

Agenda 27th June 2023 4.00pm to 6.00pm

Chair: Minna Korjonen

Healthwatch RBKC Advisory Group

Item	Lead
4.00pm-4.10pm Opening the meeting / Action points	MK
4.10pm-4.20pm New RBKC Lead Introduction	JC
4.20pm – 4.50pm Guest Speaker (TBC)	TBC
4.50pm – 5.00pm Chair's Update	MK
5.00pm – 5.10pm Board Update (Advocacy Board)	JC or DOC
5.10-5.30pm Service and Projects Update	JC
5.30pm – 5.40pm Communications and Rebranding Plan	JC
5.40pm – 6.00pm AOB	All

Meeting minutes:

In attendance: Jamie, Minna, Gaenor, Sonia, Jill, Victoria

Introductions:

- Jamie Chan, new Healthwatch RBKC Lead Officer

Chair update:

- Organising guest speakers for future advisory group meetings – let Minna know if you have any people in mind (Steven Sambrook from Healthshare will be speaking at our next meeting in September)
- Supporting other NHS trusts due to strikes (though RBKC hasn't been as affected)
- Healthwatch Westminster (Jill is interim chair):
 - Recruitment for Westminster advisory group members (RBKC advisory group members can take part in interviews – reach out to Minna if interested)
 - First Westminster advisory group meeting took place last week

Board update (DOC):

- DOC meeting with Advocacy Board 6th July to discuss next steps
- Organising away day in September

- Away day will be focused on Healthwatch structure, roles of advisory group members, what Healthwatch looks like now under The Advocacy Project, the linkage between Advocacy Board and Advisory Group

Service update (DOC):

- “We said, we did” - Healthwatch annual service update (July 2022 – July 2023)
- We have successfully employed an Engagement and Communications Coordinator to help with our community engagement and communications online across the two services. We have successfully employed a Volunteer and Engagement Coordinator.
- Completing food resources and translation/interpretation services report end of June.
- We have been requested to conduct a report on the closure of Gordon’s Hospital and its effects on the community.
- By the end of July, we will have finished our annual reporting and quarterly reporting that will be available in August for reading, and distribution.
- We will start our Young People Mental Health Project in July.

MK: put together a document about all HW staff, roles, and contact details + future meeting with all HW staff to give introductions

MK: circulate all reports once completed within Advisory Group; add Minna and Jill to all communication to volunteers

JB: Westbourne Grove Medical Centre is closing – Minna to find out about reasons for its closure
Notting Hill Medical Centre – Minna to follow up and clarify about issues regarding the services

SR: Do GPs and other medical services have any requirement to notify the local Healthwatch about any closures or significant changes to their services? - JC to follow-up and check with DOC about this (previous HW was notified about Westbourne Grove Medical Centre closure)

SR: Did previous HW do anything about Westbourne Grove Medical Centre closure? (MK: not aware of the previous HW actions)

Communications and rebranding strategy:

- Redeveloping image and materials for Healthwatch RBKC (website, social media, flyers)
- Distinct branding from Healthwatch Westminster
- Using social media to recruit residents for our projects and highlight our reports and finished projects
- Community development and engagement

MK: same Zoom link for all remaining Advisory Group meetings

Next meeting: 5 September 3-5PM, guest speaker Steven Sambrook Healthshare