

## Board member feedback from meetings (paper 6)

### Introduction

This paper includes reports received from Board members.

### Care Quality Commission (CQC) Board meeting and dinner

During the dinner which took place prior to the Board meeting, the Chair of Healthwatch Newcastle:

- Described Healthwatch Newcastle's vision, method and compact
- Emphasised the leanness of the team with limited resources
- Expressed the need to work smartly through developing relationships and networks, in particular, using existing networks
- Described 'taking a helicopter approach': homing in on issues if there is building evidence
- Described Ofsted's method of 1, 2, 3 (hear it once - record it, hear it twice - it's of interest, hear it three times - categorise it as a trend and consider action)

There were some questions from two Chief Inspectors:

- How will Healthwatch Newcastle (HWN) be able to support inspection of GP practices? He was keen to work with a local Healthwatch on what might be helpful
- How will HWN be looking at the whole area of social care?

The HWN chair responded with:

- HWN is happy to provide any information we hold about GP practices. HWN will need advance notice due to its small team and resources
- HWN is developing a relationship with the Director of Social Care at Newcastle City Council. We've had the opportunity to attend their management meetings. HWN is also keeping an eye on CQC inspections taking place in our area but this is an area for development

The Chair of Healthwatch England embraced the differences between local Healthwatch nationally. During the Board meeting Healthwatch Newcastle was mentioned positively twice by CQC Board members.

A former Newcastle LINK member attended and expressed an interest in seeing more happen with Newcastle LINK's legacy. This person also stated that there are many other organisations involving service users and that they should be involved as well as Healthwatch. The HWN Chair talked to the person about this.

The CQC Board meets informally with the public after the meeting and there is no mechanism for formal questions during the meeting. Six spare sets of papers were provided for about 30-40 attendees.

## Recommendations

The HWN Board and/or staff team should:

- Note the importance of the relationship we have with the CQC
- Look at the CQC Board papers; they cover lots of relevant areas. The Chief Executive and Chief Inspector reports are useful information. Papers are available on the CQC website
- Consider the way HWN will need to work with the CQC when services are being inspected in Newcastle
- Be aware of HWN's reputation and image with other involvement organisations
- Ensure Newcastle LINK's legacy is on the agenda at January's Board meeting
- HWN Board should consider meeting with former LINK members