**Committee minutes**

29 November 2017 – 1pm

The Davidson Building, Gateshead

**Committee members present**

Kate Israel (KI) Acting Chair

Michael Brown (MB) Committee Member

Michael Peacock (MP) Committee Member

Julie Boyack (JB) Committee Member

**Apologies**

Shamshad Shah (SS) Committee Member

Ann Dymyd (AD) Committee Member

Lynda Cox (LC) Committee Member

Lola McPartland (LM) Committee Member

Ian Wolstenholme (IW) Committee Member

**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. The meeting began at Ipm.
2. **Apologies for absence**
   1. Apologies were noted from Shamshad Shah, Ann Dymyd, Lynda Cox, Lola McPartland, Ian Wolstenholme
3. **Conflicts of interest**
   1. No conflicts of interest
4. **Minutes of previous meetings.**

**4.1 Committee Meeting 11.10.17**

Matters arising. Item 6 – SE asked re future meetings to have a link to quality statements, and did we say we would put something on papers regarding this. MB confirmed that it had been agreed to do this.

MB asked how Commissioning meeting had went. WH confirmed that it had went well, and the Commissioners were happy and thought that a lot had been achieved since April.

Item 5 – WH said GNCR went very well 56 people registered and 32 turned up.

SE – Advised that the Carers project report is being finalised and both the CCG and Local Authority have had feedback and the new specification is due in early January.

WH advised that she does not have pen portraits for all committee members yet.

**4.2 AGM 31.10.17**

MB Thought it was a good event with good interaction.

SE – had noted comments re room set up however said that it needs to be set up that way as it’s a formal committee meeting.

**Action:** Change template for committee report to have a box to say what quality statement is applicable.

**Action:** Committee members to submit pen portraits to WH by 22 December

1. **Recruitment Process for HWG Chair**

KI – Discussed what the role of HWG Chair would involve and would include the following:

* Chair Committee Meetings
* Attend Health and Wellbeing Board
* Contract Monitoring Meetings
* HWG Chair will be a director on Tell Us North Board so will need to attend these meetings also.
* Attend other meetings as and when appropriate

The role will be advertised internally. Two Tell Us North Board members to be on interview panel – Alasdair Cameron, Feyi Awotona and Lynne Caffrey (Councillor). KI hopes to have a Chair in place by January meeting in public and if anyone needs any further information to contact her regarding the role.

**Action:** WH is to send out recruitment packs to all committee members.

1. **Trends Analysis (papers 3 and 4)**

SE – Apologised as papers are not correct. It doesn’t show any feedback which has been collected at events. Also, the comments which have been put directly onto the feedback centre need to be tagged and themed. Over the last year we have collected approx 185 reviews. LHM spoke to other Healthwatch’s who have collected 650 on average. To make us credible we need to be aiming for this.

SE talked about the app and that this may help increase the numbers and when it’s up and running we need to get some publicity around this.

**Breakdown of reviews:** 185 reviews covering 48 different services. A lot of these are from hospital and its quite low from other services.

**Sentiment Analysis**: 75% positive, 11% negative

People are also asked to rate services and the average rating is 4 ½ stars over the last year.

Trends Analysis – This shows peoples comments and is from people on the phone or from events and this is coming through as more negative. SE talked about dental charges and fines for people who have ticked for free treatment and then it has later become apparent that they are not entitled to free treatment due to the type of benefit they are on.

**Action:** SE – Need to look further into dental charges/fines, maybe a joint piece of work for Newcastle/Gateshead.

**Action:** NW Reviews on website to be tagged and themed

1. **Outreach Strategy & Update (papers 5 & 6)**

VC – Outreach paper to be approved by the Committee. The aim of the programme is to raise awareness, signpost and hear experiences. The programme needs to cover fairly and should include the west and seldom heard groups i.e. Roma, BME, men, young people and families. VC has been working well with the voluntary sector and has a regular monthly slot at Queen Elizabeth hospital and Blaydon, although we are not collecting a lot of comments from this. Going to try wandering around different departments within the hospital to see if we can get more comments.

SE suggested having a 12-month rolling programme going to different clinics. VC said we need QE permission to do this but is speaking to PALS Coordinator to see where we can go.

Work coming up

Roma Community, this is beginning as other agencies need to be involved. WH said that Mel has done a lot of work around this and should we link in. SE said that we can learn from what Mel and Lyndsay have done but it needs to be done separately.

SE we can take approach we used at Refugee event.

* Find out issues
* Hold a follow up event and bring in speakers.

JB said that Changing Lives are starting to work with this group and she will pass details to VC.

Young People. VC working closely with Newcastle and awaiting to hear re-funding bids from Mel. SE mentioned the ‘I will’ campaign which is engaging with young people between ages 10 and 20 and its split into 3 categories

* Involvement and Volunteering
* Getting heard
* Peer Education

NHS turns 70 next year and they will tie in the launch event with this and Northumberland will be a beacon site.

MB asked how many volunteers we have and what would be the ideal number. Currently have 6 volunteers, SE depends on skills it’s a tricky one to balance.

MP asked if we advertised events on facebook and twitter. SE confirmed we’ve used facebook but not twitter, we tried but it didn’t work.

KI asked VC to check through outreach papers before they are approved. Change Mela to NCL/GHD Mela but also to add GHD Mela.

MB asked if VC was going to put timescales against them.

VC said it’s over a year.

KI Happy to approve Outreach Strategy with amendments made.

**Action:** JB pass details from Changing Lives to VC

**Action :** VC Make amendments

1. **Project Update (paper 7)**

KN has produced a highlight report but work has progressed since this was produced. The first meeting of the CHC strategy group has taken place and we were on the agenda. The angle we are coming from is the patient experience and the journey, it wasn’t about everybody getting CHC but about helping them on their journey. Michael Laing was very positive and recommended for everyone to work with KN. KN is trying to seek agreement for the video to be used on websites. WH advised that the work was complimented at the Overview and Scrutiny meeting and Councillor Marylin Charlton has asked for the video to be sent. The CCG are putting together an engagement brief and stated that they could use Involve North East as part of their scope as they were already commissioned to do engagement. KN raised the issue with SE and it was decided not to move forward with this option as this would involve external organisations and may confuse people if another organisation becomes involved in the work at this stage

SE said we have received 40 – 50 responses to the surveys but can’t work out the percentage as local authority can’t advise how many people have gone through the process.

KN has been invited to an assessment.

JB asked if we have any statutory powers. SE advised we don’t, but our report will carry weight. A good recommendation would be to have an independent person at assessment. MB asked if other LA’s use an independent person at assessment. KN said she will find out.

**Action:** KN to find out if other areas use and independent person at assessment.

**Action:** KN will contact local authority in both Newcastle and Gateshead to see if there are options available to circulate the survey.

1. **CEO & Ops Manager Report (to include Delivering Together)**

WH need to get feedback centre forms to all services. WH to do letter first to all services.

WH still getting out and about meeting people. Attended Health and Wellbeing Board and Overview and Scrutiny all feedback re HWG is positive.

SE Delivering together is complete. We completed 8 Fringe events and the work was well received.

Gateshead Council Budget Consultation – SE we don’t have capacity staff wise for this but asked if any board member would be interested.

SE met with CCG. Gateshead can’t be called an Accountable Care Organisation at the moment but there will be a lot of structural change.

SE talked about ‘I Will’ and Healthwatch will have a public conversation.

* What will the future of the NHS look like
* What will we do for ourselves
* What will NHS do for us

This work may well influence the amount of priorities we can set for next year.

JB Talked about the Self Care Model which will be promoted within the NHS. Public Health has invested money for training within the voluntary sector for the Self Care Model.

**Action:** WH to do letter to all services re feedback centre

1. **Any other business**

JB went to Budget Consultation and provided an update.

* Gateshead Voluntary Sector, there will be a cut to services. Brexit uncertainties and impacts of the budget will affect this.
* There will be reviews of all services and they also want to look at preventative services.
* Increase trading i.e. catering leisure facilities
* Increase council tax
* Increase Business rates
* Look at keeping people at home for as long as possible – much stricter criteria will be used for going into residential care

The website has information on the 56 areas being considered.

KI – no capacity within the team to respond and asked if anyone on the Committee would like to look at this.

MB will do initial trawl to see if any relating to Health and Social care and then will email to NW to forward.

Ki spoke about frequency of meetings. It was agreed perhaps every two months initially until the Committee feel more comfortable. After meeting in public in January it was agreed to meet in April and then again in June and then at June meeting the frequency will be decided. In the months that there are no meetings the committee will be sent an update.

**Action:**  NW to send doodles for April and June meetings

1. **Date and time of next meeting**

The next meeting will be held in public on Tuesday 23 January 2018, at St Mary’s Heritage Centre from10am till 12pm