

Committee minutes

10am, 5 October 2018

Commercial Union House, Newcastle

Committee members present

Kate Israel (KI)	Independent (Chair)
Terry Bearpark (TB)	Independent
Alisdair Cameron (AC)	Launchpad
Gill Clancy (GC)	Independent

Apologies

Tim Care (TC)	Independent
Feyi Awotona (FA)	Independent
Alexandros Dearges-Chantler (ADC)	Independent

In attendance

Steph Edusei (SE)	Chief Executive, HWN
Beth Nichol (BN)	Finance and Administration Officer, HWN
Harry Malby (HM)	Apprentice Administrator

1. Welcome and introductions

1.1. The meeting began with a round of introductions. KI welcomes Gill Clancy and Alexandros Dearges-Chantler to the Committee.

2. Apologies for absence

2.1. Apologies were noted from Tim Care, Feyi Awotona and Alexandros Dearges-Chantler.

3. Minutes of last meeting and matters arising

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

3.2. Matters arising

3.2- SE still needs to analyse stakeholder survey.

4.1. KI received no communication from complaint and attended meeting and discussed involvement and engagement with Mary Bewley who seems more proactive.

6.1 - Screening and vaccination work has been well received.

6.2 - Flu report has had a soft launch.

8.3 - Integrated care systems need to bid to NHS England from April and a discussion was made around the health and strategy group membership and the different group levels. Integration task force has also stopped.

Actions:

- SE to meet with Mary Bewley
- BN to arrange meeting for SE and KI with Mark Adams to discuss concerns about Deciding Together/Delivering Together

- **BN to arrange meeting for SE and KI with Nick Forbes ICS and the engagement or lack of engagement by the CCG**

4. Chair update

- 4.1. KI discussed the appointment of two new Committee members (GC and ADC).
- 4.2. Integrated care systems. Chairs of Healthwatch attend joint scrutiny committee. KI pushed for agenda item of engagement approach, resulted in extra meeting where Mary Bewley presented the approach and looks positive for discussions
- 4.3. KI discussed TUN decision against bidding for CCG engagement contract due to too much risk. TUN are currently looking at KPIs and working on finance.

5. Project update

- 5.1. SE discussed the project update paper for the mental health work which is being completed by Lyndsay Yarde. Mental health has been the top priority for three years and there has been lots of engagement, involvement and consultation already. This work is focused on the gaps of this engagement. Replicated from Healthwatch North Tyneside, bids have been requested by organisations to do the work. Successful organisations are Fulfilling Lives (focusing on homelessness, drug abuse and criminality), Forward Assist (veteran and domestic abuse) and CAB (Universal Credit). There will also be a survey completed with LGBT, BME and young people. AC is the sponsor for this project.
- 5.2. SE discussed the work project update paper for access to primary care work managed by Rachel Wilkins. This issue was raised by GP Federation Chief Executive. There is lots of interest in the outcome of this project. The research concerns the housebound people who can only receive care in their homes. Four practices are sending out survey to their housebound list. Pharmacies suggested sending survey out with deliveries. Rachel is currently focusing on accessing lists from dentists and opticians. Volunteers will also be mystery shopping services. KI thanked TB for supporting RW with this project.

Action: BN to send Project Manager job description to TB

Decision: Mental health and access to primary care projects signed off

6. Trend analysis

- 6.1. SE discussed the trend analysis paper. The target of 650 by next year has been agreed. A discussion was made regarding the meeting to discuss what's needed and what to include in the reports. ADS has discussed ideas regarding this. SE stated the numbers are down to everyone, not just Volunteer and Outreach Coordinators. Mostly positive reviews reflect alternative way of collecting reviews.
- 6.2. TB raised Healthwatch North Tyneside's report. SE stated it takes two days for report and Healthwatch England CRM is eventually getting linked to EKKO. It is a good data collection tool. Discussion has been held up due to WH sickness.
- 6.3. The prize draw has not shown any effect so will not be repeated.

7. Outreach update

- 7.1. SE discussed one engagement/feedback event per week. It is always low in the summer and MB has been involved in GP online consultation, focusing on men and supporting the projects. A graduate student is also coming to support and learn about Healthwatch and will be supporting the mental health work.
- 7.2. SE stated that there is no active recruitment for volunteers now. Currently looking at developing research champions to support projects

8. Chief Executive update

- 8.1. SE reported that Wendy Hodgson (Deputy Chief Executive) is leaving. Recruitment for replacement will not be straight away so will require support with work.

Actions

- **Committee members to let SE know interests so she can allocate cover for meetings**
- **KI to send out working groups from Mary Bewley**

- 8.2. SE described what Healthwatch England's role is. HWE appointed Sir Robert Francis as chair, which will increase Healthwatch profile

Action: Committee members to let SE know of any theme suggestions for conference

9. Any other business

- 9.1. The Healthwatch Newcastle and Healthwatch Gateshead conference will be held on the 24 April at St Mary's Heritage Centre. All suggestions on themes are welcome.

The meeting closed at 12 noon