

**Minutes of the Healthwatch Northumberland Board meeting held on 15 September 2020 via Zoom**

**Present:** David Thompson (DT) Chair, Margaret Young (MY) Independent Member, Sue Taylor (ST) Independent Member, Mike Allport (MA) Independent Member, Catherine Lee (CL) Patient Advice and Liaison Service, Kevin Higgins (KH) Northumberland County Council, Liz Prudhoe (LP) Adapt NE, Liz Ions (LI) Northumberland Voluntary Sector Assembly

**In attendance:** Derry Nugent (DN) Project Coordinator, Claire Jackson (CLJ) Communication and Marketing Officer, Lesley Tweddell (LT) Engagement Officer, Laura Kane (LK) Communication and Marketing Assistant

**Apologies:** Hayley Brown, Independent Member, Debra Blakey, Carers Northumberland.

**Minutes recorded by** Laura Kane

<b>1.Introductions, Apologies and Declarations of Interest:</b>	<b>Action</b>
<p>The Chair opened the meeting and welcomed everyone to the Zoom meeting. Everyone introduced themselves and welcomed Liz Ions who will be attending for the Northumberland Voluntary Sector Assembly.</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 of 23 June 2020 were agreed as a true record.</p>	
<p><b>3. Action points</b></p> <p>Item 4 – Agreed this item is no longer relevant but we will review the next report.</p> <p>Item 5 – Complete</p> <p>Item 6 – DN and CJ have met with Kate O’Brien. We are awaiting a formal response from the CCG to the draft report</p> <p>Item 7 – DN has asked CCG three times for a formal response to the PPG Report. If no response received DT will write to CCG on behalf of the Board.</p> <p>Item 8 – Complete</p> <p>Item 10 – Complete</p>	<p>DT to write to the CCG on behalf of the Board if no response.</p>
<p><b>4. Matters Arising</b> From 23 June There were no matters arising from the minutes.</p>	
<p><b>5. Questions from the public</b></p> <p>Before the meeting members of the public were asked to submit questions which addressed the agenda. No questions were submitted.</p>	

<p><b>6. Communication and Marketing Update Presentation</b></p> <p>CLJ gave a presentation about recent communication and marketing activities and plans for the upcoming AGM. Activities included:</p> <ul style="list-style-type: none"> <li>• Signposting information and information page on the website for Covid-19</li> <li>• Sharing useful numbers for local services</li> <li>• Collecting feedback via Tell us your story and Because we all care hashtag campaigns</li> <li>• Increased frequency of newsletters to monthly</li> <li>• Printed A5 flyers distributed to Locality Coordinators</li> <li>• Press adverts in local newspapers and digital adverts to target specific geographical areas</li> <li>• Developing links with local newsletters such as parish councils and Tynedale Hospice newsletter</li> <li>• New digital platforms – Instagram, Nextdoor and Facebook groups</li> <li>• Building links with local radio stations.</li> </ul> <p>The AGM will take place on 21 October in a webinar format which can then be shared on the website and social media. DN is currently selecting speakers. The public will be able to ask questions.</p>	<p>Board members to let CLJ or LK know of any individuals or organisations to be added to the AGM invite list. MY to send CLJ ideas of Facebook groups to engage with young people.</p>
<p><b>7. Operations and Financial Update</b></p> <p>DT commented that the new report format was very readable and responsive to the Key Performance Indicators.</p> <p>DT asked what response providers were giving to the information collected from the online forums. LT said the new format of three forums, one to hear public views then the other two to feedback to voluntary and statutory service providers, was working well. DN and CJ still waiting for response from CCG about mental health services.</p> <p>DT thanked LT for her hard work and commitment to engagement during her time at Healthwatch.</p> <p>Strategic Influence – DT has raised concerns about Health and Wellbeing Board meetings focusing solely on Covid-19 and flu in August and September. Understandable though this has been, hopefully the full strategic agenda will recommence in October.</p> <p>DT commented that some strategic meetings were still not being held for reasons related to the pandemic particularly about the Integrated Care System.</p>	<p>DN to follow up with KH about Recovery College plans.</p> <p>All Board members to pass on any issues they are hearing about to HWN via Tell us your story or ask permission to pass on contact details so HWN can ring back.</p> <p>HWN to discuss as a team how to communicate about flu jabs and changes to services.</p>

<p>The response to the Quality Account for Northumbria Trust has been forwarded.</p> <p>MY raised concerns about access to GPs and cancelled appointments. CL suggested this could be a communication issue. Access to flu jabs was discussed, the HWN team will discuss the best way to move forward with this.</p> <p>There were no questions about the financial report.</p>	
<p><b>8. Operating in the current pandemic context</b></p> <p>DT thanked DN for the report looking at how HWN had adapted its activities to continue its role during the lockdown period and on going pandemic.</p> <p>DT asked the Board to consider whether they would like to record or live stream meetings. The Board members are not in favour of doing this at the moment.</p>	
<p><b>9. Review of Enter and View Policy and Procedure</b></p> <p>It was agreed to add an additional section to explain the role of an 'Authorised Representative'. Members agreed to accept the document with that amendment.</p>	
<p><b>10. Board re-appointments, Board recruitment and Board handbook</b></p> <p>Following discussions with Adapt Chair and Director, DT has been re-appointed for another three years as Chair while MY has been re-appointed as Deputy Chair. HB continues to serve as board member.</p> <p>Members agreed to recruit two new members to replace Harry and Kelvin.</p> <p>Members also agreed, as per the Co-option Policy to seek two members with mental health service expertise. DN will approach the people identified.</p> <p>It was agreed the Board Handbook needs updating.</p>	<p>DT and DN to start recruitment and co-option process.</p> <p>DT and DN to work on updating the handbook/Board induction pack.</p>
<p><b>11. Board partner organisations update</b></p> <p><b>Voluntary Sector Assembly</b></p> <p>LI said the VCS commission now came under Adult Services. She outlined the difficult situation the county's VCS organisations are facing. There are likely to be mergers and strategic partnerships going forward as funding levels will not be at the same level as before Covid-19.</p> <p><b>PALS</b></p> <p>CL said enquiries were picking up again and the biggest issue is people concerned about delayed operations and appointments. There have also</p>	

<p>been some queries about patient transport which has started again now. CL received a specific query about there being no Covid-19 test centres in SE Northumberland.</p> <p><b>Adapt North East</b> LP said Adapt had been helping with patient transport during the lockdown. Older people have been using the transport in rural areas to get out more. The Advocacy service has had a high caseload and the social prescribing service in the West is doing well. GPs are now making referrals for a range of issues.</p>	<p>LP to investigate sharing quarterly social prescribing trends information with HWN</p>
<p><b>12. Quality Framework</b></p> <p>Members agreed that as there cannot be a full day event to discuss the Quality Framework, DT will lead the process using Zoom sessions to discuss the six domains. Each discussion group will be made up of at least a Board member, a HWN staff member and a volunteer.</p> <p>DT will then complete a draft document which will form the basis of an interim report to the Board in December. DT and DN will work on a draft Quality Framework Assessment between January and March. The final report will be brought to the Board meeting in March 2021.</p>	<p>DN to send out plan on a page document and ask Board members to nominate themselves for a domain before Wednesday 22 September.</p>
<p><b>13. Strategic Risk Register</b></p> <p>DN asked to add Reduced Operational Capacity to the Strategic Risk Register. Members agreed this.</p>	
<p><b>14. Dates of meetings for 2020/21</b></p> <p>The AGM will take place on 21 October.</p> <p>The next Board meeting is 15 December.</p>	
<p><b>15. Any other business</b></p> <p>DT raised the Board Effectiveness Report. It was agreed that steps had been taken to address the issues raised except for 'stakeholders' views heard' which DT will look into.</p> <p>MY suggested advertising in supermarkets to reach people offline. DN said a possible opportunity to advertise in Morrisons was already in the pipeline.</p> <p>MY had been approached by members of her community about missed diabetes check ups. DN asked MY to encourage people to contact Healthwatch as there is already some work going on about this.</p> <p>CL suggested keeping an eye on messaging around calling 111 and also thinking about how to engage with dentists and opticians. DN said HWN staff team would discuss this as part of intelligence gathering. Noting that dentists and opticians are generally well rated in our Annual Survey.</p>	<p>DT to look into stakeholders' views heard aspect of report.</p> <p>CJ and DN to follow up Morrisons link.</p>

There was no further business.	
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**Date of next meeting**

**15 December 2020**

**Venue/format to be confirmed.**