

Committee minutes – Public

7th May 2026 – 4:00 pm

Hybrid: in person at Milburn House, Newcastle and online via Zoom

Committee members present.

Alex Hoole - Chair	(AH)	(in person)
Feyi Awotona	(FA)	(in person)
Terry Bearpark	(TB)	(in person)
Roo Begom	(RB)	(in person)
Rogelio Rivera	(RR)	online (via zoom)
Baran Hadid	(BH)	online (via zoom)
Ann Wynn	(AW)	online (via zoom)
Emily Sinclair-James	(ES)	online (via zoom)
Tobi Oludade	(TO)	online (via zoom)

In attendance

Courtney Peel	(CP)	Chief Operating Officer (in person)
Dan Milburn	(DM)	Healthwatch Newcastle Manager (in person)
Avish Johnson	(AJ)	Tell Us North Business Manager (in person)

1. Welcome and introductions.

1.1. AH as Chair welcomed everyone to the meeting.

2. Apologies for absence.

Apologies were received from, Alisdair Cameron (AC), Meera Soundararajan (MS) and Yvonne Probert (YP).

3. Minutes of previous meeting/matters arising.

3.1. Enter and View details have been sent to the committee.

3.2. DM is following up with the ICB on GP practices demonstrating good practice.

Action – DM to check what is meant by good practice, what it is based on, and how it is measured.

3.3. The Project Tracker has been updated.

3.4. The minutes from the Committee meeting held on 11th March 2026 were approved as a true and accurate record.

4. Electronic Decisions

4.1. None.

5. Project Update

5.1. Accessible Information & Health Literacy: Report completed and has been sent out to partners for response statements. Looking to publish mid-May 2026.

5.2. Adult Social Care: Project scoping document is set to be sent to the committee and partners soon, with engagement expected to begin sometime in May 2026. ES to be Project Sponsor.

5.3. Physiotherapy: In process of scoping out project.

5.4. Reasonable adjustments phase 2: Final draft of the report is completed with response statements. Due to be published week commencing 4 May 2026.

5.5. Enter & View: Report on Castle Dene service has been published on the website. A second Enter & View visit with report is under review and due to be published soon, and the third Enter & View initial visit has been completed, with a revisit to be held shortly. The next Enter & View is currently in the scoping stage.

The committee suggested using simpler and more consistent language throughout the Enter & View reports. It was also suggested that, where the same service operates across different venues, this should be clearly stated in the report.

Action – DM to check and update the report for language consistency and acronyms.

5.6. Youthwatch: The team is continuing to scope opportunities.

Action – Committee members were asked to provide any suggestions or leads to DM.

5.7. ICB project update: Primary Care Recovery Action Plan (PCARP): The project has been renamed “Modern General Practice Access (MGPA)” and the report was published on 18 March 2026. End of Life Care, Dentistry and North East Ambulance Service (NEAS) reports are yet to be published, and there are currently no new live projects.

5.8. Project Tracker: The changes made to the project timelines since the previous meeting were highlighted and presented to the committee.

- 5.9. Future Priority Project: NHS 111 is expected to be a joint project between Healthwatch Gateshead and Healthwatch Newcastle, as the data provided by NEAS is combined.
- 5.10. Stakeholder Annual Survey: The committee highlighted that, going forward, it should be stated that responses are to reflect organisational views rather than individual experiences.

6. Locality working update

- 6.1. Q4 data was presented to the committee, stating that locality work is continuing, with a total of 57 sessions across 20 venues, engaging with 2,440 members of the public. A detailed breakdown of the numbers and common themes arising from the engagement events was presented to the committee.
- 6.2. A discussion took place regarding how the data is used and presented to the public.

Action - DM to check the raw data to determine whether interpreter issues are area-specific or a region-wide problem and present findings at the next meeting.

7. Chair – Verbal update

- 5.1. Quarter 4 report to commissioner was shared with the committee for information as had been submitted.
- 5.2. Quality Accounts have been shared with the committee, and any comments are to be shared with YP at the earliest opportunity.
- 5.3. Annual Report is to be completed by the end of June 2026, and the committee will be presented with the draft report shortly for review and comments.

Action – Committee to review and provide any feedback on the Quality Accounts and annual report when they are circulated.

- 5.4. Stakeholder Survey Feedback – the committee discussed the average response rate and whether anything could be done to encourage more responses in future.

Action – Check graph in the report and update, as it mentions Gateshead instead of Newcastle.

- 5.5. The committee discussed the national picture. Including the end of the local Healthwatch contracts with the possible of a six-month transition period and how this may affect Healthwatch Gateshead's operations.

8. Finance Update

- 8.1. The Quarter 4 finance report was presented, reporting that income and expenditure are as expected. There is an underspend on the allocated use of TUN reserves due to a refund from previous accountants and savings made on merchandise, printing, and Freepost, as there were no live surveys.

9. Standing Items

- 9.1. Nothing to report regarding Safeguarding, Health and Safety, or Equality, Diversity and Inclusion.
- 9.2. There is no Freedom of Information requests.

10. Any other business

- 10.1. None.
- 10.2. The committee checked on how the staff team is managing following the news of the closure of Healthwatch, and the COO stated that business is continuing as usual, with no major concerns raised and all operations working well.

11. Date and time of next meeting.

- 11.1. Wednesday 1st July 2026 at 4:00 pm at Milburn House.