

**Minutes of the Healthwatch Northumberland Board meeting held on 1st August 2017 at
Adapt (NE) Burn Lane, Hexham**

Minutes recorded by: Jean Pearson

Present:

David Thompson (DT) Chair,
Carole Pitkeathley (CP) Vice Chair,
Kirsten Francis (KF) Policy Lead, Northumberland County Council
Liz Prudhoe (Strategic Lead) *(item 7 onwards)*
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

<p>1. Introductions, Apologies and Declarations of Interest The Chair opened the meeting.</p> <p>There were no declarations of interest</p>	<p>Action and deadline</p>
<p>2. Minutes of the last meeting The minutes were agreed as a correct record. The Chair signed the minutes.</p>	
<p>3. Action points All action points from the last meeting were recorded as complete.</p>	
<p>4. Matters Arising Kirsten Francis will meet Derry Nugent for further discussions about KPI's.</p> <p>There were no further matters arising from the previous minutes.</p>	<p>KF & DN to agree a meeting date</p>
<p>5. Meetings attended DT provided an overview of all meetings attended. Members received the reports and said they had sufficient contextual information and the reports were useful. It was agreed that a single combined activity report would be issued each month in future. DT/CP to submit information to enable DN to collate and circulate reports at the beginning of each month.</p> <p>CP, CW and Anne Armstrong were congratulated on Healthwatch England Conference Report.</p> <p>DT reported that Vanessa Bainbridge and Dr Alistair Ball had offered to attend a Healthwatch Board meeting to discuss the STP and ACO developments. Members welcomed this and agreed to extend the invitation to the meeting on 26 September 2017.</p>	<p>DT/CP/DN to make arrangements</p> <p>DT to invite Vanessa Bainbridge & Alistair Blair by 31 August</p>
<p>6. Confidential item</p>	

<p>Documents pertaining to the recent investigations were tabled. Members read and discussed the documents. Following discussion, the Board agreed that an action plan to implement the recommendations should be presented to the next Healthwatch Board meeting and as a standing item thereafter and monitored to completion.</p>	<p>DT to present to 26 September meeting</p>
<p>7. Financial report DN presented the report. Members accepted the report and asked for the future reports to have a summary column after each quarter and for further information about the amount available for staff and Board training. The recommendation to bring forward a prioritised proposal for commissioning work and potential underspends was agreed.</p>	<p>DN to action the changes and recommendation for 26 September meeting</p>
<p>8. Board partner organisation updates Each partner gave a brief overview of their organisation and update on current activity:</p> <p>i. Carers Northumberland. SS (and AL) attended the ‘Empowering People & Communities’ workstream for the STP/ACO engagement. Self-management of long term conditions and social prescribing are emerging themes with implication for the capacity of individuals and communities to fully engage with these developments.</p> <p>CP said she would add this group of meetings to the mapping exercise of key meetings and networks for HWN.</p> <p>ii. Northumberland VCS Assembly (VCSA)</p> <p>Work continues with NCC regarding resettlement of Syrian refugees.</p> <p>General Data Protection Regulations (GDPR) – NCVA is updating its own data systems and is willing to share information through the sector/trustee bulletin to support other organisations.</p> <p>iii. PALS. CL reported there have been regional structural changes within the Northumberland, Tyne & Wear Trust and North East Ambulance Service Trust, which have caused changes within PALS.</p> <p>Also Northumbria Healthcare Trust ran activities and events in Newcastle include Trans Community Issues including an action workshop regarding discrimination and the impact on healthcare.</p> <p>iv. Adapt (NE). LP reported the NHS Complaints Advocacy Service has 35 live cases including 3 cases currently with the Parliamentary Ombudsman. There appear to be no dominant trends although waiting times are mentioned regularly.</p> <p>The ‘Getabout Access Scheme’ is seeing increased cases of Patient Transport being declined and where GP’s are not supporting appeals. DN will clarify the issues with Adapt and PALS with a view to Healthwatch raising the matter with commissioners.</p>	<p>CP to add to Strategic Approach meeting</p> <p>DN to liaise with LP and CL</p>

<p>9. Delivery team update</p> <p>DN provided an update.</p> <p>Since May the HWN staff team has received training on the Customer Relationship Management database (CRM) and are now putting learning into practice. Further training will be needed to develop the outcome measurement system envisaged in the Operational Plan (item 11ii)</p> <p>They have been busy engaging with organisations and the public, including recently talking to groups regarding the overnight closure of Urgent Care Centres at Wansbeck and Hexham hospitals.</p> <p>Anne Armstrong benefited greatly from attending the Healthwatch England Conference learning more about the organisation and the work of HW. She is currently working with Tania Porteous and Heather Pringle to develop an Engagement Plan.</p> <p>Claire Jackson continues with the Communications Plan, developing the work on identifying on channels and audiences and how to reach them. DN said she is to be congratulated for producing an excellent Annual Report.</p> <p>CW said he found the HWE conference very useful especially the cost effective use that could be made of social media to get HW messages out.</p>	
<p>10. Principle and Protocols of Shared Information</p> <p>CP noted she is still to meet with LP to include Adapt within the scope of the protocol.</p> <p>AL asked for a clause to enable signatories to review and withdraw from the protocol and a policy on the retention timescales. Subject to these revisions, the protocol was approved.</p> <p>Members discussed the forthcoming GDPR changes and asked for further work to be done and a report brought to the November meeting with an action plan for compliance by May 2018.</p>	<p>CP and LP to meet. CP to produce final version of the protocol</p> <p>DN to produce report and action plan for 14 November</p>
<p>11. Strategic Items</p> <p>DT congratulated CP and DN on their work in producing these key documents.</p> <p>i) Healthwatch Northumberland Strategic Plan 2017-2020</p> <p>With some notified minor drafting amendments the Strategic Plan was approved</p> <p>ii) Draft Operational Plan 2017-2018</p> <p>Members asked for clarity around the choice of young peoples' mental health as a priority and quantitative measures in activities, where these would be relevant. Subject to these amendments, the plan was approved.</p> <p>DT said reporting on the Operational Plan would be 'by exception' at each meeting noting areas where corrective action or amendment was required or where progress/impact was greater than anticipated.</p>	<p>DN to amend the Operational Plan by 26 September</p>

DN asked members to consider sharing the outcomes with the Health and Wellbeing Board Overview and Scrutiny Committee in the spirit of shared and joint interest. Members agreed this would be appropriate and that DN should discuss this with the lead officer in the first instance.	DN to discuss with Mike Bird at Northumberland County Council
<p>12. Annual General Meeting DT suggested seeking a date in October or November for the HWN Annual General Meeting. This was agreed</p> <p>13. Any other Business There was no further business</p>	DT/DN to find suitable date
<p>14. Date and Time of Next Meetings DT suggested the next meeting be held in the south east of the county and that it is extended to include a development session for individual members. Members also asked that the start time be brought forward to 10am. This was agreed</p> <p>On this basis the next HWN Board meeting will be on Tuesday 26 September 2017 starting at 10am with main business finishing at 12noon. Lunch will be provided for members attending a development session from 12noon until 1.30.</p>	<p>DN to notify members of venue.</p> <p>All members to note changed time and venue.</p>

Forthcoming items	
Enter and View Board Terms of Reference and Relationship Agreement	26 September 2017
General Data Protection Regulation	14 November 2017