

# Committee minutes

11 September 2017 - 1.30pm  
Broadacre House, Newcastle upon Tyne

## Committee members present

Alison Walton (KI)	Deputy Chair and independent
Simon Elliot (SEI)	Independent
Feyi Awotona (FA)	Independent
Victor Gallant (VG)	Independent
Tim Care (TC)	Independent

## Apologies

Alisdair Cameron (AC)	Launchpad
Kate Israel (KI)	Independent Chair

## In attendance

Steph Edusei (SE)	Chief Executive, HWN
Melanie Bramley (MB)	Volunteer and Outreach Coordinator, HWN
Beth Nichol (BN)	Finance and Administration Officer, HWN

## 1. Welcome and introductions

1.1. The meeting began at 1.30pm with a round of introductions.

## 2. Apologies for absence

2.1. Apologies were noted from Alisdair Cameron and Kate Israel

## 3. Minutes of last meeting and matters arising

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

3.2. Matters arising, 5.2 - SE - discharges is not a problem for Newcastle residents but may be for those that do not live in Newcastle. 7.1 - Received training information from NC. This will be difficult to access because we don't have an action plan yet. KI discussed a regional campaign to raise awareness of the feedback centre on the Chair's meeting's agenda. There wasn't much interest.

**Action: 8.1 Steph to circulate survey for committee to comment**

## 4. Conflicts of interest

4.1. No conflicts of interest. VG has joined new organisation as trustee.

**Action: VG to send Deborah Hall information.**

## 5. Research projects

- 5.1. SE discussed the highlight reports for the research projects.
- 5.2. Screening and vaccination project - Screening is now likely to be completed with specific focus groups and vaccinations by a survey. Childhood vaccinations are not an issue in Newcastle. RH has looked at lower uptake practices which are mostly along river and studied the demographics. NHS England wanted to attend focus groups but want to keep health education separate as we feel this might confuse people or prevent people from contributing.
- 5.3 Young homeless and care leavers project - Luke Arend (LA) has been supporting Carole Gourdie from Gateshead. LA has met with key stakeholders and running a one collective voice event on 13 September. After this event LA will present SE with a project mandate. It will probably have in depth interviews and online questions. There are potential partnership opportunities too.

There was discussion about problems with young people transitioning between children's and adults services.

## 6. Outreach update

- 6.1. Melanie Bramley (MB) gave an update of the outreach ahead. Recently worked with the Peoples Kitchen and key themes were smoking cessation, podiatry, access to services, how to register and healthy living information. Gave a report back to them and hoping to go back to do further work in December. Also doing further homeless theme with Crisis, Tyneside Foyer and Albert Kennedy trust.
- 6.2. MB discussed stalls we have run. Poor stall location at Mela, Pride was useful to gather information by using a counter system to vote "Which service is the most LGBT friendly" The best rated services were Mental Health and Sexual Health
- 6.3. There are now five young people aged 19-24 in the Young Healthwatch group who have been recruited from Easter onwards. Meeting at the end of the month.

**Action: All to let HWN know of any groups that we might be able to work with**

## 7. Trend analysis

- 7.1. SE stated there are now an almost even amount of positive and negative comments on the feedback centre. The top themes are access, treatment and staff. Waiting time issue has now been seen in services other than just GPs. Most reviews received have been hospital, GP and ambulance which may be due to previous ambulance work.
- 7.2. SE discussed the Extended GP access project and a possible opportunity to place fixed feedback points in practices
- 7.3. LA discussed the widget. Some providers use it and SE has spoken to the CCG about it but require higher numbers in order to push it.

- 7.4. SE mentioned the Healthwatch Birmingham engagement and involvement standards. NHS England now uses this. This would be good to introduce but unfortunately we do not have the capacity to run this.

**Action: SE and WH to discuss target for the feedback centre and to be discussed in next committee meeting**

**SE to discuss with other HW about similar trends**

## **8. Chief Executive update**

- 8.1. SE discussed the core work completed which included outreach and engagement, research projects and system involvement. She discussed our in year focussed work with the Newcastle Eye centre, GP consultations with Ponteland Road, Grainger and Scotswood practice and the Deciding Together, Delivering Together events we are holding.

There was a detailed discussion about the situations with the two GP practices and concerns about ongoing provision of care.

## **9. Attendee questions**

- 9.1. It would be useful to have copies of the papers ahead of time. SE apologised.

The city council have stopped running certain groups so there is no real opportunity for different elements to meet up.

The issue of transition from children to adult in social care was discussed.

The poor attendance by public at the meeting was raised with only two public attending. This could be due to there being an AGM last week.

Newsletter is great and gives all details needed.

## **10. Any other business**

The meeting closed at 3.30pm.