**Minutes of the Healthwatch Northumberland Board meeting held on 14November 2017 at Adapt (NE), Burn Lane, Hexham.**

**Present:** David Thompson (DT) Chair, Carole Pitkeathley (CP) Vice Chair, Sharon Spurling (SS), Carers Northumberland, Liz Prudhoe (LP) Adapt North East, Catherine Lee (CL), PALS, Madeleine Elliott (ME), Independent member, Margaret Young (MY), Independent member, Colin Watson (CW), Independent member.

Derry Nugent (DN), Project Coordinator, Anne Armstrong (AA), Engagement Officer.

**Apologies:** Anne Lyall

Minutes recorded by: Jean Pearson

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| **1.Introductions, apologies and Declarations of Interest:**The Chair opened the meeting. Apologies received from Anne Lyall.Declarations of Interest. LP had an interest in Item 9 and left the room for the discussion | **Action and deadline** |
| **2. Minutes of last meeting**Agreed as a true record – copy signed and dated by DT |  |
| **3. Action points** All action points discussed - all completed/on-going or added to the agenda. |  |
| **4. Matters arising****Social Value Engine Tool (SVET).** CP had reviewed the SVET methodology and suggested that discussing how to develop the Social Impact Audit previously done by HWN would be a more appropriate action at this time. It was agreed to do this at the Board Planning day in January 2018. **Correspondence with Vanessa Bainbridge (VB), Director of Adult Social Care for Northumberland** – DT and DN are meeting VB on 28 November and DT is attending the Health & Wellbeing Board 16 November.  | DN - Include Social Impact Audit in the January planning session with specific action from 1/4/18.DT – circulate update to the Board following meeting with VB.  |
| **5. Digest of external meetings notes**The report was noted.DT has met with Claire Riley, Director of Communications & Corporate Affairs at Northumbria Trust. It was agreed for DN to meet Jennifer Coe to develop A&E Questionnaire & Mystery Shopping at the Fracture Clinic.CP reported that she had drafted an outline approach for Liz Morgan the Interim Director of Public Health on stakeholder engagement for the Empowering People and Communities workstream as part of the Joint Health and Wellbeing Strategy. DN to ensure this is recorded on the CRM.  | DN – arrange to meet Jennifer Coe.DN – ensure CP input to Joint Health and Wellbeing Strategy stakeholder engagement planning is recorded on CRM |
| **6. Correspondence with Clinical Commissioning Group regarding Rothbury Cottage Hospital**DT gave an update following his and ME’s attendance at the Overview and Scrutiny Committee in October. This meeting referred the decision to the Secretary of State for Health. It was noted that the In Patient beds will remain closed whilel the Secretary of State makes a decision. The GP practice is moving to the hospital site. DN will contact the Rothbury Practice to confirm how this is being communicated to patients.*ME arrived at this point.* | DN - contact Rothbury GP practice regarding details of premises move. |
| **Recovery College Presentation**AA provided a presentation on the Recovery College in Northumberland, covering college representation, who is involved and the future of the college. The Northumberland model is called ‘Positive Pathways’. Northumberland, Tyne & Wear NHS Foundation Trust (NTW) co-ordinated the project and provided staff by releasing them from their NHS roles, with and with partner organisations such as Carers Northumberland & Cygnus (formally WHAC – Womens Health Advice Centre). Feedback at events has been positive. 58 students enrolled in 2017 with a varied prospectus. Challenges faced are funding and staffing. It was agreed DT will write to NTW and the CCG to find out more about plans for the model.*CW & CL arrived at this point.*This item is to be added to the Board planning day in January 2018. In the meantime DT is to write to Jackie Jollings, Director NTW and Kate O’Brien, Commissioner for Mental Health Services regarding current plans, barriers & external evaluation for the development of the Recovery College in Northumberland.  | DT – to write to Jackie Jollings and Kate O’Brien. DN Add to January 2018 Board planning day agenda.  |
| **7. Board partner organisations update****SS – Carers Northumberland** Active Young Carers’ Project - launching in January to engage with young carers through sporting activities, with the hope of having a full project from 2018.Nowhere to Go campaign – working jointly with Newcastle University to improve accessible toilets in Northumberland. This will involve other campaigns - ‘Changing Places’ for fully accessible toilets & ‘You’re Welcome’ a quality framework that sets out standards to make services friendly and inviting for young people. This is trailblazing for Northumberland going forward. LP said the new café and resource centre developed by Adapt at Burn Lane will have a ‘changing place’.**CL – Patient Advice and Liaison Service**Patient transport – North East Ambulance Service will launch new eligibility criteria when IT issues are resolved. ME raised concern from the Age UK about access to Patient Transport DN will provide a summary of HWN activity regarding patient transport in NorthumberlandPAL Service – final recruitment almost complete for a 3 day post at Hexham General plus a 3 day post at St Nicholas Hospital.CL had attended a recent presentation on loan sharks and recommended it for the links with mental ill health.**LP – Adapt (NE)**Noted a rise in referrals to Adapt (NE) through the complaints service.Getabout Scheme – still seeing a number of referrals for transport to health appointments where the patient goes on to win at appeal for Patient Transport.Centre for Independent Living and Community Café – this is a new project within Adapt (NE); it will be dementia friendly, have Changing Places access room, toilet and changing area for people who cannot use standard toilets. The Individual Living Centre will provide information, advice and recycled equipment. The community café is available to anyone and also provides free internet access.  | DN - provide ME with a summary of HWN activity re: patient transport in NorthumberLand |
| **8. Operational update**DN spoke to the circulated reportFinance – HWN has subscribed to ‘Care Opinion’, a very useful tool which will provide enhanced reporting and a dynamic picture of patient experience.Activity – DN explained the decision to focus the Social Care activity on carers and to commission Carers Northumberland to deliver a project engaging carers in the county. DN to forward a copy of the Operational update activity with commentary added to Board members. Mental Health Task group – this ran until 2016 and was chaired by a HWN Board member. Board members agreed a specific focal point for HWN work around mental health would be good and wanted greater clarity about the focus and remit. This was supported by several members who noted that people with mental ill health were a noticeable part of their client group and enquiries. It was agreed to hold an engagement event in Spring 2018 with a progress report to be brought to the next meeting.  | DN – to forward updated copy of the activity with commentary added.DN – to organise engagement event around Mental Health and provide a report at the next meeting – January 2018. |
| **9. Northumberland County Council (NCC) Tender**LP left the room during discussions DT said the tender for the contract to deliver the HWN contract is awaited. DT said, as Chair, he had been invited to take part in the assessment and interviewing process. This reflected previous practice. He asked for the Board’s view.After discussion there was a very clear consensus to decline a well-intentioned offer. It was agreed that DT would be happy to provide answers to legitimate questions from potential suppliers.LP re-joined the meeting | DT to write to NCC to decline the invitation to take part in HWN commissioning process. |
| **10. Board development**Co-opting additional experience. It was agreed that there is a need to co-opt members with knowledge and experience about Young People and also Mental Health issues and services. It was agreed to do this though interim co-options to the Board. Members were asked to suggest potential suitable candidates who could then be approached for their interest/suitabilityJanuary Planning and Review day – the next meeting will be an opportunity to review current progress and to begin the identification of future priorities and reflect on wider contextual issues. DT, CP and DN will develop a programme. It will be a longer day 10 – 2:00 with lunch at West Hartford Fire Station. | All – members to notify DT/CP/DN of potential co-optees.DT/CP/DN to develop a programme for the Board planning day |
| **11. Enter & View:**DT said the training day was very useful and provided a sound basis for moving forward on a revised use of Enter & View. It was suggested the board review previous papers from the last meeting with a view to agree a programme and all associated policies in March 2018. DN to provide an update in January 2018. | DN to prepare a progress report for January 2018  |
| **12. Any other Business**There was no further business |  |

**Date of next meeting**

**Tuesday 16 January 2018 – Planning & Review Day**

**West Hartford Fire Station – 10:00am – 2:00pm**