

Committee minutes – approved

15 July 2020 – 10.30am - 12.30pm
Online via Zoom

Committee members present

Michael Brown (MB) Independent (Chair)
Michael Peacock (MP) Independent

Apologies

Shamshad Shah (SS) Independent
Mairi Cox (MC) Independent

In attendance

Cynthia Atkin (CA) Interim Operations Manager, HWN and HWG
Kim Newton (KN) Project Manager, HWG
Jacqui Thompson (JT) Volunteer and Outreach Co-ordinator, HWN
Lyndsay Yarde (LY) Associate, HWN
Kate Beattie (KB) Finance and Administration Officer

1. Welcome and introductions

1.1. MB led the welcome and introductions.

2. Apologies for absence

2.1 Apologies were noted for Shamshad Shah (SS) and Mairi Cox (MC).

3. Minutes of previous meetings and matters arising (paper 1)

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

Action outstanding: KN said that her husband, Dave Newton, will pick up the equipment and drop them off at the office as he is still working as normal.

Action: KB to check future dates with the Committee members so that they can all be in attendance for the next meeting.

4. Lyndsay Yard update

4.1 The PPGs were due to finish in September 2020 but due to COVID-19, LY asked everyone involved what their circumstances were and she received feedback that participants involved wanted the deadline to be postponed, LY proposed that this would be December 2020.

Action: CA and MB will send an email to all the Committee members to decide on this proposal of postponing the award to December 2020.

- 4.2 LY told the Committee that one practice has completed theirs with a Distinction, Terry Bearpack, from the Healthwatch Newcastle Committee has moderated this as well. LY suggested that she asks any volunteers if they would like to take part in the moderating process for the PPGs. Two more are wanting to complete theirs in August and four in the Autumn. She is still waiting to hear back from more of the participants involved and two have dropped out. LY told the Committee that 5 practices from Newcastle and 5 from Gateshead are involved.
- 4.3 In September, LY plans to go out to the different practices involved to help and engage as we will need to start adapting to new ways of working. However, the participants involved are still happy to stay in contact via Zoom and telephone calls. MB suggested that LY looks at any risk assessments before deciding on this to make sure that it is safe to carry this out.
- 4.4 LY stated that we have received over 200 responses for the survey we produced for CBC Health Federation in Gateshead about patients returning to their practices post COVID-19. All responses were received online, despite GP practices having access to hard copies of the survey to give out to patients. The report is now complete, LY is waiting for Deborah to look at the formatting.
- 4.5 LY found that there was more positive feedback about changes and experiences than there were negative. She also found that there was a split about how people are feeling about going back to their practice and going out in general post COVID-19. However, LY found that a small and significant minority miss face-to-face interactions.
- 4.6 In terms of the monitoring, LY found that 82% were female, 97% were White British and 96% were heterosexual meaning that the survey missed minority groups which could be because it was an online published survey as opposed to face-to-face.

Action: Once Deborah has looked at the report, LY will send KB the report to forward onto the Committee.

5. Operations Manager update

- 5.1 CA informed the Committee that the team are all still working from home and working on the five key priorities as well as the Communication and Engagement plan. The team are meeting fortnightly for team meetings and actions.
- 5.2 We are looking to recruit Committee members.
CA stated that advertising for the Committee is being published on the monthly newsletters. She also asked if the Committee and team also advertise this on their own personal platforms. If people are interested, they can have an informal chat with MB.

5.3 CA stated that BN and JT are looking into vulnerable groups that we can work with. JT explained that BAME communities are proving difficult to contact and get involved due to barriers such like they do not have online access.

5.4 CA told the Committee that the team are completing social media training so that they feel more comfortable with using the different platforms.

5.5 We are going to work alongside and internally with the flu vaccination work and also ways in which we can advertise it.

5.6 The Queen Elizabeth Hospital event did not go ahead online due to there being no responses. MB suggested that we try again but the main barrier of this is the online forum due to survey and online fatigue.

5.7 CA is mirroring LY survey in Newcastle (CBC Health Federation) due to the response rate being so high.

6. Project Manager update

6.1 KN stated that Gateshead are not carrying care act easements.

6.2 COVID-19 meetings are taking place every fortnight for up to half an hour each time. KN stated that these are professional and concise.

6.3 We have strong connections and relationships with Healthwatch Partnerships as we receive communication from them very fast and are up to date with information we are receiving.

6.4 KN told the Committee that we are putting together a signposting leaflet to boost our organisation as our calls are dropping.

6.5 KN explained the “Because we all care” campaign and stated how other Healthwatch organisations are using it as people are more likely to engage post COVID-19.

Action: CA and MB will send an email to all the Committee members to decide on this proposal of the “Because we all care” campaign.

7. Volunteer and Outreach update

BN was unable to attend the meeting, so CA gave her update

7.1 CA congratulated BN on taking over as Office Manager and KB on taking on the finance.

7.2 We are continuing working with the Champions by keeping them engaged and busy with work. We have also recruited new volunteers.

7.3 BN's report on children and young people's friendly services is complete and Deborah is finalising the formatting of this. The lost in translation report is also complete and KN has sent it to the QE for recommendations.

7.4 CA is line managing BN as Office Manager and KN is working with her still as Volunteer and Outreach Co-ordinator.

8. Social media

8.1 Alexandros has taken sabbatical and Terry Bearpack is standing in whilst he is away.

8.2 MB asked the Committee and team to carry on promoting and advertising the recruitment for the Committee.

8.3 MB thanked CA for putting together work for the Health and Wellbeing Board for Gateshead.

Action: MB will send KB an email to forward onto the team and the Committee.

9. Any other business

n/a.

The meeting closed at 11:45am