

Committee and AGM minutes

3 September 2018 - 2–4pm

Brunswick Methodist Church, Newcastle upon Tyne

Board members present

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

Apologies

Alisdair Cameron (AC)	Launchpad
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In attendance

Steph Edusei (SE)	Chief Executive, HWN
Deborah Hall (DH)	Marketing and Project Coordinator, HWN
Beth Nichol (BN)	Finance and Administration officer, HWN
Lyndsay Yarde (LY)	Project Manager, HWN
Melanie Bramley (MB)	Volunteer and Outreach Co-ordinator, HWN
Harry Malby (HM)	Apprentice Administrator, HWN

1. Welcome and introductions

1.1. The meeting began at 2pm with a round of introductions.

2. Apologies for absence

2.1. Apologies were noted from Alisdair Cameron.

3. Appointments and resignations from the Committee

3.1. Thanks to Alison Walton for being interim chair whilst KI was away. Lisa Charlton is stepping down from the Committee. Terry Bearpark is also welcomed for her first year.

4. Minutes of last AGM and matters arising

4.1. Care home project is now being followed up by contacting care homes directly to see how they have made use of the report

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

5. Chief Executive presentation and questions

5.1. Completed Deciding Together, Delivering Together fringe events. Received good feedback and further work is being discussed.

5.2. SE gave an overview of the current year including social media hits, volunteer help and issues tackled around intermediate care and eye clinic services. SE thanked volunteers for all their hard work and Healthwatch wouldn't be the same without them.

5.3. Access to health services - MB worked with The People's Kitchen by having discussions and completing survey on how they access health services. Impacts from project are:

- NTW has contacted The People's Kitchen "friends" to discuss how they can offer better support
- There have also been discussions around how they can network better

5.4. Newcastle Eye Clinic - impacts from project are:

- Nurse and clinical staff work with Newcastle Vision Support and voluntary organisations to offer support
- Cramlington eye centre is offered as an option where appropriate
- NHS has conducted a more detailed survey following this and acted on feedback
- Temporary staff now employed in injection rooms

5.5. Attention on prevention - impacts from project are:

- Bowel screening - increased health promotion and now a member of steering group to lead on this; bowel screening has asked to do further work with HW and The People's Kitchen
- Cervical screening - No Fear is featuring on our show at Spice FM to promote screening
- Breast screening - out of hours appointments available and hope to sustain long term

5.6. Spotlight on intermediate care - impacts from project are:

- Adult social care are working with home care providers to improve quality
- Visits to people in hospital to explain what intermediate care is and new information leaflets are being designed
- Newcastle Council and NUTH are developing an animated information film with service users and patients
- Improving support when people access and move on from intermediate care services

An attendee asked for definition of intermediate care: SE responded with example of coming out of hospital and staying in a care home to help get back on feet and assess ongoing support needed, or this can be through home support. It is short term care funded by both NHS and the local authority.

5.7 NHS continuing healthcare - impacts from project are:

- Newcastle Gateshead CCG is now using an information film on its website that was recommended by Healthwatch

5.7. SEND - Impacts from project are:

- Identified single contact person
- Tracker to monitor attendance of professional at meetings and as a result attendance has increased
- Local offer translated into commonly spoken languages
- Kooth launched - online mental health counselling for young people

5.8. Finance - local authority funding is reducing each year therefore need to generate other income. This is by charging for work that is not a HW core activity. SE stated office costs cover the majority of things. There is a surplus this year but this will reduce this year due to increase of new office expense.

5.9. Priorities for 2018/19 include mental health - collecting views of people who didn't respond to Deciding Together work. Access to primary care services for housebound people, home care work follow up from 2015/16 and new council contract (resources permitted).

6. Chair presentation and questions

- 6.1. KI thanked everyone for attending and also thanked to the small staff team for dealing with challenges, including office move and cable and phone issues. Thanked volunteers for all their hard work.
- 6.2. KI emphasised SE's points of impact and discussed the development of new and different ways of working. HWN is good at reaching out to voices that wouldn't usually be heard
- 6.3. Strategic initiatives - responded to LA budget plan available on website. Attend Health Scrutiny, who see us a valued critical friend and receive all reports, use their power to make a change and support our work. Also attend Newcastle Wellbeing for Life Board where we emphasize importance of engaging with public and service users. Regional scrutiny involves councils in the North East who scrutinise STP plans. Healthwatch has pushed CCG to arrange a meeting on how to engage with public.

7. Developing a place based approach in Newcastle

- 7.1. Dan Jary (DJ) presented project which involves three west end practices: Cruddas Park, Holmside and West Road. Purpose of the group is to develop place based care focusing on the social model of health, to recognise the value of primary care and build resilience and to establish partnerships and promote collaborative working. Working in partnership with Changing Lives, Mental Health Concern, Newcastle University and Social Finance.
- 7.2. Established in 2014 social enterprise. Completed Ophelia project involving health literacy for local Roma population through a health foundation grant with Year of Care team. Launch event in 2017 with priorities being medicines management, mental health and frailty.
- 7.3. Workforce development and new models of care. Critical importance of teaching and training. All three are training practices and teach undergraduate medical students. Now involved in teaching placements for nursing students (Northumbria University), Physician Associates and pharmacy students. Have career start nurses and completing paramedics' pilot. Recent award of post-CCT fellowship in homeless health.
- 7.4. Critical importance of community. Understanding community needs to better design support offer. Strong belief we do that best by involvement. Understanding individuals and their communities through Ophelia project, working with Roma, Riverside Project and HISEM; shaped new approaches to access and interpreter use. Peer research project with Fulfilling Lives has created an important resource for now and the future and training a volunteer user and a member of staff in peer research. Valuing expertise by experience and peer support models.
- 7.5. Julia Perry from Mental Health Concern discussed the Ways to Wellness Peer Support Project. This project is supported by three partners: West End Family Health, Ways to Wellness and Moving on Tyne and Wear. It is hoped that the project will support the development of peer support in other areas, identify investment of time needed to train and support peer supporters, where, when and how the most effective peer

support takes place, and benefits gained so outcomes are identified as well as initial and ongoing investment of time to sustain this.

7.6. Newcastle Healthy Futures - broader partnership that embodies West End Family Health, Changing Lives, Mental Health Concern, Newcastle University, Social Finance. Completing test bed for new model of care and currently working up bid for DWP/DHSC Challenge Fund. Proposed Wellbeing Centre at Cruddas Park.

8. Any other business

The AGM meeting closed at 4pm