

# Committee meeting - Healthwatch Newcastle

6 October 2020, 10.30am to 12.30pm  
Online via Zoom

## Agenda Items

1.	Welcome and introductions		TB
2.	Apologies for absence		TB
3.	Minutes of previous meeting/matters arising	Paper 1	TB
4.	Updates		
	4.1 Project manager update	Paper 2a, 2b and 2c	RW
	4.2 COVID-19 report/Because We All Care	Paper 3	KN
	4.3 COVID-19 priority activities/Comms and Engagement plan	Paper 4	CA
	4.4 Volunteer & Outreach Coordinator	Paper 5	JT
	4.5 Operations Manager	Paper 6	CA
	4.6 Chair - recruitment, Alexandros	Oral report	TB
	4.7 Other	BN update here?	CA
5.	Performance management		
	5.1 KPIs	Paper 7a and 7b	RW
	5.2 Trend analysis (web hits, queries dealt with, themes, social media effectiveness)	Paper 8	CA
6.	Newsletters - sourcing ideas, authorship, etc.	Paper 9	CA/DH
7.	Any other business		TB

**Terry Bearpack - Chair**

**Cynthia Atkin - Interim Operations Manager**

**Rachel Wilkins - HWN Project Manager**

**Kim Newton - HWG Project Manager**

**Jacqui Thompson - HWN Volunteer and Outreach Coordinator**

**Beth Nichol - HWG Volunteer and Outreach Coordinator and Office Manager**

**Deborah Hall - Marketing and Project Coordinator**