

Minutes of the Healthwatch Northumberland Board meeting held on 24 September 2019 at Spetchells Centre, Prudhoe

Present: David Thompson (DT) Chair, Kelvin Rushworth (KR), Independent Member, Debra Blakey (DB) Carers Northumberland, Catherine Lee (CL), PALS, Liz Prudhoe (LP) Adapt North

In attendance: Derry Nugent (DN), Project Coordinator, Caroline Jackson, (CLJ) Engagement and Insight Officer

Apologies: Hayley Brown, Kevin Higgins, Margaret Young, Harry Wilson, Anne Lyall

Minutes recorded by: Derry Nugent

Before the meeting 3 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.

1.Introductions, Apologies and Declarations of Interest:	Action
<p>The Chair opened the meeting and said although attendance was small the information shared was useful and adds to Healthwatch Northumberland’s overall knowledge. It was agreed that promotional activity would take the day before each Board meeting might boost attendance. KR said he would be happy to take part in this along with Healthwatch volunteers.</p> <p>Declarations of Interest: no members declared interests pertinent to items at this meeting</p>	
2. Minutes of last meeting	
<p>The minutes were agreed as a true record.</p>	
3. Action points	
<p>DN reported that a formal response from Adult Social Care commissioning to the Carer’s Report is expected before the end of the month.</p>	<p>DN to send Board members the Adult Social Care commissioner response to Carers Report</p>
<p>Members asked DN and DB to ensure that the Carers Report is promoted widely.</p>	<p>DN and DP arrange promotion of Carers Northumberland report</p>
<p>Members asked DN to raise with Adult Social Service commissioners how the report will be used when Home Care Services are next commissioned.</p>	<p>DN to ask Adult Social Care commissioner how the report will be used in the next Home Care Services commission</p>
4. Matters Arising	
<p>There were no further matters arising from the minutes.</p>	

<p>5. Operations and Financial Update</p> <p>DN spoke to the circulated report. Members discussed the following issues:</p> <p>Enter & View visit Members supported the decision to delay the proposed visit. Another member of the Board is required to act as a lead member for Enter & View. Those interested to contact DN. DN to provide an update at the December meeting.</p> <p>The Northumbria Report Members noted the response from Northumbria HFT and asked that HWN follows progress closely. DT and DN to raise the report and response at meeting with Chair and Chief Executive meeting on 25 September.</p> <p>Clinical Commissioning Group (CCG)– members asked DN to find out more about the national Patient and Community Engagement Indicator.</p> <p>GP quarterly reports – members asked for a summary update of feedback at the March 2020 meeting.</p> <p>Communications – DT and KR will contact Claire Jackson to discuss the reach and contact figures for HWN social media channels.</p> <p>Engagement – CLJ spoke about the recent engagement at Queen Elizabeth High School and the interest it had generated.</p> <p>CLJ explained the approach she is taking to producing the Quarterly Reports. Members congratulated her on the recent edition.</p> <p>Finance. Members discussed the current budget performance. DT asked if the staffing changes are sustainable to the end of the contract. LP said they are. Members welcomed the proposed staffing changes as having a positive effect on HWN profile.</p>	<p>DN to provide an update report about Enter & View at December 2019 meeting</p> <p>One member to volunteer to be the lead Board member as per the Enter & View policy and procedure</p> <p>DN/DT to raise at meeting with Northumbria HFT Chief Executive how the action points will be monitored especially the access audit and vibrating pagers.</p> <p>DN to ask Northumberland CCG about its response to the Community Engagement Indicator</p> <p>DN to update the Board in March 2020 on the responses to the GP Quarterly Report</p> <p>Claire Jackson to meet with DT/KR to discuss social media analytics</p>
<p>6. Proposals for Commissioned Projects 2019</p> <p>DN spoke to the circulated report.</p> <p>Small Grant Scheme. Members discussed and agreed the proposal. They said agreed the scheme would be promoted to all the listed seldom heard groups. DT and KR will be part of the decision-making panel.</p> <p>KH had asked about how applications will be assessed. DN said a standard grant making process covering organisational competence, project design, including participant involvement, cost and outcomes.</p>	<p>DT/KR to be part of decision panel for Small Grant.</p>

<p>Understanding Patient Participation Groups. Members discussed and agreed the proposal. It was agreed to issue a tender for the work with a short response time. DT and LP will consider the applications</p> <p>DN to update at the December Board meeting</p>	<p>DN to issue tender for Understanding Patient Participation Groups project</p> <p>DN to update at December meeting</p>
<p>7.Strategic Risk Register</p> <p>Members reviewed the Strategic Risk Register. As the risk and treatment of the Commissioned Projects had been considered in the proposals, they did not feel they needed to be added to the Strategic Risk Register.</p>	
<p>8. Board partner organisations update</p> <p>Patient Advice and Liaison Service CL said July saw a sharp upturn in issues being raised. She also said that PALs is keen to ensure that carers can raise their own concerns as distinct to those of the person being cared for.</p> <p>Carers Northumberland (CN) DB said that NICE had issued draft guidelines for carers for consultation. She described the guidelines as common sense and in line with current aspirations for supporting carers but ultimately affected by funding and logistics. She cited the national problem with respite care which is made even more difficult in Northumberland.</p> <p>The ‘returnship’ programme will be implemented towards the end of the year.</p> <p>Adapt North East LP said that the Independent Advocacy Northumberland Service for NHS Complaints remains steady with a broad spectrum of issues being raised.</p>	
<p>10. Dates of meetings for 2019/20</p> <p>Tuesday 17 December and 24 March. Venues to be confirmed</p>	<p>DN to confirm venue for next meeting</p>
<p>11. Any other business</p> <p>The Board agreed to hold an open recruitment for new members. This would be announced at the Healthwatch Conference on 16 October</p>	<p>DT said he felt it was time to recruit more members of the Board. This was agreed and will be announced at the Conference on 16 October.</p>

Date of next meeting
17 December 2019