

Health Ambassadors Action Points

Meeting: Health Ambassadors

Date: Monday 25 June 2018

Time: 2.00pm – 4.00pm

Location: Trades Club, Frenchgate, Doncaster

Members Present: Dennis Atkin (DA) – Chair
Cath Fox (CF)
Andy Martin (AM)
Mary Jones (MJ)
Lisa Lee (LL)
Rufus (R)

Apologies: Julia Burnes (JB)
Carmelle Harold (CHa)

In Attendance: Andrew Goodall (AG) – Chief Operating Officer, Healthwatch Doncaster
Emily Green (EG) – Business Support Officer, Healthwatch Doncaster
Jill Telford (JT) – Engagement Team Manager, Healthwatch Doncaster
Stacy Marshall (SM) – BSL Interpreter
Grace Jeffrey (GJ) – BSL Interpreter
Vicky – Transmission
Jaden – Transmission

1	Welcome, Introductions and Housekeeping	DA welcomed everyone to the meeting and introductions were made.	
2	Apologies	Julia Burnes (JB) Carmelle Harold (CHa)	
3	Minutes of the last meeting and matters arising	The minutes from the last meeting held on 29 May 2018 were agreed and set as a true record by those present at the last meeting.	
5	Project planning	AG explained there are a number of project opportunities for Health Ambassadors to get involved in: <ul style="list-style-type: none"> • Equity and access to health and care services – this includes language translation and provision of information. • Missed Appointments – barrier to use the technology for people whose voices are seldom heard. 	

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		<ul style="list-style-type: none"> Electronic Referral System – HWD are keen to get the ambassadors views on the new system and whether they have used the system before. 	
6	Veterans Action Plan – developing a project	<p>Andy Martin gave an update on some work that Andy and Andrew Goodall are interested in moving forward.</p> <p>This work links to the Veterans Action Plan and some actions for greater involvement from Primary Care and GP surgeries.</p> <p>AM and AG to arrange to meet and discuss a way forward.</p> <p>POST MEETING NOTE: AM and AG have met and talked through ideas for the actions.</p> <p>AG is in the process of arranging a meeting with the Veterans Lead from Doncaster Council and the Local Medical Committee</p>	
7	Improving patient experience and enhanced use of digital communication AG to support a reduction in missed hospital appointments	<p>Andrew Goodall talked about the Missed Appointments project and the opportunity for Health Ambassadors to get involved in coming up with ideas for better communication and information for patients to access before attending their appointment so that the number of missed appointments was reduced.</p> <p>Ideas about the use of technology would be used to develop a service specification for Doncaster College students to develop a resource that could be piloted in DBTH.</p> <p>Jill Telford will lead a discussion at the next Health Ambassadors meeting.</p>	
8	Ambassador updates	<p>LL introduced two new members of Trans Mission Doncaster who would be taking on the running of the local group and become the Health Ambassadors for the Trans community in Doncaster.</p>	

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		LL updated that the survey and info from the trans community was progressing well.	
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