

Committee minutes

12 June 2017 - 2.30pm

Broadacre House, Newcastle upon Tyne

Committee members present

Kate Israel (KI)	Chair and independent
Neil Cameron (NC)	Independent
Lisa Charlton (LC)	Newcastle Society for Blind People
Alison Walton (AW)	Independent
Simon Elliot (SEI)	Independent
Feyi Awotona (FA)	Independent
Victor Gallant (VG)	Independent

Apologies

Alisdair Cameron (AC)	Launchpad
Tim Care (TC)	Independent

In attendance

Steph Edusei (SEd)	Chief Executive, HWN
Wendy Hodgson (WH)	Operations manager, HWN
Deborah Hall (DH)	Marketing and Project Coordinator, HWN
Melanie Bramley (MB)	Volunteer and Outreach Coordinator, HWN
Beth Nichol (BN)	Finance and Administration Officer, HWN
Rachel Wilkins (RW)	Project Manager, HWN

1. Welcome and introductions

1.1. The meeting began at 2.30pm with a round of introductions.

2. Apologies for absence

2.1. Apologies were noted from Alisdair Cameron and Tim Care.

3. Minutes of last meeting and matters arising

3.1. The minutes for meeting were agreed as a true record.

4. Conflicts of interest

4.1. No conflicts of interest

5. Research projects

5.1. RW discussed her project initiation document (PID) on screening and vaccinations. AW suggested also looking at the areas with high uptake.

5.2. SEd discussed the Intermediate care PID. KI raised issue of project manager not having enough time. SEd stated Lyndsay Yarde is only working one day a week but we

are hopeful that additional funding will be able to help with this project. VG asked whether accessing intermediate care following discharge from hospital would be included. SE stated that based on work done as part of the design lab work she didn't believe this was a problem but that they would look at it to make sure.

Action: SE to check if accessing intermediate care when discharged from hospital is an issue

Decision: All projects agreed.

6. HWN annual report

6.1. All happy with report to be published.

7. Trend analysis

7.1. SEd stated there are now predominately more negative comments. A discussion was made regarding how to generate comments, including promotion with CCG, events, online. SEd also mentioned the idea of finding ambassadors to raise the profile of Healthwatch with help of Keith Newman (Highlights PR).

**Action: NC to send DH details of digital marketing training
KI to put regional campaign on chairs meeting agenda**

8. Chief Executive update

8.1. SEd gave an update on the work we have recently completed with Newcastle Eye clinic, Pottery Bank, Changing lives, Elders Council, St Cuthbert's care, Northumbria Uni. Future events were also mention; grandparents stall, Mela, Pride, Riverside Homes. SEd discussed the conference and its feedback which was positive. Delivering together and STP was also mentioned.

8.2. A stakeholder survey has been produced by Healthwatch England based on the Quality Statements. If we use this we cannot compare the feedback with previous years' data but we could compare with other Healthwatch

Action: SEd to circulate survey for board to comment

9. Any other business

9.1. MB gave update on Young Healthwatch Newcastle

9.2. Suggestion was made for a regular brief update on Healthwatch Gateshead for the HWN committee and vice versa

The meeting closed at 4.00pm.