

Minutes of the Healthwatch Northumberland Board meeting held on 23 June 2020 via Zoom

Present: David Thompson (DT) Chair, Margaret Young (MY), Independent Member, Sue Taylor (ST), Independent Member, Hayley Brown (HB), Independent Member, Debra Blakey (DB) Carers Northumberland, Anne Lyall (AL), VCS Assembly, Catherine Lee, (CL) Patient Advice and Liaison Service Kevin Higgins (KH), Northumberland County Council, Liz Prudhoe (LP), Adapt NE

In attendance: Derry Nugent (DN), Project Coordinator, Claire Jackson, (CLJ) Communications and Marketing Officer, Caroline Janes (CLJ) Engagement and Insight Officer, Liz Ions, Northumberland CVA.

Apologies: Mike Allport, Independent Member, Kelvin Rushworth, Independent Member

Minutes recorded by Derry Nugent

1.Introductions, Apologies and Declarations of Interest:	Action
<p>The Chair opened the meeting and welcomed everyone to the first meeting to be held by Zoom. Liz Ions introduced herself as the newly appointed Operations Manager at Northumberland CVA. DT reminded members that DN had provided updates for members about the work being undertaken by staff during the pandemic.</p> <p>Declarations of Interest: no members declared interests pertinent to items at this meeting</p>	
<p>2. Minutes of last meeting The minutes of 23 March 2020 were agreed as a true record.</p>	
<p>3. Action points All action points were noted as complete apart from those noted in Matters Arising.</p>	
<p>4. Matters Arising From 23 March There were no matters arising from the minutes.</p> <p>From 17 December 2020 DT said that he will have a further discussion with Emma Robertson, Communications and Engagement Manager at the CCG about the revised engagement indicator. Agreed this would have to be at an appropriate time There were no matters arising from the minutes.</p>	<p>DT to contact Emma Robertson at the CCG about the revised engagement indicator at an appropriate time and report to next available Board meeting</p>
<p>5. Questions from the public Before the meeting members of the public were asked to submit questions which addressed the agenda. One person submitted questions. A response will be sent to that person and published on the HWN website.</p>	<p>DN to draft and circulate response.</p>

<p>What are your services looking like during and post Covid?</p> <p>Have you moved to an internet/social platform service to run your day to day services?</p> <p>With the clients and services that you work with have you seen a change to the social landscape and delivery of services, do you see any gap?</p>	
<p>6. Annual Survey</p> <p>DT thanked the engagement team for the work that had gone into getting 800 responses and to CLJ for her analysis.</p> <p>CLJ gave a presentation of the main findings about what people saw as priorities. It was noted that mental health services was the service area that more people prioritised, and which had lower satisfaction levels.</p> <p>Members raised the following questions and observations:</p> <ul style="list-style-type: none"> • Is it possible to identify specific services? CJL said a range of services are named which will form part of the discussion. • Navigating a way to and around services is an underlying theme. • Mental health services are a complex area but a major problem is the restricted availability. • Communication about waiting times is important so that people know what to expect. • The survey provides a useful historical snapshot. • A query was made regarding the usefulness of the findings to commissioners/providers i.e. to whom would specific findings be forwarded and responded to. <p>It was agreed to seek an early meeting with Kate OBrien, Senior Head of Commissioning, Child Health, Learning Disabilities and Mental Health at Northumberland Clinical Commissioning Group. It was agreed this would include a request for HWN to be included in the commissioning process for a Recovery College.</p> <p>DN, CLJ and Claire now work on a public and stakeholder report of the findings. DN will make a presentation to the Overview and Scrutiny Committee on 7 July.</p>	<p>DN to approach Kate O Brien for a meeting to discuss Mental Health Service responses</p> <p>DN/CJL and CJ to work on public and stakeholder report, with relevant findings to appropriate stakeholder (with response expected).</p>
<p>7. Operations and Financial out turn 2019/20</p> <p>DN spoke to the circulated report, including update on Audiology, PPG and Your Voice Fund.</p> <p>DT said it was understandable that responses had been delayed but HWN must continue to press service providers and commissioners for these. DN said she would ask the CCG for responses to the Audiology and PPG reports.</p> <p>DN responded to the question from DT about the 30% achievement of</p>	<p>DN to ask Northumberland CCG for a response to the Audiology and PPG reports.</p>

<p>Strategic Priority 4. This had been affected by the lockdown. One project was not developed beyond planning, but some aspects had been picked up through the online forums. The work on the ICS depended on third parties, most notably NHS services and could not proceed.</p> <p>DT asked about the 90% out-turn expenditure, with DN stating that the 10% under-spend would be carried forward.</p> <p>Members accepted the report.</p>	
<p>8. Strategic and Operational Plan 2020 and discussion of impact of pandemic impact</p> <p>DN spoke to the circulated report.</p> <p>Members agreed to update the Strategic Plan 2020-21 to reference COVID-19.</p> <p>The new format for the 2020/2021 Operational Plan was welcomed by members.</p> <p>Members discussed the Operational Plan and made the following observations and decisions about priorities:</p> <ul style="list-style-type: none"> • There is a clear case from the annual survey to prioritise mental health services, especially for children and young people. This would incorporate navigation and integration of services. • The COVID-19 context is now about how services change and develop and how service users and carers are affected and part of the changes. HWN can gather this experience. • There are some localities and groups that may be heard less heard by HWN. This applies particularly to south east Northumberland but remote areas also. • It was noted that some issues from 2019 will continue notably Riversdale Surgery and Laburnum Surgery. GP closure should also be on HWN radar • Valens PPG work will be the first project undertaken • The Social Prescribing teams were highlighted as a useful network for engagement and intelligence gathering. • Establishing a network of local people in different localities to be HWN's eyes and ears would be a useful addition to engagement. <p>The Board was also keen to ensure that HWN remains in contact with all the county and includes non-digital engagement. The Board asked for a plan of how face to face engagement might start when conditions are right within current resources.</p> <p>The Operational Plan 2020/21 was agreed, and subsequent meetings will receive reports on performance and presentations in each core area and projects.</p>	<p>DN to consider these observations/suggestions and to finalise the projects to be given priority in 2020/2021.</p> <p>DN to plan for re-introduction of face to face engagement</p> <p>DN to report on performance at subsequent meetings</p>

<p>9. Board partner organisations update</p> <p>Carers Northumberland (CN) DB said CN had started two new projects – helping carers return to work. This is focussing on young adult carers and a project for young carers support. CN is also planning a return to face to face support and engagement.</p> <p>Voluntary Sector Assembly AL said that as the lockdown started the Bridge Project staff transferred to the CVA. The CVA had provided support to mutual aid groups including a central database. CVA had done a survey to gauge the resilience of the voluntary and community sector. There is great fragility and loss of income.</p> <p>PALS CL said enquiries were picking up again and there was a theme of people being uncertain using services and attending hospital.</p> <p>Adapt LP said some transport services were re-starting. Advocacy services had continued through lockdown. Adapt had provided support through the community hub.</p>	
<p>10. Role of nominated Board partners DT spoke to the circulated report which was agreed by members. The bi-annual review of partner organisations was discussed, and it was confirmed that the four current nominated partners should continue to be represented on the HWN board. The next review will be in the summer of 2022.</p> <p>Members will consider inviting a mental health focussed organisation to join the Board in recognition of the Operational Plan priority (potentially as a co-opted member in the first instance).</p>	<p>ALL to tell DT/DN of suitable candidates to approach</p>
<p>11.Strategic Risk Register Members reviewed and agreed the Strategic Risk Register.</p>	
<p>12. Dates of meetings for 2020/21 DN said the AGM would be 21 October, subject to decisions about format.</p>	
<p>11. Any other business DT asked for feedback about the use of Zoom. Members said it worked well for the circumstances.</p> <p>There was no further business</p>	

Date of next meeting

15 September 2020

Venue/format to be confirmed.