

Committee minutes

11 October 2017 - 10.00am
The Davidson Building, Gateshead

Committee members present

Michael Brown (MB)	Acting Chair
Lola McPartland (LM)	Committee Member
Ian Wolstenholme (IW)	Committee Member
Shamshad Shah (SS)	Committee Member
Lynda Cox (LC)	Committee Member
Michael Peacock (MP)	Committee Member

Apologies

Julie Boyack (JB)	Committee Member
Ann Dymyd (AD)	Committee Member
Kate Israel (KI)	Chair Tell Us North

In attendance

Steph Edusei (SE)	Chief Executive,
Wendy Hodgson (WH)	Deputy Chief Executive
Kim Newton (KN)	Project Manager
Victoria Clark (VC)	Volunteer and Outreach Coordinator
Nicola Winship (NW)	Administrator

1. Welcome and introductions

1.1. The meeting began at 10.30am with a round of introductions.

2. Apologies for absence

2.1. Apologies were noted from Kate Israel, Julie Boyack and Ann Dymyd

3. Conflicts of interest

3.1. No conflicts of interest

4. HWG AGM 31.10.17

SE advised that HWN AGM had went very well and therefore the Agenda will be replicated in Gateshead. AGM is at Bewicks with a 10am start with refreshments, followed by AGM. Everyone to say a few words of introduction and then SE will give an update and look back at the previous year's highlights. This will be followed by Julie Ross Director of Transformation to give a presentation on People, Communities and Care, this will be followed by questions

5. Volunteer Update

VC presented the Outreach update to the Committee. Currently 6 Champions which VC meets up with every couple of week to offer support. VC will be planning more activities and will have a 2 - 3 month rolling programme in place by the next Committee meeting.

World Mental Health day was very successful and VC made a lot of useful contacts.

Drop ins are being reinstated at the QE Hospital again and we are hoping to have a presence in Blaydon Primary Care Centre.

VC is holding an event on 26/10/17 Great North Care Record which is regarding the proposal for frontline care records to be shared. This needs to be publicised so VC to send flyer to Committee. LC asked for further information regarding the Great North Care Record. SE suggested that LC attends meeting regarding this and will forward the details.

VC is also working with MB (Melanie Bramley) HWN to establish a Young Persons Healthwatch and an event needs to be planned to promote this. MB asked regarding influx of students to Trinity Square what the plans were to engage. VC not currently engaging but it will be part of the Young Peoples work with MB.

LM asked if VC would like introductions to groups and will send email to VC.

Volunteer Xmas party will be a Topsy Turvy event with staff and Committee Members serving Volunteers - more info to follow.

Actions:

VC to present 2 - 3 month Outreach plan at next meeting
VC to forward flyer re Great North Care record to Committee
SE to email meeting details to LC re Great North Care Record
LM to email VC introductions to Groups

6. Performance Against Contract

Nicola Wilson will carry out an Informal Monitoring visit on morning 7/11/17 and a formal one will follow in March 2018 which will be over 2 days. Nicola Wilson is looking forward to building relationships with the new organisation and to be more of a critical friend. First 6 months have been mostly about setting up the new organisation but we have done Project work too and feedback so far from the council has been positive. We are monitored against a Quality Standards Evidence document. MB asked that for future meetings can a link to Quality Statements be emailed with papers to see if targets are being hit.

Action:

WH Link to Quality Statements to be emailed to Committee with papers for future meetings.

7. Feedback Centre/Trends Analysis

SE Feedback Centre is predominantly online and receives approximately 250 comments a year which is driven by outreach. We need to drive up numbers due to cost and need to look at ways of doing this. May look at putting tablets in venues e.g. GP practices where people could put their comments. HWN Committee has suggested setting targets for comments by looking at what other Healthwatch's are achieving and suggest doing the same with Gateshead. SE advised that once info is of reasonable quality it will be brought to Committee for Trends Analysis, this will most likely be December/January.

Action:

Feedback Centre/Trends Analysis to be brought to January's meeting

8. Project Updates

Continuing Healthcare

KN provided update on Continuing Healthcare Project. KN has been working with the Local Authority and the CQC. Healthwatch Gateshead has already made recommendations to the CCG and Gateshead Local Authority with respect to the provision of information on Continuing Healthcare. Healthwatch Gateshead held a One Collective Voice event in August 2017 to talk to representatives from the Voluntary and Community sector to gather more views. The findings suggested that there were issues being reported locally which further evidenced the need for this area of work to be carried out.

KN is currently focussing on three areas of work:

- Online/paper questionnaire
- KN to contact both Local Authorities and CCG's to see what is being done to implement recommendations from the National Office Audit into CHC.
- KN to attend the CHC Strategy Group meeting in November

A film has been produced by Enabled City about CHC. KN said this is a fantastic resource and it could be localised at a very small cost.

IW said KN could link in with Caroline Pinder (Advocate) AGE UK to obtain further insight into this

Action:

IW to email Caroline Pinder's details to KN

Carers Project

SE provided update. Engaged with Stakeholders, two events were held as well as questionnaire of which 260 responses were received. The responses have now been analysed and we have come up with recommendations. Interim report has been completed and sent to CCG and Local Authority and final report should be complete next week. SE will email to Committee once finalised and then it will be published.

Action:

SE to email final report to Committee

9. Team Update

Nothing to update

10. CEO Report

SE We have been asked by CCG to do some work around Blaydon Health Centre as they have had difficulties in obtaining a constant provider and they are currently looking at different models.

Conference - Looking at late April, have visited Gateshead Stadium and Gateshead College, although looking very likely to be Gateshead College. No theme yet so ideas welcomed and it will be ½ day morning followed by lunch. MB asked if future agendas would include finance and SE confirmed that this would happen after a few inconsistencies have been resolved.

Action:

Email any ideas re Conference to SE or if you would like to help out.

Horizon Scanning

SE is attending a meeting in Newcastle re commissioning for Newcastle and Gateshead looking at joint commissioning. There will be a joint post for Commissioner however there is a general feeling that Gateshead is pulling away from Newcastle and there could be two accountable care organisations.

11. Any other business

WH asked for Pen Portraits from Committee members and asked that they be sent to Deborah Hall by 20 October

Action:

Committee to email DH with Pen Portraits by 20 October

12. Date and time of next meeting

SE asked about frequency of Committee meetings. It was agreed to arrange next Committee meeting in early December followed by a one in late January and this meeting would be in public. SE asked that Committee members email NW with any particular days that they cannot attend in order to help with meeting planning.

Action:

Committee to email NW with days that they are not available by 20 October

The meeting closed at 12.00pm