

Minutes of the Healthwatch Northumberland Board meeting held on 21 June 2022 at St James' URC, Alnwick

Present: David Thompson (DT) Chair, Margaret Young (MY) Independent Member, Catherine Lee (CL) Patient Advice and Liaison Service, Kevin Higgins (KH) Northumberland County Council, Debra Blakey (DB) Carers Northumberland, Liz Prudhoe (LP) Adapt NE, Fareeha Usman (FU) Independent Member, Kaeti Seth (KS) Independent Member

In attendance: Derry Nugent (DN) Project Coordinator, Emma Grimwood (EG) Volunteer Officer, Laura Haugh (LH) Communication & Marketing Assistant

Apologies: Mike Allport (MA) Independent Member, Sue Taylor (ST) Independent Member, Gillian Robinson (GR) Independent Member, Jacqui Davison (JD) Independent Member

Minutes recorded by Laura Haugh

<p>1.Introductions, Apologies and Declarations of Interest:</p> <p>The Chair opened the meeting and welcomed everyone.</p> <p>Declarations of Interest: no members declared interests pertinent to items at this meeting.</p>	<p>Action</p>
<p>2. Minutes of last meeting</p> <p>The minutes of 22 March 2022 were agreed as a true record.</p>	
<p>3. Action points</p> <p>DN has included an update on the Understanding Sight Loss Pathways project in her Operational Plan Update.</p> <p>Enter and View has been added to the agenda for this meeting.</p> <p>There has been one meeting with the CCG to discuss the Brockwell and GP access surveys – the CCG is still considering their response.</p> <p>Item 11 is in progress and will be carried forward as an action point but no feedback has been received yet regarding Ukrainian refugees.</p> <p>All other action points are complete.</p>	<p>Item 11 to be carried forward as an action point.</p>
<p>4. Matters Arising</p> <p>There were no matters arising from the minutes.</p>	

<p>5. Questions from the public</p> <p>Before the meeting members of the public were asked to submit questions, which addressed the agenda. No questions were received.</p>	
<p>6. Presentation: Volunteering Update</p> <p>EG gave a presentation about volunteering. The team survey will be going out soon.</p> <p>EG presented the demographic data of the current volunteers. Board members were keen to discuss how to make the volunteer team more ethnically diverse and inclusive. EG has considered how to extend the diversity of the volunteer team in her Operational Plan.</p> <p>EG spoke about the Linking with Young People project which aims to increase engagement with young people. Four volunteers are currently working on this project alongside the staff team.</p> <p>EG is looking at new ways of involving people. These include work experience for year 12 students, NCC's 'Supporting young people's futures' programme and HWN VolunteARS.</p> <p>A comments and suggestions box has been added to the Volunteer Hub and the Board Hub.</p> <p>MY asked if a rota system could be used to share when volunteers are available. EG said the Google calendar allows volunteers to share their availability. EG will add Board members to the Google calendar.</p>	<p>EG to add Board members to the Google calendar.</p>
<p>7. Operational Plan 2021/22 Update</p> <p>DN circulated her report prior to the meeting.</p> <p>The 'first look' of the King's College report has been published. DT and DN will read the report for any learning for HWN. HWN will be notified when the final report is published.</p> <p>Home Care report – DN continues to follow this up. She has written back to Adult Social Care and stated she'd like to present it to a Provider Forum.</p> <p>The Understanding Sight Loss Pathways project is going well. A useful workshop has taken place with the Sight Loss Council and a review meeting is planned for early July.</p> <p>The End of Life report went to Overview and Scrutiny in March. The report only contained one line about engagement. DN will meet with Alan Bell to discuss the responses to the Audiology and End of Life reports.</p> <p>Contract - DT asked if Board members would receive a copy of the new monthly reporting. DN will send the report to all Board members. There will be an additional six-monthly trends report. DT asked for a brief paper for Board members summarising the new reporting system.</p>	<p>DT and DN to read the 'first look' King's College report.</p> <p>DN to continue to follow up Home Care Report.</p> <p>DN to follow up on End of Life report.</p> <p>DN to send Board members a copy of the new monthly reports.</p>

<p>DN and LP will attend a meeting with the Contract Manager on 11 July.</p> <p>The Board agreed the Operational and Financial Update.</p>	<p>DN to give a summary of the new reporting system to Board in September.</p>
<p>8. Operational Plan 2022/23</p> <p>Board members were presented with a proposed Operational Plan for 2022/23.</p> <p>DN thanked the HWN team for all their work in developing the Operational Plan.</p> <p>DN said in summary the three priorities are:</p> <p>Accessing care and support</p> <p>Continue our focus on access to GP and Primary Care services and the experiences of those with sight loss or hearing loss.</p> <p>Understand people's experiences of accessing outpatient treatment, particularly their experiences of virtual contact (by phone or online).</p> <p>Community Engagement and Insight</p> <p>Engaging with communities of place and experience in Northumberland and particularly to understand the experiences of young autistic people and their families, people with dementia and re-starting our Enter & View ('Look and Listen') visits.</p> <p>We will provide information and communications about sources of help and support about health conditions and services.</p> <p>Service users' voices in system changes</p> <p>Champion service users and Northumberland residents' voices in NHS and care system changes, particularly the North East and North Cumbria Integrated Care System.</p> <p>DN highlighted that the focus on health inequalities is reflected in all aspects of the plan.</p> <p>Board members agreed the plan.</p>	
<p>9. Board partner organisations updates</p> <p>Carers Northumberland</p> <ul style="list-style-type: none"> • DB said Carers Northumberland is very busy. 	

<ul style="list-style-type: none"> • Two new posts have been recently funded which will add more capacity. • There are waiting lists, especially for support with Power of Attorney and grants. • Grants have mainly been for parent carers who are struggling. • They continue to hear about issues with Home Care packages which is affecting hospital discharges. • There are still problems with Carers Assessments and respite care. • Finding it difficult to engage with GPs since the pandemic – DN suggested PPGs could help with this. • New professional update being sent out to organisations. • Young Carers contract is up for renewal. <p>Patient Advice and Liaison Service (PALS)</p> <ul style="list-style-type: none"> • CL said PALS continues to be busy. • People are increasingly anxious about waiting times and delays to treatment. • Some changes post-Covid e.g. face coverings and collecting death certificates. • Issues around Power of Attorney – they need consent of the patient, not 3rd party which can be difficult for the family. • CL said she read an interesting report (Haref Newcastle) about health inequalities which she will share the link to. • MY asked about referrals getting bounced back to the GP. This is a HWN issue rather than PALS. The patient can get in touch if they'd like HWN to look into it. <p>Adapt North East</p> <ul style="list-style-type: none"> • LP said both Advocacy and Complaints are very busy. • The main issues the Social Prescribers are hearing about are housing and debt issues. 	
<p>10. Integrated Care System: joint working with North East and North Cumbria Healthwatch</p> <p>The protocol that will go to the ICS system is still being negotiated. DN will forward this to Board members when it is agreed.</p> <p>DT stressed that the main focus of HWN's work will continue to be about the people of Northumberland but it is important to be represented in the regional network.</p>	<p>DN will forward the protocol to Board members when agreed.</p>
<p>11. Governance issues</p> <p>i) Board recruitment: Organisational Members</p> <ul style="list-style-type: none"> • Board members agreed to retain Carers Northumberland and PALS as nominated partners for another two years. • Board members agreed LP would attend HWN Board meetings, ex officio, as Director of the host organisation Adapt North East but that 	

<p>Lorna Beech, Independent Complaints Advocacy Northumberland (ICAN NHS Complaints) Officer would attend as a nominated partner.</p> <ul style="list-style-type: none"> The Board agreed further discussion was needed around formally ending the nominated partnership status of the VSC Assembly and approaching the Thriving Together Programme Manager to join as a nominated partner. Further discussion needed about which organisations to recruit as additional nominated partners. KH suggested a representative from Public Health. <p>ii) Quality Framework Update</p> <p>The Board was content with the progress made on the Quality Framework Action Plan. DN will feedback in September following her first year review meeting with the Healthwatch England Regional Manager in August.</p> <p>DT asked Board members to consider whether to take up HWE's offer of support for Board members. DT will contact HWE and report back.</p>	<p>Board members to discuss which organisations to recruit as additional nominated partners at the September meeting.</p> <p>DN to feedback at September Board meeting following meeting with HWE Regional Manager.</p> <p>DT will contact HWE regarding support for Board members and report back.</p>
<p>12. Enter and View Update</p> <p>MY continues to be the lead member for Enter and View. DN is currently looking into training and will provide an update at the next meeting.</p>	<p>DN will provide an update on Enter and View at the next meeting.</p>
<p>13. Strategic Risk Register (standing item)</p> <p>The Board agreed the items currently on the Register and noted the potential risk as outlined in the report.</p>	
<p>14. Dates of meetings for 2022/23</p> <p>13 September 2022 19 October 2022 – AGM 13 December 2022 24 January 2023 – Planning Day 21 March 2023</p>	
<p>15. Any other business</p> <p>KS asked if the Board had considered the negative media reports about NEAS. DT has raised response times with the System Transformation Board. DN said HWN will keep a watching brief as we haven't received any feedback from the public.</p>	