

# Committee minutes

7 November 2018

Davidson Building, Gateshead

## Committee members present

Michael Brown  
Esther Ward  
Lynda Cox

## In attendance

Steph Edusei  
Lyndsay Yarde  
Kim Newton  
Victoria Clark

### 1. Welcome and introductions

Esther Ward was welcomed and introduced herself.

### 2. Apologies for absence

None noted.

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

The monitoring visit took place but was incomplete, so a second visit was arranged and held in October.

Because of the change of the dates of Committee meetings, the pre-planned meeting in December will be put back.

**Action:** Move the December meeting into January

### 4. Chair update

Interviews for Committee members have been held and Esther Ward has been appointed.

There are still a couple of vacancies so the Committee agreed to keep the advert open for a number of months to do some ongoing recruitment. There is a need to increase diversity and it was agreed that we would contact the Gateshead Youth Council.

#### **Actions:**

**SE to contact the Youth Council**

**All to consider people who might be suitable to join the Committee**

MB updated the Committee members following a meeting held with Mark Adams, Chief Officer of Newcastle Gateshead Clinical Commissioning Group, and Mary Bewley from engagement and involvement. MB was reassured that there might be more focus on engagement in future. Mark Adams described how services might fall into the various levels (national, local, place, etc.). There are 15 workstreams that are all at different stages of development.

Integrated Care System status isn't yet established but there is local discussion about 1 April.

NHS engagement is looking at developing some kind of animation to describe all of this to the public.

Tentative discussions held about how Healthwatch could get involved in some of the workstreams. SE updated on conversations held with Mary Bewely and work done to develop and refine a specification for a Healthwatch coordination role.

There were also discussions at the meeting with Mark Adams about the changes around mental health. There is currently a bit of a gridlock in terms of funding to get things started. There may also be a need to move people temporarily which could be controversial. There is a lack of transparency at the moment about what is happening and Healthwatch is not a member of any of the groups that are still meeting. Potential joint work with the scrutiny committees to try to find out what is happening.

#### 5. **Project update**

LY updated the Committee on the work that is taking place around mental health. This is looking at and trying to address the gaps in the engagement that has previously taken place as part of Deciding Together, Delivering Together (specialist adult services) and Expanding Minds, Improving Lives (children and young people). The targeted groups are: LGBT communities, veterans, African/Caribbean communities, students in higher education, people who are homeless/living in insecure accommodation, people in receipt of Universal Credit. Some of the work is being sub-contracted: Veterans is being done by Forward Assist; Universal Credit by Gateshead Citizens Advice Bureau; people who are homeless/living in insecure accommodation by Fulfilling Lives. LY is doing reviews with each of the external organisations to ensure that they are able to deliver as required.

#### **Decision: Committee approved the project initiation document**

KN updated the committee on the work on lack of funding for social care. The project mandate has already been circulated to and commented on by the committee. KN led consultation on the Local Government Association (LGA) green paper on social care. This has been submitted as part of a system-wide response and has been praised by the local authority.

Since the project mandate has been prepared there has been an increase in delayed discharges from hospital due to waiting for social care/assessment (in September). KN is trying to get some reasons for this from the local authority.

The project will focus on people's experiences since the local budget cuts (via questionnaire) and on the new budget proposals (predominantly via a listening event). MB advised that we should be looking to see if there were impact assessments for the proposals as there weren't last year. He added that the bulk of the cost savings are likely to come from social care.

The Healthwatch Gateshead listening event is on Wednesday 12 December, 10 am–12 noon. The Committee felt it was important to have a representative from the local authority.

There are some to watch at the moment: personal health budgets, reablement and raising the access criteria.

**Action: MB will contact the local authority about representation at the meeting**

**Decision: Committee approved the project initiation document**

## 6. Trend analysis

The prize draw increased reviews by nine reviews.

Committee members were offered 'back door' access to the informatics function of the feedback centre.

LC fed back on the discussion that had been held about the trend analysis and what was required. There was a feeling that there was a need to look at what kind of information was required and that we should go back to basics and develop a communications plan.

**Actions: SE to share HW North Tyneside report with Committee members  
Set up a meeting of interested Committee members to discuss the communications plan before the next HW Gateshead meeting**

**Decision: The prize draw will not be repeated  
Committee members will be given 'back door' access to the informatics function**

## 7. Volunteer and outreach update

VC updated the Committee on the work of our Champions and the outreach work. We are currently recruiting new volunteers and have two applications.

VC has been engaging with the Roma community and this has facilitated Gateshead CAB to work with the community. In nine months, the CAB has seen 56 clients and have helped them access over £87k (over £2k per family). The meeting with the GP practice managers and Roma community leaders happened last week: the predominant issue that came out was interpreter services. Neither the GP practices nor the service users are happy with the current service. Healthwatch Gateshead will help to signpost to services that can help with raising the general health of the Roma community. GPs will produce an explanation of their services to be translated.

Generally people are very happy with NHS services.

VC believes that there are around 174 items of feedback received but this doesn't correspond with the feedback centre.

New parents: views have been expressed that pre- and peri-natal care is good but that they felt they were unsupported in the post-natal period.

MB noted that it was important that the black, Asian and minority ethnic communities engaged with are representative.

**Action: VC to check the number of feedback forms completed and then entered into the feedback centre**

**8. Any other business**

None raised.

**Date and time of next meeting**

January. To be arranged.