

Minutes of the Healthwatch Northumberland Board meeting held on 12 March 2019 at Adapt (North East) Hexham

Present:

David Thompson (DT) Chair, Liz Prudhoe (LP) Adapt North East, Catherine Lee (CL), PALS, Margaret Young (MY), Independent Member, Harry Wilson (HW) Independent Member, Kevin Higgins (KH) Northumberland County Council, Debra Blakey (DB) Carers Northumberland, Hayley Brown (HB), Independent Member

In attendance: Derry Nugent (DN), Project Coordinator, Anne Armstrong (AA), Engagement Officer

Apologies: Anne Lyall (AL), Northumberland VCS Assembly, Kelvin Rushworth (KR), Independent Member

Minutes recorded by: Derry Nugent

Before the meeting 7 members of the public and local organisations came and shared their views and experiences of health and social care services with members of the Healthwatch Northumberland (HWN) Board. Issues discussed included how care service providers communicate with the public to ensure they have up to date information about what services are available, especially emergency mental health services, the difficulties of accessing services or getting home by public transport or at evenings and weekends and what transport help is available to people.

1.Introductions, Apologies and Declarations of Interest:	Action
<p>The Chair opened the meeting and said he was pleased with the discussion at the preceding drop-in session and asked that some of the specific issues about transport could be raised immediately and others addressed in the next Operational Plan.</p> <p>Declarations of Interest: no members declared interests pertinent to items at this meeting</p>	
<p>2. Minutes of last meeting The minutes including the confidential minute were agreed as a true record.</p>	
<p>3. Action points</p> <p>Item 11 DT said that he is still contacting independent Board members to arrange meeting dates.</p>	<p>DT to carry this action forward</p>
<p>4. Matters Arising</p> <p>Home Care Report: DB reported that it had not been possible to carry out a wider survey due to staff changes at the provider organisation. However some additional work had been facilitated with the Coquetdale carers group and a PhD student which would give useful insights.</p> <p>The Board agreed that the work had achieved its initial aims to gather the views and experiences in the Coquetdale area and accepted that the wider</p>	<p>DB to produce final report on Home Care work for June Board meeting</p>

<p>work could not now be achieved. DB was asked to provide a final report to the June Board.</p> <p>DN reported that she was shortly to meet with the Executive Director of Adult and Children’s Services and the Senior Commissioning Manager. It was agreed she would discuss the findings and ask for the local authority’s current perspective on home care services</p> <p>DT noted the recent report from Independent Age which had been circulated in the March Policy Digest and gave broad comparisons across local authority areas of care home rated by the CQC as requiring improvement or inadequate.</p> <p>It was agreed that DN would consider how HWN could focus on different aspects of social care provision in the 2019-2020 Operational Plan and report to the June Board meeting.</p> <p>Social Value Engine Tool: KH reported that the local authority is still interested in measuring the social impact of commissioned projects but is looking at alternative models which might be more appropriate to HWN .</p> <p>DN said that Healthwatch England has developed a bespoke impact measurement system and will be piloting this during 2019. It was agreed DN would provide an update on this to the June Board meeting.</p> <p>The Board agreed that the original Strategic Objective on this matter would not be met and to remove it from the Operational Plan.</p> <p>There were no further matters arising which were not covered by substantive agenda items.</p>	<p>DN to consider how HWN could focus on different aspects of social care provision in the 2019-2020 Operational Plan for the June Board meeting.</p> <p>DN to provide an update on impact measurement to the June Board meeting.</p> <p>DN to amend Objective 6.1 of the Operational Plan 2018-2019</p>
<p>5. Operations and Financial Update March 2019</p> <p>DN spoke to the circulated report. The following points were raised in discussion:</p> <p>The Board agreed that a ‘place based’ format for the Annual Review would be appropriate. The Board agreed in principle to the proposals to change the format and content of the Annual Meeting with the following considerations;</p> <ul style="list-style-type: none"> • Any theatre piece should have the opportunity for discussion and the local context. • Consider timings to enable attendance by people who work • Set specific and reasonable budget to enable wider promotion • Set a date and venue as soon as possible. <p>DN said the issues underlying the performance information had been discussed at the Planning Day the year-end report for 2018-19 would be brought to the Board for consideration in June.</p>	<p>DN to move ahead with detailed planning for the AGM</p> <p>DN to bring year final 2018-19 Operational report to June Board meeting</p>

<p>6. Update on Young People and Mental Health Project.</p> <p>AA made a presentation updating members on activity with the project since the last report in September. She said that the Insight Report had been well received by health agencies and had resulted in wider recognition for HWN and invitations to be involved in engagement with parents linked to Trailblazer project around mental health support for schools, although it was noted this work is currently on hold.</p> <p>HB gave a summary of current mental health work in schools and how the HWN work had reinforced the importance of prevention work.</p> <p>Board members welcomed the update and agreed the project had reached a natural conclusion pending further information about the Trailblazer project, HWN would keep a watching brief, raise questions and take a view of how to be best involved.</p>	
<p>7. Proposed Strategic Priorities and Key Objectives 2019/2020</p> <p>DN reported that at the Planning Day in the Board had confirmed HWN's Mission, Vision and Strategic Aims.</p> <p>Further to the discussion on the day she had drafted revised Strategic Priorities and Key objectives for 2019-2020. These reflected the feedback from the 360⁰ stakeholder feedback and the imperative to set well defined tasks and to work in partnership with other stakeholders with rigour to agreed expectations and joint performance.</p> <p>The revised Strategic Priorities and Key objectives for 2019-2020 were agreed and DN will now work with the HWN team to set tasks and activities for the Operational Plan and bring this to the June Board meeting for approval.</p>	<p>DN to present proposed 2019-2020 Operational Plan to June Board meeting</p>
<p>8. Strategic Risk Register</p> <p>No additional risks were identified at this time. It was agreed to review all Strategic Risks in September 2019</p>	<p>Board to review Risk Register in September 2019</p>
<p>9. Board partner organisations update</p> <p>Patient Advice and Liaison Service</p> <p>CL said that the PALs experience reflected that reported in the drop –in session that ‘communication’ between patients, carers and professionals was an underlying issue in many cases.</p> <p>Carers Northumberland (CN)</p> <p>DB reported that CN has produced a new Operational Plan which will focus on its core work with additional work dependent on securing project funding.</p> <p>CN is working with carer organisations in Newcastle and North Tyneside as part of the North of Tyne Authority plans. They are taking part in a</p>	

<p>'returnship scheme' which aims to help people back into work. This will start after the mayoral election in May.</p> <p>CN is also producing an information guide to the new social care charging system due to start in April as they anticipate a rise in enquiries. CN will share this with HWN.</p> <p>DB is also looking at most effective way to share carer experience (with proper agreements etc) with HWN. DN said the team would produce a proforma to help with this.</p> <p>Adapt North East LP said that the Independent Advocacy Northumberland Service for NHS Complaints had 65 open cases and again communication was a key issue in many.</p> <p>The volunteer Get About scheme is continuing and Adapt will be promoting it</p>	<p>HWN team to produce proforma for Carers Northumberland to share carer experiences.</p>
<p>10. Any other business</p> <p>HW summarised his attendance at the Quality Account presentations to the Overview and Scrutiny Committee noting that a priority for Northumbria Healthcare will be 'flow' – the patient journey through the system for their treatment.</p>	
<p>Dates of meetings for 2019/20</p> <p>All venues to be confirmed.</p> <p>Tuesday 25 June, Tuesday 24 September, Tuesday 17 December, Tuesday 24 March</p>	

**Date of next meeting
25 June 2019**