**

**Wednesday 17<sup>th</sup> March from 5.30 to 7.00 pm**

**Thursday 8<sup>th</sup> April from 10.00 to 11.30 am**

Elizabeth Mackie will send out invites closer to the time



We are pleased to say that on Thursday 18<sup>th</sup> February Louise Ansari is joining us.

Louise is on the governing body of the CCQ, and has had a career in communications and engagement including roles in local and national government, and in health bodies and

charities including Diabetes UK. Louise is an experienced board member, having served on the board of the Medical Research Foundation amongst other governance roles.

Louise is currently the Director of Communications at the Centre for Ageing Better and is a published author.