

## **Committee minutes - approved**

6 October 2020, 10.30am to 12.30pm

Online via Zoom

### **Committee members present**

Terry Bearpark (TB) Healthwatch Newcastle, Acting Chair

Feyi Awotona (FA)

Alisdair Cameron (AC)

Gill Clancy (GC)

### **Apologies**

Rachel Wilkins (RW) Project Manager, HWN

Beth Nichol (BN) Volunteer and Outreach Coordinator, HWG & Office Manager

Kate Beattie (KB) Finance and Administration Officer, HWN

### **In attendance**

Cynthia Atkin (CA) Interim Operations Manager

Kim Newton (KN) Project Manager, HWG

Lyndsay Yarde (LY) Associate, HWN

Jacqui Thompson (JT) Volunteer and Outreach Coordinator, HWN

Deborah Hall (DH) Marketing and Project Coordinator, HWN

It was agreed that team members were free to leave the meeting when they had given their feedback.

## **1. Welcome and introductions**

1.1 The meeting began with a round of inductions via Zoom. Kate was not in attendance due to testing positive with COVID-19, the Committee sent their best wishes to her.

## **2. Apologies for absence**

2.1 Apologies were sent from Rachel Wilkins (RW), Beth Nichol (BN) and Kate Beattie (KB).

## **3. Minutes of previous meeting and matters arising**

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

3.2 No actions.

## **4. Updates**

4.1 Project manager update.

RW was not in attendance but it was agreed if the Committee had any questions, they could collate them altogether and give them to JT to pass onto her. CA told the Committee that her campaign is still going ahead, however there may short pause as Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW) want to work with us but there is no set date as of yet. .

**Action: CA will ask RW if she has trialled the campaign before starting it**

**Action: RW will continue to update the committee with the effectiveness of the communication campaign**

#### 4.2 COVID-19 report/Because We All Care (BWAC).

KN led this update

She explained that BWAC is a branding that Healthwatch uses and works alongside with. It is set to go onto March 2021.

KN went through the data collected from July 2020 and explained that the numbers have improved, and that Newcastle and Gateshead have collected a lot of data over the month of July. KN went through the numbers and data we received and explained them to the Committee.

The team conducted a large mailout for September, so we expect to receive a large amount of responses from this.

FA queried the different numbers of responses for Newcastle and Gateshead and asked if there were any apparent reasons for this. AC commented that public engagement is decreasing at all levels as people are becoming jaded under Covid. It was suggested that we need to engage via community leaders or others to increase feedback.

TB asked for confirmation that the dentistry comments applied to NHS dentists. It was agreed that the two negative comments received do not really tell us much about the service overall.

**Action: KN will continue to work on increasing engagement and data capture. All data is shared with the AHSN.**

#### 4.3 Participation in practice update.

LY led this update.

One practice in Newcastle has completed and received their award. it highlighted some areas where the criteria for good practice can be refined and this will be picked up when evaluation starts in January. The evaluation team will include LY, TB, GC and Phil Kyle from AHSN

LY told the Committee that publicity for this award has taken place (see newsletter).

LY informed the Committee that 8 practices are still involved in the pilot but that we have lost 3 practices. The final deadline for completing the award is now December, but some practices are aiming to complete in October. LY went to each practice in September to see where they are at with it and if they need any extra support.

LY identified two risks that she is worried about.

1. COVID-19 and the approach to winter as more illnesses will appear which could lead to practices dropping out due to current pressures.

2. The amount of time it is taking for the award to be completed. The Committee acknowledged that it is great how many practices are still involved despite the current circumstances.

**Action: LY to continue to maintain contact with the practices still engaged and support as many as possible to complete.**

#### 4.4 Volunteer and Outreach Coordinator.

JT led this update.

JT is continuing to keep in touch with the volunteers and keeping them engaged as much as she can, asking them to be involved with social media and asking them to put content in the newsletter.

(if the volunteers are working on the 5 key Covid priorities, can this be specified/recognised in here? It's nice to acknowledge it if so. check with Cynthia/Jacqui)

JT is looking at recruiting a young person/people to be a part of our social media campaign.

JT told the Committee that she is also looking into asking the volunteers and young people to conduct some mystery shopping into different services (I'm sure she said why/what - can you add that in please - seems a bit random otherwise).

The Volunteer Handbook should be finished within the next few weeks.

JT is hosting an online forum in Newcastle. For whom? About what?

The Committee showed their appreciation towards all the work JT has done.

#### 4.5 Operations Manager.

CA led this update.

CA told the Committee that the team aren't returning to the office this month (October) due to the Government guidelines. CA and BN have conducted a risk assessment and we've received one from MEA House, too. CA and BN are continuing to review this alongside the new guidelines. CA has started putting together a plan for returning to work and BN is keeping a check on what will be needed in the office when staff return.

The team are keeping in contact with each other at team meetings and via the WhatsApp chat daily. CA will undertake 1-2-1 sessions before Siobhan O'Neil comes in to post so that she can conduct a detailed handover e.g. she will need to look at each member of staff job description.

The team and volunteers continue to work on the 5 priorities and CA is updating the Chairs fortnightly via Zoom.

We are currently undertaking recruitment for both Committees.

CA is still attending regular meetings (some idea of what/with whom would be useful and promoting our engagement).

The Newcastle contract has been extended for another 12 months with the same terms and conditions as before, but with an added responsibility to collect data about Covid.

CA will be leaving Healthwatch at the end of November due to the new CEO, Siobhan O'Neill, starting this month. CA is organising a timetable of meet and greet sessions for Siobhan to introduce her to people and the work being done.

The Committee also thanked CA for everything she has done since joining Healthwatch

**Action - all to support Siobhan as she steps into an unfamiliar role**

**Action - TB to invite Siobhan to a special committee meeting once new member/s are in place - potentially as part of an induction process for both her and the new members**

#### 4.6 Chair.

TB led this update.

Alexandros has had to resign the Chair due to health issues. The Committee and Healthwatch team showed their appreciation towards Alexandros and wished him the best for the future and his health..

TB explained that there were still details outstanding about the committee terms of reference and recruitment and CA is managing its passage through the TUN Board. The recruitment process is in hand and a timetable has been set.

TB also raised the issue that committee members who are not also Directors of TUN cannot access any of the files referred to in the team reports as they do not have access to the server. CA suggested this could be rectified, it having been agreed that any confidential access such as personnel records or TUN business are restricted by password.

**Action: CA to look at arranging access for non TUN committee members.**

#### 4.7 Other.

No other items were raised.

### 5. Performance management

#### 5.1 KPIs.

TB asked about the origin and purpose of these particular KPIs. FA explained that they are effectively a work planning tool to make sure we deliver a high-quality product.

TB pointed out that they had not been shared with the committee in the last 18 months but are central to any oversight role of the committee. This was confirmed by GC.

TB had several queries that she agreed to pick up with CA/RW outside this meeting due to time.

CA told the Committee that RW has offered to attend a future Committee meeting to go through the performance indicators. RW will compare this year's KPIs with last years.

**Action: TB to go through Outcome measures and PIs with RW and CA**

**Action: RW to go through the KPIs in the next Committee meeting.**

## 5.2 Trend analysis.

This item was deferred to the next meeting when the committee needs to start looking at setting priorities for the coming year.

## 6. Newsletters

DH led this update.

DH explained that the newsletters are primarily only digital at the moment due to working from home. The newsletters go out to about 700+ people and we receive a good read rate. Staff and volunteers are asked to contribute every month, as well as Committee members.

DH explained that she looked at just two categories of articles for the newsletter - HW or other information to share. She said when she got copy in she edited it and the running order for items was based on their perceived importance.

TB suggested that the Committee put together a section for the newsletters next month when recruitment has taken place. The project managers do updates for the newsletters every two months.

CA explained that Amanda, who has been helping with the social media campaign, has come to the end of her contract. All staff have now had social media training and are more comfortable with posting now.

**Action: all committee members are encouraged to share items for the newsletter on a rolling basis**

## 7. Any other business

7.1 GC raised the issue that the finances of HW had not been shared with the committee. This made it difficult to understand the resources available to deliver HW priorities or how decisions are made.

**Action: CA to arrange for the accountant, Amanda, to attend the next Committee meeting to go through the accounts with the Committee.**

7.2 TB and GC raised the idea of inter meeting briefings to keep all committee members up to speed with current events.

**The meeting closed at 12.30pm.**