

Committee minutes

17 April 2018 - 1pm

Davidson Building, Gateshead

Committee members present

Michael Brown (MB)	Chair
Michael Peacock (MP)	Committee Member
Shamshad Shah (SS)	Committee Member
Lynda Cox (LC)	Committee Member

Apologies

Ann Dymyd (AD)	Committee Member
Ian Wolstenholme (IW)	Committee Member

In attendance

Steph Edusei (SE)	Chief Executive
Wendy Hodgson (WH)	Operations Manager (HWG)
Kim Newton (KN)	Project Manager
Beth Nichol (BN)	Finance and Administration officer (HWG)

1. Welcome and introductions

1.1. The meeting began at 1pm with a round of introductions. MB advised those present that Lola McPartland has now resigned from the board.

2. Apologies for absence

2.1. Apologies were received from Ann Dymyd and Ian Wolstenholme.

3. Minutes of previous meetings and matters arising

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

3.2. Matters arising. SE stated the Quality Statements are hard to link to Committee papers, however happy to continue if useful. 4.2- Gateshead Council budget response is now on the website. 5.2- Contracts have come out for carer's assessment work, HWG registered interest but haven't had notification of papers. Hoping to get specification to compare recommendations before the HWG annual report is published. It has been let to Crossroads. 6-SE advised that the trend analysis system we are currently using isn't the most useful reporting mechanism and suggested forming a working group to consider how we can do this differently. SE suggested that Michael Peacock be part of the group given his technological skills. Michael Agreed. 7.2- SE has had a discussion with Mark Adams regarding the issue of not being included on the initial circulation list and the notice given for these meetings. Apology was made for not letting Healthwatch know and said it was more for organisations signing up. Next steps are engagement around design of accountable care organisations. Letter of complaint from HWG is being sent to Mark Adams tomorrow.

Action: All to let SE know if interested in being part of trend analysis group Michael Peacock agreed to be part of the trend analysis group WH to raise the STP issue / HWG complaint letter at Health and Wellbeing Board on 20 April.

4. Project updates

- 4.1. KN gave an update about her NHS continuing healthcare project. The report is complete and has been circulated to stakeholders and is now publicly available. Gateshead Children services have responded to say they are looking at their policies and procedures. Currently working with Steph to ensure the recommendations relating to the CCG are heard and receive a response. CCG are usually good at responding, however as the report has raised some challenging issues it may be more difficult.

KN also stated her observations of the use of reporting tools whilst attending nursing assessments was that they were used differently each time. One recommendation made in the report is to involve an independent observer, such as advocacy. To ensure consistency, etc.

MB asked if other Healthwatch have heard the same. SE responded that different CCGs handle it in different ways. Need to focus on the initial checklist.

MB congratulated KN on an excellent piece of work

MP asked about the engagement plan to share the report. KN responded that it will be sent to stakeholders, Healthwatch England, NHS England, Local Authority and everyone involved in informing the content of the report. There is also the offer of presenting the report to organisations. It is on the agenda for June Health Scrutiny. SE discussed Keith Newman, PR, who wants to do a press release focused on participants' 'experiences' as this will capture more interest to the report.

5. Outreach

- 5.1. WH presented the outreach update paper by Victoria Clarke (VC). A volunteer has achieved a volunteer lifetime achievement award. WH stated there has been a lot of investment in training and support to develop the volunteers. Joint Newcastle and Gateshead Champion meetings are taking place regularly, however, more people attend when held in Newcastle.
- 5.2. SE stated that volunteer-run sessions without staff have currently been put on hold. This is to review the quality of training being given and to ensure an organisation-wide consistent approach. Newcastle has a research Champion role that must go through a selection process. Volunteer-run sessions also need to be used more in Newcastle. Currently have six volunteers in Gateshead and 12 in Newcastle. Volunteers have the option of location and also what activities they do.
- 5.3. SE discussed that the feedback centre new provider letter needs to be sent out. WH brought the Committee's attention to a suggestion in VC's report that the Committee consider an incentive to complete the feedback leaflets, such as a prize draw. There was a discussion around whether this approach might bring more comments but that they might not be the best quality. SE mentioned that different Healthwatch record comments differently – HWN and HWG look at themes rather than individual comments.

KN discussed her experience when doing outreach and reached high numbers by dropping into leisure centres and roadshows. SE advised we attend Pride and MELA over the summer and could start to link with community festivals like Greening Wingrove. MP raised using tablet to record feedback. SE discussed that if sat in certain services then there will be a spike in the data for that service.

- 5.4. MP raised the issue of using volunteers for data input. SE explained they all sign agreements and attend training before being able to.
- 5.5. WH advised that a comprehensive list of outreach/engagement which has taken place and is planned should have accompanied this and future reports. VC to circulate in the next week.

Action: VC to circulate rolling list of engagement following this meeting. Including what outreach and engagement has taken place and a programme of planned activity.

Decision: Trial the incentive for feedback centre from June until September.

6. Chief Executive and Operational Manager update

- 6.1. WH informed the Committee that Gateshead will be having a monitoring visit from the council on the 2 May. The monitoring officer will be coming for the whole day and will want to meet staff and representatives from the Committee. So far we have had positive feedback from the commissioners. WH advised that the council will use a Quality Statement based Monitoring Framework as a guide for the visit and we will be asked to demonstrate how we meet requirements. SE raised concerns that North Tyneside Council asked to view staff appraisals, which she would decline if Gateshead Council asked.
- 6.2. WH advised that the HWG annual report needs to be published by 30 June. The 12 June Committee meeting will be where it needs to be signed off. SE discussed that the Healthwatch England PowerPoint template is not being used but all areas will still be covered.
- 6.3. WH welcomed BN to her new role at Healthwatch Gateshead. An apprentice administrator will be supervised by Beth and interviews are on 27 April. SE explained new structure updates. NW (Finance and Administrator) took voluntary redundancy at the end of February, CG (Project Manager) has been made redundant. There are now two Project Managers: KN and Rachel Wilkins. There is more flexibility for extra volunteer and Project Manager work when needed.
- 6.4. SE stated Gateshead has appointed a joint Director of Performance and Quality of the CCG and Local Authority. Aim for providers to work together and pool budgets.
- 6.5. There was an Accountable Officers group that met regularly across Gateshead and Newcastle which now seems to be splitting as Gateshead seems to only be looking at their own agenda. Jackie is due to start next week. There may be a significant changes to leadership and management teams
- 6.6. SE informed the Committee about the Quality Accounts. Healthwatch are expected to write a response. This year we are jointly responding with Newcastle and North Tyneside for NEAS, Newcastle Hospitals and NTW. Healthwatch Gateshead will also

make a response to the QE. If we don't agree with any information they have included, we can challenge this too.

7. Conference

7.1. SE stated the conference is themed with our excellence in engagement. The first session includes the team presenting their work. There will then be an interactive session which asks participants to design an engagement action plan for the Transforming Care programme (aims to improve the lives of people with a learning disability and/or autism). There will then be a session on new ways of engaging and technology, then a final session of creating the plan which will then be feedback. We will also be showcasing our volunteer video then priority setting. Conference has been oversold.

Action: MB and Kate Israel to discuss how to cover 10 minute slot at the beginning and end of the conference.

8. Any other business

9.1. SE apologised for the late distribution of the Committee papers. She also discussed regularity of the meetings with the Committee.

Decision: Committee to meet June and October (possibly AGM) and to cancel August.

8.2. SE discussed priority setting needs to be agreed in May. Overall outcome is from staff team recommendations.

Decision: Board to agree on priority setting in May via email

8.3. SE suggested to the Committee that they may wish to appoint project sponsors to link with/support Project Managers with their project work. Members of the Committee showed interest in this opportunity.

9. Date and time of next meeting

12 June 2018.