

Committee minutes – Public

18th September 2024: 10 am – 11:30 am

Hybrid model – In person, with an online option (TEAMS available) for those unable to come to One Strawberry Lane, Newcastle

Committee members present

Terry Bearpark (TB)	Chair (in person)
Feyi Awotona (FA)	(in person)
Alisdair Cameron (AC)	(in person)
Michael Brown (MB)	(via TEAMS)

In attendance

Yvonne Probert (YP)	CEO of Tell Us North CIC (in person)
Courtney Peel (CP)	Business Services Manager (in person)
Afsana Begum (AB)	Research and Engagement Manager (in person)
Daniel Milburn (DM)	Newcastle Lead officer (in person)
Avish Johnson (AJ)	Business Support Officer (in person)

1. Welcome by the Chair

- 1.1 TB formally welcomed everyone to the meeting and introductions were made.
- 1.2 Alex Hoole was co-opted as a committee member, and everyone agreed. She will be officially proposed for election at the upcoming Annual General Meeting (AGM).
- 1.3 Michael Brown was welcomed to the meeting as an observer and proposed to take over as interim chair from the next committee meeting. This was agreed by the committee.

2. Apologies for absence

- 2.1 Absences received from
 - Amer Mirza (AM)
 - Gill Clancy (GC)
 - Nick Linfoot (NL)
 - Ann Wynn (AW)

3. Conflict of interest in agenda items or other

- 3.1 There was no disclosures of interests.

4. Any other business to add to the agenda.

- 4.1. None.

5. Electronic Decisions

- 5.1. None.

6. Minutes of meeting held on 20 March 2024

- 6.1. The minutes of the meeting held on the 24th of July 2024 were approved as a true record.

7. CEO – Verbal Update

- 7.1. Regional Healthwatch update:
- 7.1.1 Research on women’s health, initiated by the Integrated Care Board (ICB), was recently completed, and the reports from the survey will be published soon.
 - 7.1.2 ICB initiated projects in the North East and North Cumbria (NENC) area will have one of the 14 Healthwatch in the NENC as the lead, while the rest of the Healthwatch will help promote them. ICB grants are provided to the lead Healthwatch to conduct these research projects.
 - 7.1.3 The North East Ambulance Service (NEAS) survey is currently live with a closing date of 21st October. The lead is Healthwatch Darlington, and we will be promoting it in our region.
 - 7.1.4 Menopause and women’s health project is in the pipeline, which Healthwatch Gateshead has expressed an interest in leading.
 - 7.1.5 There is normally a report from the lead Healthwatch after the completion of the projects to enable each Healthwatch to review their own geographical outcomes and share them with the community.
- 7.2. Committee member recruitment is currently on hold.
- 7.3. Staff update:
- 7.3.1 Daniel Milburn has joined the team as the Lead Officer for Healthwatch Newcastle.
 - 7.3.2 Tell Us North has agreed to recruit 2 new roles – Research & Data Officer and an Enter & View Officer. The Enter & View Officer role has been filled internally by one of the existing Engagement & Involvement Officers, so we are recruiting to backfill that post for Healthwatch

Gateshead. That role and the Research and Data Officer role are advertised.

7.3.3 The job adverts are live on Indeed, please feel free to share this information.

7.4. The ICB has implemented a new organisational structure and is currently in the process of developing new plans to move forward.

7.5. The Healthwatch Newcastle quarter 1 monitoring report has been submitted, and a copy was sent to the committee prior to the meeting.

7.6. The Annual Joint Meeting of Healthwatch Newcastle and Healthwatch Gateshead will be held on 19th September from 1:00 p.m. to 3:30 p.m. at Gateshead International Stadium.

8. Chair – Verbal update

8.1. Change in Chairmanship – FA and MB thanked TB for her contributions as chair. MB was again welcomed to the meeting. As a Director of Tell US North, it was agreed he would stand as the Interim Chair of Healthwatch Newcastle until 31st March 2025 at the Annual General Meeting.

8.2. Star Awards –TB, along with other committee members, are looking at various other Healthwatch processes on Star awards and agree a combination of the approaches to be adopted.

Action – TB to gather more information from Healthwatch South Tees and Healthwatch Sunderland on process details and staff resource.

8.3. The committee proposed keeping Accessible Information Standards on the project list and suggested presenting the topic of Health Literacy and Accessible Information as a priority at the Annual Joint Meeting.

8.4. Social prescribing issues and challenges were briefly discussed.

9. Project Update

9.1. Hospital Discharge – survey has been developed, and the draft is now ready and was sent to the committee for review and comments.

9.2. Mental Health – survey has been developed and the draft is now ready and was sent to the committee for review and comments.

9.3. Reasonable Adjustment – Project timeline for completion suggested by ICB is March 2025. The scoping document has been shared with the ICB Commissioning Manager for Newcastle and Gateshead Team. We are awaiting feedback and suggestions from them.

9.4. Enter and View – Is in early discussion and the project is yet to be fully defined as the committee need to set a theme. In the meantime, the Tell Us North Board has approved the recruitment of a new Enter & View Officer role, and the position has been filled internally. AB is arranging a training session

for committee members who have expressed interest, alongside the Enter & View Officer.

Action – AB to add TB to the Enter & View Training.

Action – AB to resend the draft surveys to the committee for review and feedback from the committee needed with 1 week.

9.5. YP explained that HWG are undertaking engagement activities and research with their Safeguarding Adults Board in relation to issues arising from Section 42 of The Care Act 2014. A similar discussion has started with Newcastle Safeguarding Adults Board and may result in a similar project.

9.6. Accessible information Standards – The project remains on hold pending the publication of the updated standard.

10. Locality Working update.

10.1. Locality work is progressing successfully, with drop-ins at regular venues. The current drop-in locations will continue until December 2024, with a review planned in the meantime.

10.2. Locality report with data and figures were presented.

Action – AB/DM to ensure regular drop-in information is made available on the website.

Action – DM/AB to provide extra information at locality updates regarding attendees, organiser details, and meeting outcomes for events.

11. Accessible Information and Health Literacy

11.1. A subgroup of the committee has met and propose to keep the Accessible Information Standards topic on the project list, but to place it on hold until the new standard is released. This was agreed.

11.2. The topic of Health Literacy and Accessible Information as a priority will be discussed at the Annual Joint Meeting.

12. Volunteers review update

12.1. The handbook and role descriptions have been prepared in alignment with Healthwatch England templates. The volunteering subgroup will meet again to provide further update.

12.2. The volunteering subgroup has agreed that volunteers who choose the Research role will be required to undergo Enter & View training if they wish to take part in Enter & View visits. However this won't currently affect Healthwatch Newcastle as volunteers aren't part of the delivery mechanism agreed for the Enter & View programme.

13. Enter and View update

13.1. Already discussed in project update (point 9)

14. Shared Values

14.1. Committee to review the three variations of the values suggested and report back thoughts at the next meeting.

15. The Nolan Principles Training

15.1. Discussed and training completed.

16. Finance Update

16.1. No updates to report on, next committee meeting will be quarter 2 end financials.

17. Standing Items

17.1. No reported safeguarding concerns, health and safety issues, equality and diversity concerns, or freedom of information requests.

18. Any other Business

18.1. No other business.

19. Date and time of next meeting.

19.1. 20th November 2024 at 10am.