

Committee minutes – Public

20th March 2022 – 10 am – 11:30 am

Hybrid model- In person, with an online element for those unable to come into Milburn House, Newcastle (Zoom option available)

Committee members present

Terry Bearpark (TB) Chair
Gill Clancy (GC)
Feyi Awotona (FA)
Alisdair Cameron (AC)
Nick Linfoot (NL)
Amer Mirza (AM)

In attendance

Yvonne Probert (YP) Tell Us North CIC CEO
Michelle Brannigan (MAB) Business Services Manager
Afsana Begum (AB) Research and Engagement Manager
Hannah Farr (HF) Healthwatch Newcastle Lead Officer

Ann Wynn Observer

1. Welcome by the Chair

1.1 TB formally welcomed everyone to the meeting and introductions were made.

2. Apologies for absence

2.1 There were no apologies for absence as all committee members were present.

3. Disclosure of Interest and Dispensations

3.1 There was no disclosure of interests.

4. Any other business to add to the agenda.

4.1. No other business was added to the agenda.

5. Minutes of meeting held on 02 February 2023

- 5.1. The minutes of the meeting held on the 2nd February were approved as a true record. There were no matters arising from the minutes.
- 5.2. Actions from the minutes not covered in this agenda:
 - 5.2.1. The quarter 3 report had been previously circulated by YP.
 - 5.2.2. YP had previously circulated the response to the HDRC to all committee members and is chasing regional Healthwatch on the Deep End Practices.
 - 5.2.3. YP had previously circulated the CQC Report for Newcastle upon Tyne NHS Foundation Hospital Trust

6. Chair Report

- 6.1. TB updated the committee on the Newcastle Upon Tyne NHS Foundation Hospital Trust and the meetings she had attended as chair of Healthwatch Newcastle.
- 6.2. TB presented the yearly work plan to the committee members for information.
- 6.3. TB updated the committee on the progress of committee member recruitment and informed members that we had received formal applications from 2 interested parties, Nick Linfoot and Amer Mirza, they were in attendance.
- 6.4. TB asked the committee to accept their application to become a committee member and formally co-opt them to the committee. This was agreed unanimously.
- 6.5. TB informed members that Ann Wynn, in attendance, is observing the meeting with the view to becoming a committee member and another interested party couldn't attend today but is keen to observe and join.
- 6.6. TB informed members that the induction process, including the committee members pack would be done with Nickl and Amer as soon as practicable. or TB informed members that Nick and Amer would be taken through the Healthwatch Newcastle induction as soon as practicable, including sharing the Committee members pack.

Action point – set up induction meetings

- 6.7. TB updated the board on the ICB's interest in local dental provision and the reports have not been distributed yet. TB noted key themes coming from the ICB were: primary care access, annual reviews for autism, women's health, and blood pressure checks for over 40s. TB also stated that the NHS seemed to be rephrasing 'health literacy' to 'inclusion health'. A discussion around the terminology and what it means for different communities was held. TB stated she would report any other information at the next meeting.

7. CEO – Verbal Update

- 6.1 YP gave an update on the staffing situation of Tell Us North CIC the host organisation. A full-staff team should be in place by the end of April 2024.
- 6.2 YP gave an update on the ICB with regard to their budget cuts and new staffing structure.
- 6.3 YP updated the committee on the annual Quality Accounts that Healthwatch must review and provide comment on as part of the statutory role. Healthwatch Northumberland and Healthwatch North Tyneside have suggested reviewing the quality accounts jointly and offering a regional perspective. GC noted that the geographical areas are very different across the region. It was agreed that Healthwatch Newcastle would work with other regional Healthwatch' to review and provide a joint response to the Quality Accounts, pointing out any local differences.

Action – The draft response to each of the Quality Accounts will be circulated to the committee for approval as they are written.

8. Project Update

- 8.1. AB updated the committee on the research and scoping that the team had done since the last committee meeting.
 - 8.1.1. Phase 2 Reasonable Adjustments. (ICB Commission). This leads on from our previous work in phase 1. A draft funding bid had been submitted for phase 2 which will focus on people with learning disabilities and/or autism in Newcastle. We are currently waiting on a response from the ICB.
 - 8.1.2. Accessible information standards (local priority). This is currently on hold until the new standards have been published.
 - 8.1.3. Hospital Discharge (legacy project). A discussion took place around hospital discharge and the joint project with Healthwatch Gateshead. It was agreed that this would be further investigated and brought to the next committee meeting.
 - 8.1.4. Youthwatch. There currently is no clear direction for Youthwatch and the volunteers have subsequently disengaged. A session will be delivered to gain feedback from external partners on how we can better support young people to share their views on health and social care. An update will be sent out in due course.

Action – session with partners

- 8.1.5. Mental Health. AB presented background information on the topic of crisis services and management. A wider discussion took place about

mental health including prevention and crisis and the public's perception of both. It was felt that this was a complex project.

Action – AB to produce a detailed scoping project plan to look at the crisis service and public perceptions towards it; with a second action for future interventions following more research.

AM left the meeting at 11am

9. Locality Working update.

9.1. HF gave a detailed update of the locality working (locality based engagement work?) and the drop ins in the Newcastle area. HF is meeting with the Primary Care Networks (PCN) to get a clearer understanding of local community needs, which will feed into our actions on targeting specific communities. Pop-up outreach events in local supermarkets have worked well and there are festivals/summer events where we will be in attendance to raise more awareness of the brand. This new way of engaging has seen a real impact on the reach of Healthwatch Newcastle.

10. Volunteers

10.1. A discussion took place around revitalising our offer to volunteers. It was agreed that a sub-meeting was needed to discuss in more detail and it was agreed to invite Healthwatch Gateshead to do this review jointly.

Action – YP to invite Healthwatch Gateshead to work jointly on a volunteer review and organise a sub-meeting.

11. Enter & View

11.1. YP updated the committee on the statutory role of Healthwatch Newcastle and the enter and view powers it has. The ICB has been showing an interest in enter and view and a discussion took place around when we would use these powers. The committee felt it was important as part of Healthwatch independence that we set the parameters of enter and view and we can agree or not to undertake this service. YP informed the members that we did not have protocols in place to offer an enter and view service and suggested that we establish these procedures so that we are ready to undertake enter and view soon and with a view to do 1 every 2 months. This was agreed.

Action – YP to establish procedures and protocols for the enter and view service and bring back to the next committee meeting.

AC left the meeting at 11:45

12. Healthwatch hosting agreement and checklist.

- 12.1. YP updated the committee on the hosting agreement that had been previously circulated and signed off by the Tell Us North CIC Board. The committee accepted both documents.

13. Finance Update

- 13.1. MAB informed the committee that there was no finance update as it was not the end of the quarter, but there were no current issues.

14. Standing Items

- 14.1. No reported safeguarding concerns, health and safety issues, or equality and diversity concerns.

15. Any other Business

- 15.1. No other business discussed.

16. Date and time of next meeting.

- 16.1. All times for the next meetings were agreed.