

Minutes of the Healthwatch Northumberland Board meeting held on 26 September 2017 at West Hartford Community Fire Station Cramlington

Minutes recorded by: Claire Jackson

Present:

David Thompson (DT) Chair, Carole Pitkeathley (CP) 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 Coordinator, Claire Jackson, (CJ) Communication and Marketing Officer

<p>1. Introductions, Apologies and Declarations of Interest</p> <p>The Chair opened the meeting. He thanked Carole Pitkeathley and all members for their work on the Induction Pack and Skills Audit in preparation for the development session to follow the business section.</p> <p>Apologies were recorded for Liz Prudhoe</p> <p>Carole Pitkeathley said that she had stepped down as Chair of the charity NEA and no longer operated a consultancy business. There were no other declarations of interest.</p> <p>Presentation</p> <p>At this point Vanessa Bainbridge and Dr Alistair Blair joined the meeting. DT welcomed them. They made a presentation and answered questions about the complexities and challenges of establishing an Accountable Care Organisation to manage integrated health and social care in Northumberland.</p> <p>DT thanked Vanessa Bainbridge and Dr Blair for their time and for giving a thorough and forthright presentation. He said he saw this as a mark of the mutual respect and productive relationship between Healthwatch Northumberland and the commissioner and provider structures in the county.</p> <p>Vanessa Bainbridge and Dr Blair left the meeting.</p> <p>Issues raised by members in subsequent discussion were:</p> <ul style="list-style-type: none"> • Where specific financial savings are envisaged, how can HWN be assured about or engaged in any impact assessments on consequent service provision for patients, and their families and carers prior to actual implementation? • How can HWN be assured about or engaged in the actual effects on performance of such specific savings made in areas of patient care and wellbeing? 	<p>Action and deadline</p> <p>CP to prepare a note of the afternoon development session and share with Board Members</p>
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<ul style="list-style-type: none"> • how can HWN be informed about and/or participate in any planned engagement exercises which may be held with stakeholders and the wider community on envisaged changes to the services provided? • Board members would be interested in being kept informed of progress in the north of the county about access to services, not least concerning development of links with providers in the Borders. <p>DT said he would raise these issues with Vanessa Bainbridge in writing.</p>	<p>DT to write to Vanessa Bainbridge by 13 October</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 There were no matters arising not covered by the agenda.</p>	
<p>5. Digest of external meetings</p> <p>DT said that he was still trying to confirm the details for the STP Engagement Work stream.</p> <p>CP said the list of meetings currently being attended by HWN was a work in progress and it was apparent that some rationalisation was required and she encouraged board members to identify gaps and to volunteer to attend meetings/networks where they felt they could make a contribution.</p> <p>CP said that it is still unclear whether the Empowering People and Communities Leadership group has a strategic or operational focus. It should be clear after the next meeting on 5 October.</p> <p>ME said that she attends the Ageing Well Network for Age UK and asked if she could represent HWN as well. CP will find out</p>	<p>CP to clarify if the Empowering People and Communities Group has strategic or operational focus by 13 October.</p> <p>ME to find out if she can represent HWN on the Ageing Well Network in addition to her role with Age UK Northumberland by 13 October.</p>
<p>6. Communication and Engagement Plans</p> <p>i) Communication and Marketing Plan CJ spoke to the report. She highlighted the ways in which members can contribute to raising the profile of HWN. She explained the support available to produce blogs for example. She encouraged members to invite people to the AGM.</p> <p>Members thanked Claire for a thorough and well-structured plan.</p> <p>ii) Engagement Plan DN spoke to the report written by AA. She said AA had worked with all the HWN team to produce the plan and this was a helpful approach in developing operational systems and ways of working. AA had also highlighted the work done in 2016 on identifying and working with “hard to reach groups”. AA said it had shown where new approaches and staff development were needed giving the</p>	<p>CJ/AA to take forward positive comments on the Communication and Engagement plans by 31 October</p>

<p>example of working with people who are sight impaired.</p> <p>Members welcomed the report and gave additional groups who they felt could be over looked and suggested networks that would be helpful including Northumberland Age UK's LGBT older people group and the NFU for alerts and links to the agricultural community.</p>	
<p>7. Confidential item</p> <p>The latest version of the action plan was tabled. It was noted that most actions had been completed. Suggestions to some items were suggested to clarify responsibilities.</p>	<p>CP to update report for progress and make amendments for clarification by 13 October</p>
<p>8. Budget Priorities 2017/18</p> <p>DN spoke to the report. She explained the decision making principles would give flexibility to ensure the best use of the budget to achieve the strategic aims. She explained how it had been applied to increase capacity within the staff team in filling the Engagement Assistant vacancy.</p> <p>Members agreed the budget decision making principles. They asked DN to make suggestions to the next meeting for commissioned research.</p>	<p>DN to produce suggestions for commissioned research work for next meeting 14 November.</p>
<p>9. Board partner organisation updates</p> <p>Each partner gave a brief overview of their organisation and update on current activity:</p> <p>i) Carers Northumberland. SS reported that CN was monitoring instances of people being discharged from hospital without care plans and also domiciliary care. She said that the organisation will be doing a large piece of work with young carers in 2018.</p> <p>ii) Northumberland VCS Assembly (VCSA) AL reported that the North Northumberland Network is making a funding bid to the Wellcome Trust for a feasibility study focussing on mental health in rural settings.</p> <p>Community Action Northumberland is running an event on an asset based community development approach to health and wellbeing. The Asylum Seekers and Refugee Group is developing a health project.</p> <p>AL also said the Social Value Engine Tool may be of use in measuring HWN work.</p> <p>NCVA is facilitating employer supported volunteering with several business.</p> <p>She also drew members' attention to the statement issued by Northumberland CAB about the changes to its service.</p> <p>iii) PALS CL reported that PALS is recruiting to a post at Hexham and St Nicholas' hospitals. She said she had attended an NEAS event which gave useful insights about the use of ambulances, the 111 service and dental commissioning.</p>	<p>CP to investigate whether the Social Value Engine Tool or some other type of social impact measurement is appropriate for HWN</p>

<p>10. Operations update DN provided an update on the operational team and the Operational Plan. Staffing</p> <p>Heather Pringle had left to undertake a Masters degree. Recruitment is live with closing date of 10 October and interviews on 17 October.</p> <p>Operational Plan</p> <p>Strategic Objectives activity 2.1 and 5.1 are complete with the production of the Communication and Engagement Plans.</p> <p>Strategic Objective 4.3, CQC consultation response, is complete. Thanks given to MY and CP.</p> <p>Strategic Objectives 6.1, to produce an impact measurement system, is progressing, with a key deliverable a ‘challenge log’ to be seen and discussed in the Board development session. Tania Porteous is leading on use of the CRM to support this objective by developing a structure for recording activities and has lead a team training session to ensure all members use it consistently.</p> <p>Strategic priority 7 – engagement around STP. DT and CP and DN have attended meetings with HW in the North Durham TWN ‘footprint’. We have had a positive influence on building relationships between HW and NHSE. DT will take up a place on the Engagement and Communications Work stream of the STP.</p> <p>AGM – attendance numbers are building. All members are asked for help with engaging with guests encouraging them to visit stalls.</p> <p>Areas to note</p> <p>Strategic Priority 1 – all team members have made contact with services and key people within the CYP mental health system. We have attended the SEND Roadshows organised by In It Together for parents. We are reviewing what we have found out and why parents attended in order to identify gaps and issues. This may lead to a change in the priority as currently identified.</p> <p>Staff capacity is lower but we are moving quickly with recruitment and to cover the gap from within the team.</p> <p>We are identifying additional areas of work –e.g. dementia. We have capacity within the budget to commission additional help when defined.</p>	
<p>12. Enter & View discussion paper DN spoke to the circulated report. Members raised the following issues in discussion about the Healthwatch Northumberland approach to Enter and View (E&V);</p> <ul style="list-style-type: none"> • E&V is about a lay perspective of the quality of services for the user, not an inspection • It should be used a part of a range of engagement activities to gather the experiences of service users • Appropriate training is essential so that service providers, users and visitors 	<p>All members to inform DN if they want to attend training 1 November.</p> <p>Further discussion of</p>

<p>are clear how and why it is happening.</p> <p>DN said that HWE would be providing training at the Adapt offices in November. She encouraged all members who could do so to attend.</p> <p>It was agreed that the training would provide information for a further discussion at the next meeting.</p>	<p>Enter & View at the next meeting 14 November.</p>
<p>13. Annual General Meeting</p> <p>DT said the HWN Annual General Meeting would be on Wednesday 11 October at Stannington Village Hall 10:00 – 13:00 with lunch. The speaker will be a senior member of North East Ambulance Service who will talk about the new service standards and response times. All members are encouraged to invite people along.</p> <p>14. Any other Business</p> <p>DT had circulated the draft of a letter to the CCG about the Rothbury Community Hospital proposals. Members made comments on the draft to be incorporated along with observations following the Decision Making Meeting on 27 September.</p>	<p>DT to amend letter in light of comments and subsequent to decision making meeting and send to CCG by 6 October</p>
<p>Date and Time of Next Meetings</p> <p>10:00 Tuesday 14 November 2017. Venue to be confirmed in line with decision to meet in different localities.</p>	

Forthcoming items	
14 November 2017	<p>HWN Tender 2018</p> <p>General Data Protection Regulation</p> <p>Enter & View</p> <p>Operational Plan and Budget Update</p>
16 January 2018	<p>Year 1 Strategic Performance Review and Operational Planning</p>
13 March 2018	<p>Annual Review preparation</p>

Signed as a true record:

Full name and title:

Date: