

# Committee minutes – Public

10<sup>th</sup> June 2024 – 3pm to 5pm

Hybrid: at Milburn House in person and via Zoom

## Committee members present.

Michael Brown	(MB)	Chair (via zoom)
Lyn Boyle	(LB)	(via zoom)
Mairi Cox	(MC)	(via zoom)
Semande Ayihonbe	(SA)	(via zoom)

## In attendance

Yvonne Probert	(YP)	CEO
Courtney Peel	(CP)	Business Services Manager
Jack Tinkler	(JT)	Healthwatch Gateshead Lead Officer
Avish Johnson	(AJ)	Business Support Officer
Alan Guest	(AG)	Observer

## 1. Welcome and introductions.

MB welcomed everyone to the meeting and introductions were made.

## 2. Apologies for absence.

Shamshad Shah (SS) gave apologies for the meeting.

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

3.1. MB attended the Gateshead Health NHS Foundation Trust Council of Governors meeting. He will discuss his opinions with the Tell Us North board and with this committee.

3.2. Response to Quality Accounts was circulated and everyone approved them.

Action – MB to follow up with a potential new committee member who had recently indicated their interest in joining.

3.3. MB attended a training session on Enter and View, which focused on adult social care. He pointed out that it is a useful tool that should be incorporated into project work, but it will require preparation for implementation.

Action: YP to write the Q4 report and send them to Committee Members by email.

Action: YP to check with Healthwatch England for the reason behind not allowing Enter and View on children's settings.

3.4. The minutes of the meeting held on the 2<sup>nd</sup> April 2024 were approved as a true record.

## 4. Chair's Update

4.1. The public annual survey received 191 responses. The main themes noted were dentistry, issues with GP appointments, and lack of medication in pharmacies.

4.2. Other topics included dementia care, physiotherapy appointments, residential care services, mental health, and waiting times for autism spectrum disorder (ASD) and attention deficit hyperactivity disorder (ADHD) assessments.

4.3. The stakeholder survey received responses from eight organisations.

**Action: YP to make a list of organisations that responded to the survey, identify those that have not responded, and look into the potential barriers to responding.**

4.4. Headline topics identified to be further discussed at Annual joint meeting are ADHD and autism assessments, mental health, residential care, dementia care, physiotherapy, along with dentistry and pharmacy at the national level.

4.5. Emerging priorities identified as ASD and ADHD (timelines for diagnosis), mental health, dentistry, GP appointments, residential care homes, dementia care and physiotherapy.

## 5. Project Update.

5.1. Accessible information standards are currently on hold until the new standards have been published.

5.2. Hospital Discharge scoping document had been finalised and committee agreed to move forward with the joint project with Healthwatch Newcastle.

5.3. The SEND Transitions service from children to adult social care. Key issues identified include the standard transition approach does not account for individual differences, making it challenging for some.

5.4. Gateshead Autism project is awaiting response from Gateshead Council.

5.5. Youthwatch project has had good participation for partners, and the team has been engaging with young people. The project is currently in the scoping phase, where various issues are being discussed, to define a pilot project.

5.6. Women's mental health project.

- Menopause topic: Issues include hormone replacement therapy (HRT) and long waiting periods for treatment for those with menopause symptoms.
- Perinatal Care topic: The project is currently focusing on the help and assistance given to new mothers and raising public awareness. However,

this is in the initial phase and requires more scoping to create a more defined area for research.

The committee decided to proceed with the project on menopause, and the focus on new mothers will be held for now and further explored in the future.

5.7. Digital exclusion project is awaiting response from Connected Voice who already have a project developing in this area. This would be further investigated and brought to the next committee meeting.

## **6. Locality Working update.**

- 6.1. JT stated that the locality working was continuing with drop-ins across Gateshead, and a new localities being added to the list, which will have monthly drop-ins.
- 6.2. The recent Jewish community cultural training has been helpful in gaining knowledge about the community and expanding contacts within the community.

## **7. CEO Update.**

- 7.1. Committee member recruitment – adverts are live on social media platforms.
- 7.2. Staff update – Healthwatch Newcastle Lead Officer has submitted their resignation. Recruitment advertisements have already been posted. This change will not impact the Gateshead team.
- 7.3. ICB meeting for Newcastle and Gateshead was held on the same day. Women's mental health was key topic for the next year across the region and the local Healthwatch will work together with the ICB team on implementing the project.
- 7.4. Safeguarding Adults Board: a scoping document will be drafted covering key topic to be included and sent out before the next meeting.
- 7.5. All Quality Account joint responses have been sent and this is complete.
- 7.6. Annual Joint Meeting to be held on 19<sup>th</sup> September and committee members were asked to make a note of the date in their diaries for attendance.

## **8. Healthwatch Gateshead Quarterly Report**

8.1. Reports will be sent; ongoing IT issue is resulting in a delay.

8.0. Report to be completed and circulated once Power BI is working.

## **9. Volunteering subgroup meeting Update**

- 9.1. The joint Healthwatch Gateshead and Healthwatch Newcastle Volunteering subgroup met and discussed the current volunteering.
- 9.2. A discussion took place on various ways to engage volunteers. Three areas were identified where volunteers can be involved – 1) Research work, 2) Communication and information and 3) Engagement. Each area will have a specific role description, and volunteers can choose to engage in their area of interest.
- 9.3. Next step is for the team to discuss with existing volunteers about what they think of the roles and why they volunteer. Lead Officers to undertake this.
- 9.4. The Joint Volunteering Subgroup to reconvene in late summer to discuss the findings and review work needed to go forward.

Action – Staff team to finalise the role descriptions and undertake a review with existing volunteers.

## **10. Finance Update Q3.**

- 10.1. CP presented the financial report no issues or questions raised.

## **11. Standing Items**

- 11.1. As per CP report there was 1 item on Freedom Of Information. A request for information on Office suppliers and associated products. This had been replied to within the FOI deadlines .

## **12. Any other business**

- 12.1. Annual report will be sent around for review and approval of the committee members.

## **13. Date and time of next meeting.**

- 13.1. 23.07.2024 at 02:00 pm.