

Committee minutes

13 March 2018 - 10am

The Education Suite, St Nicholas Cathedral

Committee members present

Kate Israel (KI)	Independent (Chair)
Feyi Awotona (FA)	Independent
Victor Gallant (VG)	Independent
Terry Bearpark (TB)	Independent

Apologies

Tim Care (TC)	Independent
Lisa Charlton (LC)	Independent

In attendance

Steph Edusei (SE)	Chief Executive, HWN
Wendy Hodgson (WH)	Deputy Chief Executive, TUN
Beth Nichol (BN)	Finance and Administration Officer, HWN

1. Welcome and introductions

1.1. The meeting began at 10am with a welcome to Terry Bearpark (TB) who has joined the HWN Committee, and a round of introductions

2. Apologies for absence

2.1. Apologies were noted from Tim Care and Lisa Charlton.

3. Minutes of last meeting and matters arising

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

3.2. Stakeholder survey received low responses and SE now needs to analyse.

3.3. Matters arising, 4.1- Healthwatch Gateshead has appointed a new chair Michael Brown who will also be joining Tell Us North Board. 6.3 - No update on Young Healthwatch. 7.1 - Team working on target, 8 - Council budget proposal response has been sent. 9.3 - Heard nothing from NHS 70th year. 9.4 - No update of Newcastle Medical Centre, Dilston Medical Centre now have an interim practice manager and assistant, Lyndsay Yarde is supporting them on engagement with their patients. Found people couldn't answer survey due to language barriers. Proposed more work using interpreters if agreed by practice. 9.6 - Waiting to hear back from The Core and extended current lease until May.

Actions:

SE to send TB report for commissioning group.

4. Chair update

- 4.1. NTW has appointed new chair Ken Jarrold, NUTH also appointed new chair Sir John Burns and new Chief Executive Jackie Daniels. HW chairs have arranged introductory meetings.
- 4.2. Wellbeing for Life board - agenda on North of Tyne Devolution and hope to have discussions on health. Deciding Together, Delivering Together - organisations are coming together to improve workforce health, signing up to Better Health at Work and Time for Change. Overview Scrutiny committee - Accountable care organisations is in conversation around integrated care systems, politicians against American insurance types of accountable care organisations. Joint overview and scrutiny committee - looking at emergency care, urgent care, pharmaceutical and workforce. From Healthwatch Chair pressure also looking at empowering communities.

5. Research projects

- 5.1. Screening and Vaccinations project report has now been completed and distributed to stakeholders for comment. Hoping for end of March publication. Main themes are “fears” getting in the way and “body image issues”.
- 5.2. Continuing Health Care project report is also completed and has been sent out. Issues include expectations being raised about eligibility and then cases being turned down, and lack of information regarding the right to appeal/process. We have managed to influence changes with better information on the CCG website. Waiting to hear feedback of report from CCG.
- 5.3. Final drafts of reports will be sent to committee and immediate responses are needed.

6. Outreach update

- 6.1. SE discussed the outreach paper. Committee were impressed with number of people contacted and variety of groups. FA raised concerns regarding the core local population not being heard. SE advised that they are usually more proactive so approach us at stalls, use our website or call us; we have to actively approach seldom heard groups

7. Trend analysis

- 7.1. SE discussed the idea of a new form of report to be implemented in the next 6 months. There are still low numbers but arranging tablets to GP practices. North Tyneside Healthwatch are using NVivo to record, and meeting has been arranged to investigate its potential as a monitoring and reporting tool.

Action: BN to check why the sentiment tracker is negative in December

8. Chief Executive update

- 8.1. SE reported on our core work including outreach and engagement and research projects. The young homeless and care leavers work completed by Luke identified the main issue was mental health. The CCG and Local Authority are currently completing work regarding this. There is now a single point of access available for schools which will be wider available by September. They are next working on

current service providers working collectively, ensuring incorrect referrals are referred on and introduction of waiting time targets. Recommended for the new model to be described in their next newsletter

- 8.2. Ponteland Road, during consultation, gave our number on the letter which confused illiterate patients. We offered to help with this issue but heard nothing. Ponteland road is now closed and Grainger Medical Group is out to tender again. We have also been working on Blaydon practice in Gateshead which is out the tender and now working on Dilston Medical and Newcastle Medical Centre.
- 8.3. STP - Alan Foster is now leading on all 3, Antiviral vaccinations is not available in North East. Healthwatch aren't interested in work. Agreed to meet with HW officers every 2-3 months but this hasn't been taken further.
- 8.4. Urgent care - we have completed engagement on behalf of CCG regarding future of urgent care. CCG found there were no existing changes needed so decided consultation was not needed. SE stated she clarified that services need to fit the mandate of urgent treatment centres so engagement will still be needed. May be changes to Lemington Centre. Continuing to push what engagement is needed.
- 8.5. CCG changed Patient and Public engagement structure of 1 month meeting for anyone and other month for VCS involvement forum. Evaluating on their behalf, not effective as same discussions in groups and could merge into one. Lyndsay Yarde is interviewing CCG leads, and surveying and interviewing attendees.
- 8.6. Conference is now fully booked and we have a waiting list. All board members welcome.
- 8.8. Jackie Daniels appointed for Chief Executive at Newcastle Hospitals.

9. Any other business

- 9.1. Need to recruit more members to the HWN Committee. Committee members can volunteer and help with events. TUN are also recruiting and have received one application.
- 9.2. TUN have put in a bid with Healthwatch North Tyneside for Healthwatch Northumberland. We have been invited for an interview.
- 9.3. Early stages of collaborate working with Healthwatch North Tyneside. SE is providing interim cover until a new Chief Executive has been recruited.

Actions: All to headhunt for HWN committee members and TUN board members.

The meeting closed at 11.30 am.