

Board minutes

14 December 2016 - 1.30pm
Broadacre House, Newcastle upon Tyne

Board members present

Bev Bookless (BB)	Chair and independent
Alisdair Cameron (AC)	Launchpad
Neil Cameron (NC)	Independent
Tim Care (TC)	Independent
Lisa Charlton (LC)	Newcastle Society for Blind People
Kate Israel (KI)	Independent
Alison Walton (AW)	Independent
Simon Elliot (SE)	Independent

Apologies

Feyi Awotona (FA)	Independent
Victor Gallant (VG)	Independent

In attendance

Luke Arend (LA)	Project Manager, HWN
Steph Edusei (SE)	Chief Executive, HWN
Deborah Hall (DH)	Marketing and Project Coordinator, HWN
Lyndsay Yarde (LY)	Project Manager, HWN
Melanie Bramley (MB)	Volunteer and Outreach Coordinator, HWN

1. Welcome and introductions

1.1. The meeting began at 1.30pm with a round of introductions. New board member Simon Elliot was welcomed by new chair Kate.

2. Apologies for absence

2.1. Apologies were noted from Feyi Awotona and Victor Gallant.

3. Minutes of last meeting and matters arising

- 3.1. Future HWN board meetings in public - two per year. TUN will hold a meeting in private and financial matters relating to HWN explained during the meeting in public. Questions from public will be taken about items on the agenda rather than an open forum. Next meeting in public is 13 March 2017.
- 3.2. Young Healthwatch - currently have 2 existing members, 2 newly recruited and 1 or 2 others who have expressed an interest. Hoping to commence work with primary schools in the New Year.
- 3.3. The minutes for private and public meeting were agreed as a true record.

4. Conflicts of interest

4.1. No conflicts of interest

5. Chief Executive presentation

- 5.1. SE gave a presentation on the past three months. Recent outreach work included Anchor Housing, Chinese community, MELA (urgent care focus), Walker park, bail hostels, Scotswood Men's Sheds (unemployment and health issues) Attended several student open days at Newcastle College and International Students Event. There has been difficulty engaging with students so student targeted posters have been produced to try and encourage more involvement
- 5.2. My Home, my say project - involvement in care homes. Lyndsay had visited 10 care homes chosen by geographical spread, the outcome of CQC inspection, size of home etc. Issues such as how care home was run and level of care were discussed with residents, relatives and care home managers. Three homes were very good, three referred to Adult Social Care by HWN due to concerns on visits and four were satisfactory. Draft report is complete and due to be sent to CCG, CQC and NCC for feedback prior to a report launch event taking place in March.
- 5.3. SEND- Research around education health and care plans. Consultation and research taken place with parents and carers across the city as well as 18-25 year old users of services. Report will be published in March 2017.
- 5.4. Other- Current and future paid work to consult with BME groups in the city on behalf of NEAS.
Big piece of work on Sustainability and Transformation plans in 2017
- 5.5. Priority setting- for conference 5 April 2017. A board session will be held in January 2017 to develop a shortlist of priority work
- 5.6. Budget setting- NCC has sent round information on a breakdown of costs for the next financial year. Evident balancing their books will be impossibility.
- 5.7. Discussion was made around KPI's for numbers of people to engage with during projects/research. SE stated would not be appropriate as each project is very different based on groups we engage with.
- 5.8. Following SE involvement in Design Lab, HWN has been carrying out research with a GP surgery who are sharing information of patients recently discharged from hospital. Over a seven week period patients received phone call at home from a HWN staff member to complete a survey on their progress. Work is now complete and people really appreciated calls being made. Concerns around carers not receiving a carers pack were expressed and fed back to the hospital. Work will now spread locally to other GP practices working predominantly with older people who have been admitted to hospital for a couple of nights or more. RVS are taking on this role with extra remit of signposting patients to leisure and support forums.
- 5.9. The CQC information and advice meeting was discussed. The last two meetings have been cancelled

Action: KI to draft a letter to raise concerns and emphasise the importance to all parties of these meetings

6. Trend analysis (paper 1)

- 6.1. There have been 66 reviews over the last quarter- predominantly positive comments. Average rating for the services is 3 stars. Feedback needs to be promoted more along with friends and family feedback. Hospital feedback is focused on the physical health and not mental health services. Once 12 month analysis is completed, it can be considered alongside our priorities for next year
- 6.2. Moodraker is no longer up and running, so we need to ensure receive a refund for services paid for in advance and no longer receive, or get a suitable replacement. Considerations to share the informatics function with Gateshead, North and South Tyneside to work together in collating research and trends and secure a reduction in fees.

7. Sustainability and Transformation Plans

- 7.1. The NHS sends out planning guidance yearly and the 2016 guidance called for the creation of sustainability and transformation plans. They want to meet the triple need in terms of finance, quality and prevention. The footprint was originally Newcastle/Gateshead but this has now extended to Northumberland, Tyne and Wear and North Durham. The budget for health and social care will be over a billion pound short by 2020. A draft plan has been published is presently out to consultation.
- 7.2 HWN input to this will primarily be to ensure patient involvement takes place and public are fully consulted.

8. Any other business

- 8.1 None

The meeting closed at 2pm.