

Minutes of the Healthwatch Northumberland Board meeting held on Tuesday 16th May 2017 at Adapt (NE) Burn Lane, Hexham

Minutes recorded by: Jean Pearson

Present:

David Thompson (DT) Chair,
Carole Pitkeathley (CP) Interim Vice Chair,
Kirsten Francis (KF) Policy Lead, Northumberland County Council
Sharon Spurling (SS), Carers Northumberland
Catherine Lee (CL), PALS
Ann Lyall (AL) Northumberland VCS Assembly
Madeleine Elliott (ME), Independent member
Margaret Young (MY), Independent member
Colin Watson (CW), Independent member
Derry Nugent (DN), Project Co-ordinator

Apologies:

Liz Prudhoe (Strategic Lead)

	Action and deadline
<p>1. Introductions, Apologies and Declarations of Interest</p> <p>The Chair opened the meeting with a round of introductions from all Board members</p> <p>In line with the requirements for public bodies during an election 'purdah' period the Chair asked if any members were standing for election in the General Election 2017. All members confirmed they were not standing.</p>	
<p>2. Minutes of the last meeting</p> <p>The Chair asked members who had been at the previous meeting to confirm the accuracy of the minutes.</p> <p>CP asked for one amendment to be made:</p> <p>Item: Information regarding the Two Vanguard Co-Design Forums and two Blyth Valley Locality Forums - details extended.</p> <p>With this amendment the minutes were agreed as a correct record. The Chair signed the minutes.</p>	
<p>3. Action points</p> <p>Monitoring Information</p> <p>DN said Quarter 4 data is being collated and she will circulate the report. She</p>	<p>DN to circulate</p>

<p>asked that Board members review the report and think about the content and style of future reports. She noted this will also be determined by discussions at the Planning Day on 20 June.</p> <p>CW for clarification of the Key Performance Indicators (KPIs). KF said the current KPIs are transactional and were set at the time the service was originally commissioned. It would be appropriate for them now to focus on Healthwatch impact.</p> <p>It was agreed the Annual Plan for 2017/18 will contain relevant KPIs that measure delivery of the contract and the difference made through service delivery. Board reports should have a narrative to show progress against each item.</p> <p>Client Relationship Management Database</p> <p>DN reported that all of the new staff team are being trained to use the new Client Relationship Management (CRM database) and she is investigating buying in additional bespoke training.</p>	<p>Q4 report by 9 June</p> <p>All members to send comments on KPIs to DN by end of May 2017</p> <p>DN to report to next full Board meeting</p>
<p>4. Matters Arising</p> <p>There were no further matter arising from the previous minutes.</p>	
<p>5. Background documents</p> <p>DT said he is keen to ensure that Healthwatch Northumberland (HWN), Adapt and NCC have a shared understanding of the role of Healthwatch and agreed working arrangements. The circulated background documents show the current situation and he is keen that all members of the Board have the opportunity to consider them and make suggestions to for developing them.</p> <p>It was agreed that all members should send any comments to DN by the end of May. DT will arrange a meeting with CP, KF and DN by the end of June with a view to bringing revised versions to the August meeting.</p>	<p>All members to send comments to DN by 31 May 2017</p> <p>DT to arrange meeting with CP, KF, DN by 30 June 2017</p>
<p>6. Whither Healthwatch Northumberland?</p> <p>Healthwatch Role and Purpose</p> <p>DT summarised the current position of Healthwatch, emphasising the strengths brought by all Board members, including CP's appointment as Interim Vice Chair and the new staff team.</p>	

DT reported that the Adapt Board will receive a report of the independent investigation of Healthwatch Northumberland. DT said the Adapt Board will inform the Healthwatch Board of any findings or learning points. In the meantime the work of the current staff team and Board will carry on.

DT highlighted important current activities

- Promoting HWN to its various audiences. This includes DT attending a number meetings and forums.
- DT said the most important activity was to ensure HWN has a clear plan for 2017 as quickly as possible and the Board Planning Day on 20 June was a crucial step in producing this.
- The substantive Vice Chair role is being advertised with a closing date of 24 May.
- The responses to the NHS Trusts' Quality Accounts. He said due to the timescales responses had been done and would be circulated together with the reports. His expectation is that Board members would have an active role in formulating the responses in 2018.
- Annual Report for 2017. This has to be lodged with Healthwatch England by 30 June 2017. Claire Jackson and DN are working on a draft to be considered by the Board on 20 June.

DT reminded members that the Adapt contract to run HWN runs until 31 March 2018. In his view the intention should be to submit a bid when the contract is re-tendered.

In response to members' questions about the tendering process KF said that the Healthwatch function will continue beyond March 2018 as it is a requirement under the Care Act. The logistics of which organisation delivers the function and how it does it will be determined by the competitive commissioning process. Arrangements for governance, staffing and delivery will be considered as part of each bid. The tender process is likely to commence in the Autumn/Winter of 2017.

Being a consumer champion

CP gave a presentation about how organisations can act as a "consumer champion". She stressed the importance of gathering data from a variety of sources, as well as consumer experience, to build a coherent evidence base. It is this evidence which will influence service providers to change.

Members thanked her for a clear and inspiring presentation.

Planning for the year ahead

This was an open round table discussion where members highlighted the principles and issues that they felt could guide the development of an action plan. In summary these were:

- HWN's work should be based on evidence gathered from publically

DN to circulate reports by 19 May 2016

DN/Claire Jackson to produce draft Annual Report by 13 June 2017

<p>available data, the intelligence from our networks and feedback from users of health and social services.</p> <ul style="list-style-type: none"> • It is not always about starting everything new but looking at what has worked well and where there is still a need. Work that has already started needs to be completed, such as the work on the Patient Transport Service. • Engagement activity is important, especially to reach people who may not know about Healthwatch but it needs to be appropriate and with a defined purpose. This will help to promote and raise awareness of Healthwatch. • The groups of people or issues that feel important to explore are - mental health, particularly young people, seldom heard groups such as older people in rural areas. • The HWN annual survey indicates high satisfaction with services. The structural developments such as the Sustainability and Transformation Plan (STP) and the Accountable Care Organisation are major developments which HWN can have a role in helping people understand and give feedback on. <p>It was agreed that DT, CP and DN will use this discussion to prepare the programme for the Development Day on 20 June.</p>	<p>DT, CP, DN to develop programme by 13 June</p>
<p>7. Board partner organisation updates</p> <p>Each partner gave a brief overview of their organisation and update on current activity.</p> <p>Carers Northumberland. The organisation has recently restructured how it works, introducing Key Workers alongside training, support groups and advice and information.</p> <p>Northumberland VCS Assembly (VCSA). The VCSA Board is developing its plan for the next three years to support the 900 voluntary and community sector organisations in Northumberland. The focus is to encourage and work collaboratively with communities and to encourage business to support the sector.</p> <p>Patient Advice and Liaison Service (PALS). The service is busy and is currently recruiting new staff.</p> <p>CL described the difference between PALs and HWN; the focus for PALs is to address individual problems raised by a patient or carer. Where a client of PALS agrees that information can be passed on to HWN this is done to enable the widest gathering of information. The work on the Patient Transport Service was a good example of this.</p>	
<p>8. Delivery Team Update</p> <p>DN reported on staff and Board recruitments, Ageing Well events attended and the revised HWN website which will go live by the end of May.</p>	

<p>9. Any other Business</p> <p>There was no further business</p>	
<p>10. Date and Time of Next Meetings</p> <p>The meeting schedule for the year had been previously circulated. It was agreed the meeting on 20 June would probably last for three rather than two hours and the meeting on 1 August would go ahead.</p> <p>20 June - Planning Day Venue and time to be confirmed</p>	<p>DN to confirm time and venue by 13 June</p>

Confirmed as a true record:

Signed:

Full name & title:

Date: