



Minutes Taken by: Patrick Long

Attendees:

Steve Sherry – LGBT+; Lee Cawley, Abi Clark, Sophia Leyland – NHS Business Services Authority; Nireexa Solanki, Sandra Clarkson – BAND@Family Action; Jim Sherrington – Healthwatch; Nicholas Russell – Halliwell Organic Growers; Kate Tempest – Action on Hearing Loss; Shabeen Rehman – Asian Elders Resource Centre; Louise Parkinson, Stephen Westby, Natalja Chorosajeva – Ingeus; Jean Haslam – St George’s Day Centre; Suzanne Brooks – Ambition for Ageing Equalities; Rashida Junab – MHIST; Cathy Gale – Wave Adventure; Michelle Del Rosso, Patrick Long – Bolton CVS; Sylvia Dobinson, Philip Bridge – Sensory Advocates; Suresh Jariwala – Sevalal; Sue Desai MBE – Bolton Mandhata Women’s Group; Ruxmani Patel – Mandhata Community Centre; Imtiaz Kala – Bolton Lads and Girls Club; Nicola Onley, Jen Brown, Hannah Carrington – Bolton CCG.

Apologies:

Nigel Moran, Carol Gordon, Jacqui Byland, Shala Tracey.

Agenda Point 1 – Action from last meeting

Michelle introduced herself and welcomed everyone to the meeting.

Previous minutes were agreed as an accurate record and apologies were noted.

Michelle reminded people to please register for the forum online. It helps with room booking and food orders. If anyone struggles with booking online, then CVS are more than happy to help. Please email Michelle michelle@boltoncvs.org.uk or telephone on 01204 546062 if you would like assistance registering for the forum. Michelle also reminded everyone about the importance of filling in the demographic forms

Actions:

Agenda Point 2 – “You said we did” update

Jen introduced herself and her role as Engagement Specialist for Bolton Clinical Commissioning Group. Jen fed back from the E-Tag survey activity that was delivered at January’s forum, exploring what members wanted from future forum meetings. Click [here](#) to read the feedback from the survey which is available on the [CCG](#)

Actions:

Michelle to circulate feedback to E-Tag mailing list.

[website](#). Jen is happy to provide larger font size copies, alternatively there is an audio option on the website.

The leaflets for the 'Visit your GP not A&E' Campaign that are being translated into Urdu and Gujarati are currently out to print and will be ready soon. Once completed, the leaflets will be distributed at E-Tag and amongst relevant community and voluntary sector groups.

Jen to bring leaflets when they are printed to ETAG for further circulation.

Agenda Point 3 – Integrated Joint Commissioning Update

Nicola introduced herself and her role as Associate Director of Communications and Engagement with the CCG

Nicola talked through the new logo for the Bolton Health and Care Partnership (BHCP) which has been designed by amalgamating characteristics from each of the partner organisations logos.

£166 million budget to be pooled together from Bolton Council and Bolton CCG. Some of Bolton CCG commissioners have been co-located at the Town Hall.

Nicola discussed the neighbourhood model in Bolton and explained this is linked to GP practices and population sizes of 30k to 50k. There are nine neighbourhoods in Bolton, an example of how the neighbourhoods look can be found on the Bolton CVS ['Find a Group'](#) function.

There is opportunity to feed into the three-year strategic plan for the Bolton Health and Care Partnership (BHCP) Nicola is keen to deliver a focus group to provide an opportunity for members to express what is important to them. Click [here](#) to view Nicola's presentation on Bolton's Health and Care Partnership (BHCP).

Actions:
CVS will circulate Presentation to all attendees.

Nicola and Michelle to meet to arrange focus group

Agenda Point 4 – Outpatients Improvement Programme

Debora introduced herself and her role as Income and Improvement Programme Manager for Bolton NHS Foundation Trust.

The outpatient's improvement programme was launched following the recognition that we need to develop new ways of working to ensure we are able to continue to provide services that meet patient needs. The outpatient improvement programme will also be linked to Bolton NHS Foundation Trust's 5-year strategy. The ambitions for the programme include:

- 1) To ensure that every patient contact adds value
- 2) To enable patients to access the service in the way that is right for them
- 3) To be one outpatient service

Debora encouraged members to get involved to ensure patient, public and Voluntary Community Social Enterprise representation in the consultation. Debora is happy to come out and visit community groups or send links to their survey out via email.

Click [here](#) to view the Outpatient Improvement Programme presentation.

Actions:

CVS to circulate presentation to all attendees

Michelle to circulate Debora's email address regarding opportunities to feed into the five-year strategy and Outpatients Improvement Programme

Agenda Point 5 – Work and Health Programme Update

Louise introduced her role as Integration Coordinator for the Work and Health Programme at Ingeus. The Work and Health Programme is a unique employability programme designed to recognise that participants may have multiple, complex barriers relating to health, well-being, debt, housing and any other aspects of life.

The Programme offers up to 15 months support for people out of work who are looking at getting back into employment. Support services offered by Ingeus include a range of workshops, one to one support meetings, three way meetings between the client, key worker and health practitioner, and support to recognise reasonable adjustments needed to overcome barriers to employment.

Actions:

<p>An 'Early Intervention Programme' is available for those who are currently in employment but may face a risk of falling out of employment due to long term health conditions.</p> <p>Click here to view the presentation for the Work and Health Programme. Click here to see the different types of support on offer.</p>	
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Agenda Point 6 – Any other business	
<p>Bury Pride will take place on the 13th April and will be followed by the Rainbow Train on the 14th April from Bury to Rawtenstall</p>	

Next ETAG meeting date: **Tuesday 14th May 12:30 - 2:30 pm**