

Committee minutes

14 December 2017 - 10am
Broadacre House, Newcastle upon Tyne

Committee members present

Kate Israel (KI)	Independent (Chair)
Feyi Awotona (FA)	Independent
Victor Gallant (VG)	Independent
Alisdair Cameron (AC)	Launchpad

Apologies

Tim Care (TC)	Independent
Lisa Charlton (LC)	Independent

In attendance

Steph Edusei (SE)	Chief Executive, HWN
Beth Nichol (BN)	Finance and Administration Officer, HWN
Rachel Wilkins (RW)	Project Manager, HWN

1. Welcome and introductions

1.1. The meeting began at 10am with a round of introductions.

2. Apologies for absence

2.1. Apologies were noted from Tim Care and Lisa Charlton.

3. Minutes of last meeting and matters arising

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

3.2. Matters arising, 8.1 - SE circulated stakeholder survey to Committee and it has now been sent out to stakeholders. 4.1 - VG has sent Deborah Hall conflict of interest information.

4. Chair update

4.1. Tell Us North Board is now in place. FA and Neil Cameron are co-chairs for six months. The Board will be advertising for a chair in the New Year.

Action: All to notify Board if they know anyone interested

4.2. Committee recruitment - advertised on Vonne, website and Newcastle CVS. Currently one applicant but none with a Newcastle connection.

Action: All to continue head hunting for Committee members

4.3. Healthwatch Gateshead Committee - now in place with nine members. Currently recruiting chair within members. FA and AC will be on the interview panel

5. Research projects

5.1. RW gave an update on the screening and vaccination project - 1.1 screening interview letter has now been sent out and 13 interviews have been booked in. Working with Thornfield and Denton Turret GP practices. Survey responses have been difficult due to strict eligibility and specific wards. Thirteen focus groups have taken place. Overall, 160 people taken part, slightly more men than women. Flu vaccination survey has had 93 responses online. Currently starting data analysis.

KI thanked RW for her hard work.

5.2. SE discussed Lyndsay Yarde's project on intermediate care -interviews were held with those who received intermediate care, both in residential care homes and in their own homes. Feedback was mostly positive about discharge from hospital, however comments were made regarding lack of communication on what to expect when they returned home. Comments were also made about no wifi access in the residential homes.

The report has been published and distributed; Steve Parry has passed on thanks to LY and the team.

Action: BN to send intermediate care report to Committee

5.3 SE discussed the NHS continuing healthcare project (CHC) run by Kim Newton (KN) - surveys have been sent out. It is difficult to reach people receiving care - CCG are not able to help with this. KN identified a useful information video about CHC that another CCG had on their website and informed Newcastle Gateshead CCG, which has shown interest. KN attended a panel meeting and noticed lack of consistency in the panel which may be a recommendation for an independent person on the panel.

6. Outreach update

6.1. SE discussed the outreach paper. There has also been work with GP practice consultations and focus groups for the screening and vaccination project.

KI was impressed with outreach and gave thanks to Melanie Bramley (MB).

Action: MB to update spreadsheet with numbers of attendees and future events planned

6.2. SE invited Committee members to come along to the events if they would like to.

Action: All to get in touch with us if they are interested in coming to any outreach events

6.3. BN discussed the Young Healthwatch group - a few members have dropped out. Met with Healthwatch Sheffield and they have given us a few ideas to work with, i.e. strict structure. Will be recruiting in the New Year.

7. Trend analysis

- 7.1. SE discussed the need to increase of number of comments we receive on the feedback centre. The team have discussed a target of 650 in 12 months.

Decision: Committee agreed on target

8. Council budget

- 8.1. A discussion was held around the new council budget proposals.
- 8.2. Council's budget consultation meeting is booked in for 10am on 3 January at the Civic Centre.

Actions: KI to draft response to council budget proposal and circulate for comments after the consultation meeting; BN to ask TUN Board if they would like to attend

9. Chief Executive update

- 9.1. SE discussed our Deciding Together/Delivering Together work, which was well received and complimented on at the Wellbeing for Life Board. There are now groups created for next stage. SE feels we need a seat and is giving feedback.
- 9.2. STP is now a programme. There are three STPs ran by Alan Foster and some CCG decisions are now made at the CCG forum.
- 9.3. NHS 70th year - discussions have been made about Healthwatch having public conversations about the NHS. Nothing has been finalised yet but will be later next year. SE is currently finding out what it is and what resources are available.
- 9.4. Two GP practices in Newcastle are now considered inadequate by the Care Quality Commission: Newcastle Medical Centre and Dilston Medical Centre.
- 9.5. Urgent care review - VCS organisations have been asked to run focus groups. We have offered to fill in any gaps in engagement. LY will be handing out questionnaires at groups in early January. Concerns have been raised about the pack and timescales.
- 9.6. Office update - MEA House was confirmed by Board, however MEA House have another interested party and haven't responded. There is currently an office at The Core available.

10. Any other business

The meeting closed at 11.55am.