

**Minutes of the Healthwatch Northumberland Board meeting held on 19 June 2018 at Buffalo Community Centre, Blyth**

**Present:**

David Thompson (DT) Chair, Sharon Spurling (SS), Carers Northumberland, Catherine Lee (CL), PALS, Anne Lyall (AL), Northumberland VS Forum, Margaret Young (MY), Independent member, Kelvin Rushworth (KR), Independent member, Hayley Brown (HB), Independent Member

Derry Nugent (DN), Project Coordinator

**Apologies:** Liz Prudhoe (LP) Adapt North East,

Minutes recorded by: Derry Nugent

<b>1.Introductions, apologies and Declarations of Interest:</b>	<b>Action</b>
<p>The Chair opened the meeting and reiterated his thanks to Carole Pitkeathley for her work and support as Vice Chair of Healthwatch Northumberland.</p> <p>KR said that although no longer a remunerated role, it was still usual and helpful for a Board to have a Vice Chair. Members agreed.</p> <p>Declarations of Interest: no members declared interests in items at this meeting</p>	
<p><b>2. Minutes of last meeting</b></p> <p>AL said that the consultation regarding voluntary sector infrastructure had been carried out by Northumberland County Council not NCVA as recorded</p> <p>With this amendment the minutes were agreed as a true record – copy signed and dated by DT</p>	
<p><b>3. Action points and matters arising</b></p> <p>All action points were noted as complete. Discussion was as follows:</p> <p><b>Recovery College</b></p> <p>DT had raised this issue with the new Chair of Northumberland, Tyne &amp; Wear Trust (NTW) when they meet in April and will raise again at the next meeting specifically regarding any evaluation that has been done. DN said there was no further information about intentions or ability to recommission this service in Northumberland.</p> <p>It was agreed DN would a draft question for Sharon Spurling to raise at VS Assembly/CCG meeting about plans for evaluation and development of Recovery College in Northumberland</p> <p><b>NE Ambulance Service (NEAS)</b></p>	<p>DN to draft question for Sharon Spurling to raise at VS Assembly/CCG meeting</p>

<p>DN reported that NEAS had rolled out new Patient Transport criteria in Northumberland from April (a month earlier than elsewhere). The Getabout Scheme and HWN enquiries were still showing some problems. CL said there had been some initial software problems but believed these are now resolved.</p> <p><b>Board Effectiveness Review</b></p> <p>It was agreed the next review would be part of the Quality Standards review and not a separate exercise.</p> <p>There were no further matters arising.</p>	
<p><b>4. Operations and Financial update 2017/18</b></p> <p>DN spoke to the circulated report. Members felt the report gave a fair representation of the work carried out in 2017/18.</p> <p>AL said the KPIs set as part of the tender document were a good place to start for quarterly reporting. MY stressed that reports should capture the service provided for communities as the key impact.</p> <p>The Board agreed not to carry forward Priority 4.6 Maternity Services as there is insufficient feedback evidence to prioritise over other work.</p> <p>The Board agreed not to re-establish the Mental Health Task Group (Priority 2.4) and agreed correct HWN role is to ensure engagement with user groups and networks including families and carers.</p> <p>The Board asked DN to provide report on volunteering function to September meeting and DN and LP review the use of part of the underspend in 2016/17 to support developments in reporting.</p>	<p>DN will circulate the quarterly KPI reports to the Board.</p> <p>DN to provide report on volunteering function to next meeting</p> <p>DN/LP to circulate 2018/19 budget</p>
<p><b>5. Operational Plan 2018/19</b></p> <p>DN spoke to the report. The Board welcomed and agreed the Operational Plan and raised the following points:</p> <p>a) Priority 1.1 – mental health and young people. HB spoke about group work that Barnabas NE is doing. The Board asked that as project leads for this work, Anne Armstrong (AA) and Tania Porteous (TP) meet with HB to see how HWN and Barnabas NE can combine the evidence gathered from each organisations work and how to take it forward with service commissioners and providers. Report to be brought to September 2018 Board meeting.</p> <p>b) Priority 3.1-3.5. Home Care to refine definition to include using findings of Home Care project commissioned from Carers</p>	<p>Anne Armstrong and Tania Porteous to contact Hayley Brown regarding joint work with Barnabas NE regarding mental health work with young people</p> <p>September Board meeting to receive report on mental health and young people work</p>

<p>Northumberland</p> <p>c) Priority 3.6 – Dementia. SS and CL to help scope the project. Focus is how Northumbria HCT know that the policy is working in their hospitals.</p> <p><b>Volunteering</b></p> <p>The Board asked DN/LP to review the current suggestion of a 15hour per week post to ensure sufficient support is available for this function. DN/LP to circulate 2018/19 budget.</p>	<p>DN to provide report on volunteering function to next meeting</p> <p>DN/LP to review hours of Volunteering Officer post and feedback via report to September Board</p>
<p><b>6. Enter and View policy 2018</b></p> <p>DN spoke to the report. Board members felt the reasons for undertaking Enter and View activity were too broad as drafted and agreed to remove items 1 and 3 and to add 'providers' to list of organisations which could request E&amp;V activity.</p> <p>With these amendments the policy and procedure was agreed.</p> <p>MY was nominated as the Board lead for 2018/19.</p>	<p>DN to remove items 1 and 3 and to add 'providers' to list of organisations which could request E&amp;V activity</p>
<p><b>7. Healthwatch Quality Standard Review</b></p> <p>DN spoke to the report. The Board agreed that a review using the Quality Standards Framework including a 360<sup>0</sup> review was useful at this time, however they believed it more appropriate for Adapt NE as the commissioned provider to lead the review and commission a consultant. DN was asked to clarify this position with LP.</p>	<p>DN/LP to clarify responsibility for Quality Standards review and recruitment process</p>
<p><b>8. Strategic Risk Register</b></p> <p>Members reviewed the Risk Register. In light of discussions regarding reporting infrastructure the Board identified an emerging reputational risk if HWN does not provide consistent reports for stakeholders. Agreed DN/DT to amend Strategic Risk Register to include risk on reporting.</p>	<p>DN/DT to amend Strategic Risk Register to include risk on reporting.</p>
<p><b>9. Board partner organisations update</b></p> <p><b>SS – Carers Northumberland</b></p> <p>SS gave an update on the commissioned project with carers and recipients of home care. The findings from the initial survey have been feedback to the commissioner and service provider. This has provided a baseline for a second survey to be done in September. It will be sent to every person and carer receiving Home Care in the county.</p>	

<p>SS also drew members' attention to the recently published Carers Action Plan published by the government in order to inform a Green Paper.</p> <p><b>CL – Patient Advice and Liaison Service</b></p> <p>CL reported a busy time for PALs. Also a focus on work with Seldom Heard Groups</p> <p><b>AL – Voluntary Sector Assembly</b></p> <p>AL reported that elections to the VCS Assembly are being held. Also that the Assembly had met with the portfolio Holder at Northumberland County Council to discuss the statement of intent and how the council and VCS can work together most effectively around key policy area including anti-poverty. The assembly has also met with Siobhan Brown at the CCG and with the Public Health to look at hosting Public Health staff within the VCS.</p> <p>AL said that Northumberland VCA is trying a different way of working by concentrating on different localities on a rolling basis.</p>	
<p><b>10. Any other business</b></p> <p>DT reminded members of the reports which had been circulated and the forthcoming Annual Review and Annual General Meeting.</p>	
<p><b>11. Dates of meetings for 2018/19</b></p> <p>18 September 2018</p> <p>16 October 2018 Annual General Meeting</p> <p>18 December 2018</p> <p>15 January 2019 Annual Plan Review</p> <p>12 March 2019</p>	

**Date of next meeting**  
**Tuesday 18 September 2018**