

**Meeting:** Health Ambassadors

**Date:** Monday 26<sup>th</sup> April 2021

**Time:** 1.00pm – 2.00pm

**Please note: This was a virtual meeting and took place via Zoom Video Communications: 847 915 9356.**

**Members Present:**

Maria Thomson (MT) – (RDaSH Mental Health in Deafness) Deaf Community  
 Dennis Atkin (DA) - Public Governor, Doncaster and Bassetlaw Trust Hospitals  
 Julia Burne (JB) –(Conversation Club) Asylum Seekers and Refugee Community  
 Cath Fox (CF) – (Doncaster Pride) LGBTQ+ Community  
 Carmelle Harold (CH) – (Changing Lives) BAME and Amber Girls Community

**In Attendance:**

Natalie Bowler-Smith (NBS) – Community Engagement Officer  
 Emily Green (EG) – Business Support Officer  
 Grace Jeffrey (GJ) – British Sign Language interpreter  
 Kerrie Mcguire (KM) – Patient Experience Department, Doncaster CCG  
 Stacey Nutt (SN) - Deputy Director of Nursing: Patient Experience for DBHFT

**Apologies:**

Sarah Merriman (SM) – (Together in Dementia Every day, TIDE) Dementia Community

1	<b>Welcome, Introductions and Housekeeping</b>	NBS welcomed everyone to the meeting and introductions were made.
2.	<b>Apologies</b>	Sarah Merriman (SM)
3.	<b>Review of minutes from the last meeting and matters arising.</b>	The Health Ambassadors reviewed the minutes from the last meeting and they were agreed and set as a true record.
4.	<b>Stacey Nutt</b>	Stacey Nutt shared with the Health Ambassadors her role and the opportunities available for people to help shape services delivered by Hospital Trust. SN looks forward to working with the group.
5.	<b>Healthwatch Doncaster update</b>	<p>NBS shared that HWD have rolled out a new survey about the Covid-19 vaccine that is open to anyone to complete. The aim of the survey is to find out how people have found getting their vaccine, or if they haven't had the vaccine would they and why. So far there has been 3500+ responses.</p> <p>Daily Dose – The theme for Daily Dose week commencing 26 April is 5-19 Year olds. Videos will be shared on HWD Facebook page for more information throughout the week.</p>

<p>6.</p>	<p><b>Health Ambassador updates</b></p>	<p><b>Ambassador updates:</b></p> <p><b>Dennis Atkin- Learning Difficulties</b> DA gave positive feedback on people with Special needs aged 16-25 who have accessed the Covid-19 vaccine through their GP. DA shared he has attended a webinar about Domestic Abuse in London and is hoping this will be rolled out Nationally for people to attend. DA also shared that he has raised the concern to Doncaster CCG that people with Learning needs are highly affected by Domestic Abuse. <b>Action:</b> NBS to have conversation with DA outside of the meeting about Domestic Abuse and people with Learning needs.</p> <p><b>Maria Thomson – Deaf Community</b> MT had no update due to not being in contact with the Deaf Community. <b>Action:</b> MT offered to contact Mary Jones for feedback on people in Deaf Community receiving their Covid-19 vaccine.</p> <p><b>Julia Burne – Asylum Seeker and Refugee Community</b> JB shared that not many people seeking Asylum have been contacted for their Covid-19 vaccine due to age, however those with vulnerabilities who have had their vaccine have had a positive experience and are encouraging others to take their vaccine.  JB has been offered the RDash Health Bus for Health Inclusion Clinics 2 Thursdays a month.  JB raised concerns of people being housed in outline villages across Doncaster and the problems they face in accessing services in town centre due to transport issues. JB remained in contact with these individuals through text messaging, however due to language barriers it is hard to provide the correct support where needed. DA added that North Doncaster Development Trust offer free transport to vaccine centres. <b>Action:</b> EG to send information to group.</p> <p><b>Carmelle Harold – Changing Lives</b> CH shared that Changing Lives have been approached for a pop up clinic in their centre and will keep the group updated. 7 BAME volunteers at Changing Lives have been offered the vaccine and waiting to book their appointments. Changing Lives are continuing to support their clients by letters/ text messages about the vaccine.</p>
<p>7.</p>	<p><b>Kerrie McGuire – Doncaster CCG</b></p>	<p>Kerry McGuire (KM) asked the Health Ambassadors for their views and opinions on equality, diversity and inclusion in relation to their END form. The Health Ambassadors shared their ideas and viewed the form. KM also asked the group their thoughts on barriers that stop people wanting to make a complaint. Ideas were discussed in terms of not</p>

		<p>feeling entitled to complain, not enough information on what the organisation provides, e.g. more public awareness of CCG/ DBTH role, etc.</p> <p>This lead onto a discussion and SN asked the group to consider what do people want to know from the Hospital trust and the key questions to ask.</p>
<b>8.</b>	<b>Any other business</b>	No any other business.
<b>9.</b>	<b>Close</b>	Meeting closed at 2.00pm