

**Minutes of the Healthwatch Northumberland Board meeting held on 17 December 2019 at St James Church Centre, Pottergate, Alnwick, Northumberland, NE66 1JW**

**Present:** David Thompson (DT) Chair, Kelvin Rushworth (KR), Independent Member, Hayley Brown (HB), Independent Member, Mike Allport (MA), Independent Member, Debra Blakey (DB) Carers Northumberland, Anne Lyall (AL), VCS Assembly

**In attendance:** Derry Nugent (DN), Project Coordinator, Claire Jackson, (CJ) Communications and Marketing Officer, Lesley Tweddell (TW) Engagement Officer

**Apologies:** Kevin Higgins, Margaret Young, Harry Wilson, Catherine Lee, Sue Taylor

**Minutes recorded by:** Derry Nugent

Before the meeting 20 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.

<b>1.Introductions, Apologies and Declarations of Interest:</b>	<b>Action</b>
<p>The Chair opened the meeting and said he was pleased with the attendance for the drop-in session and the information shared was useful and adds to Healthwatch Northumberland’s overall knowledge.</p> <p>DT welcomed Mike Allport to his first meeting.</p> <p>Declarations of Interest: no members declared interests pertinent to items at this meeting</p>	
<p><b>2. Minutes of last meeting</b> The minutes were agreed as a true record.</p>	
<p><b>3. Action points</b> All action points were noted as complete.</p> <p>DT said that he will have a further discussion with Emma Robertson, Communications and Engagement Manager at the CCG about the revised engagement indicator</p>	<p>DT to contact Emma Robertson at the CCG about the revised engagement indicator and report to the March 2020 meeting</p>
<p><b>4. Matters Arising</b></p> <p>There were no further matters arising from the minutes.</p>	
<p><b>5. Operations and Financial Update</b></p> <p>DN spoke to the circulated report. Members discussed the following issues:</p> <p><b>Enter &amp; View:</b> the visit to Castview Care Home is confirmed for 18 February 2020. LT will lead the visit and reporting.</p>	

<p>KR said he had attended a workshop about Enter &amp; View at the Healthwatch England Conference where some local Healthwatch reported using the alternative description of 'look and listen'. Members agreed this was a better description of our approach.</p> <p><b>Engagement figures:</b> DT asked what the baseline figure for the engagement target is. DN said that it is the figure quoted in the annual report. In 2019 this was 600 people and 78 events.</p> <p><b>Audiology Report:</b> DT asked about progress against the target of producing a final report. LT reported she and Caroline Janes had discussed the draft version and would be circulating this for comment in January to Newcastle upon Tyne Hospitals (the provider) and Northumberland CCG.</p> <p><b>GP Feedback:</b> DT asked if GP surgeries responded to the feedback Healthwatch sends to them. LT said that most Practice Managers acknowledge receipt and thank us for the information.</p> <p><b>Valens Medical Group:</b> DT asked about the meeting with Valens Medical Group. LT said she had met the practice and discussed development of a patient participation group (PPG).</p> <p>KR said that he would be interested in any further work with PPGs drawing on his previous experience.</p> <p><b>Integrated Care System Mental Health Programme:</b> DT had circulated the response from Gail Kay to his letter of 24 November about the Integrated Care System (ICS) plans regarding mental health and specifically how it intends to engage with the public. DT asked all members to consider the response and the give him any comments by mid-January.</p> <p><b>Dementia Project:</b> DN said the scoping stage is done and the team will confirm a project plan in January. DT asked for an update at the March meeting.</p>	<p>All members to consider the response about the Integrated Care System Mental Health Programme and give comments to DT by 17 January</p> <p>DN to update on dementia project at March Board meeting</p>
<p><b>6. Reflections on Healthwatch Conference and Annual Meeting</b></p> <p>CJ gave a presentation about the aims set for the meeting and how these had been achieved and the feedback received. She asked for views on a location for the 2020 meeting.</p> <p>DT thanked CJ for a thorough and honest presentation, noting her comments about the work involved in staging the day.</p> <p>Issues raised by members:</p> <p>AL said that she had received very positive feedback from community groups which had attended.</p>	

<p>HB said the Question and Answer element needs to be changed to ensure more people can raise questions.</p> <p>Members discussed the location for 2020. On balance it was agreed that a south east or central location would be best to ensure accessibility. CJ and DN will investigate venues including schools.</p>	<p>DN/CT to investigate venues for 2020 annual meeting in south east or central area.</p>
<p><b>7. Update on Commissioned Projects 2019</b> DN spoke to the circulated report.</p> <p><b>Small Grant Scheme.</b> DN said the fact of offering the programme had brought HWN into contact with groups it had not known before which was positive. The staff team had reviewed the applications and DN, KR and DT would make a final decision.</p> <p>DB asked if additional funding would be available if required. DN said that the Board had a policy for considering increases in budget lines and if appropriate would ask for the Board to consider this.</p> <p><b>Understanding Patient Participation Groups.</b> DN said Carole Pitkeathley was working on the draft report and she and DN are meeting on 8 January to discuss the draft which would then be circulated to members. DN to update at the March Board meeting</p>	<p>DN to circulate draft Patient Participation Group report in early January</p>
<p><b>8. Discussion on Urgent Care Strategy</b> DT led a discussion about the recently published Urgent Care Strategy based on papers issued by the CCG. DT and DN are waiting for confirmation of a date to meet with the CCG.</p> <p>Members agreed that there are some clear issues which need to be discussed at the meeting including:</p> <ul style="list-style-type: none"> <li>• The current plans for public engagement on the strategy as it seems the original timescale has changed.</li> <li>• Details of how engagement will work including working with the voluntary and community sector.</li> <li>• The need to clarify language, what is meant by 'urgent care' and what the public understand by the term.</li> </ul> <p>The HWN annual survey will provide evidence for this work. DN will circulate the draft survey.</p>	<p>DN to circulate draft annual survey to Board members for information</p>
<p><b>9. Board Effectiveness Review</b> DT spoke to the circulated report.</p> <p>Members agreed to use part of the Healthwatch England Quality Framework at the Board Planning Day. The priorities areas were agreed as:</p>	

<ul style="list-style-type: none"> <li>• How the Board exercises the balance between strategic oversight and operational delivery and how this is reflected in Board agendas and discussions.</li> <li>• The role and purpose of organisational representatives</li> </ul>	
<p><b>10. Board Planning Day 29 January 2020</b> DN spoke to the circulated report.</p> <p>Members agreed the outline programme and to use the Healthwatch England impact measurement tool when discussing priorities. The day will run 10:00 – 3:30 with breakout sessions.</p>	DN to set programme for Planning Day as agreed
<p><b>11.Strategic Risk Register</b> Members reviewed the Strategic Risk Register. It was agreed to remove the risks regarding Rothbury Hospital Engagement Group and the CRM database.</p>	DN to amend Strategic Risk Register as agreed
<p><b>12. Board partner organisations update</b></p> <p><b>Carers Northumberland (CN)</b> DB said CN had seen an increase in requests to support people caring for people with mental health problems. If the person does not engage with health services, then everything falls back to the carer.</p> <p>CN is also working with Northumbria HCFT to support carers with family members in secondary care settings.</p> <p><b>Voluntary Sector Assembly</b> AL said that the VCS Assembly is doing a self-review after 5 years of operation. The result will be a refreshed vision and strategy.</p> <p>The Assembly is taking part in Northumberland County Council strategic workstreams which will include leadership by a VSC representative and a statutory sector representative.</p> <p>AL said she is involved in partnership bid to deliver safeguarding training.</p>	
<p><b>10. Dates of meetings for 2019/20</b></p> <p>Members agreed the proposed dates except for December 2020. DN will amend this date and confirm venues.</p>	DN to amend and circulate dates for meetings in 2020-21
<p><b>11. Any other business</b></p> <p>There was no further business</p>	

**Date of next meeting**  
**29 January 2020 – Planning Day**  
**24 March 2020 – Board meeting**