

# Committee minutes – Public

20<sup>th</sup> November 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

Michael Brown (MB)	Chair (in person)
Terry Bearpark (TB)	(in person)
Feyi Awotona (FA)	(via Teams)
Alisdair Cameron (AC)	(in person)
Alex Hoole (AH)	(via Teams)
Nick Linfoot (NL)	(via Teams)

## In attendance

Yvonne Probert (YP)	CEO of Tell Us North CIC (in person)
Daniel Milburn (DM)	Healthwatch Newcastle Lead officer (in person)
Avish Johnson (AJ)	Business Support Officer of Tell Us North CIC (in person)

## 1. Welcome by the Chair

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

## 2. Apologies for absence

- 2.1 Absences received from
  - Ann Wynn (AW)
  - Lauren Jones (LJ)

## 3. Minutes of meeting held on 18<sup>th</sup> September 2024

- 3.1 Weekly locality venues are being updated on the website.

Action – DM to make sure it's been updated for a month and also change it to news and report section and highlight to make sure it's easy to find on the website.

3.2. Star awards –

- 3.2.1 TB presented findings from the subgroup on the star awards processes that were followed by other Healthwatch organisations and proposed a combined approach for Healthwatch Newcastle.
- 3.2.2 Every nominee would undergo a team review and receive a certificate.
- 3.2.3 A super star category would be added to identify those who have done extraordinary work, and these awards would be presented at the Annual Joint Meeting.
- 3.2.4 Some level of media and publicity to be done around the star awards.
- 3.2.5 A complaints procedure would be set up for individuals to raise concerns about the process. This should align with the new Healthwatch England complaints process.

Action – TB to facilitate the subgroup to create a final draft of the process and present it at the next Committee meeting.

**10:42 – Alisdair Joined the meeting**

3.3. Shared values:

- 3.3.1. Committee identified that new shared values of Healthwatch England incorporates everything that we currently have with different headings.
- 3.3.2. The committee proposed replacing "Truth" with "Honesty" and making minor rephrasing adjustments.
- 3.3.3. It agreed to adopt the Healthwatch England Shared values in principle but . To include some of the words from the existing values.

Action – YP to make the changes and share the revised draft with the committee before the next meeting.

- 3.4. The minutes of the meeting held on the 18<sup>th</sup> of September 2024 were approved as a true record.

## **4. Electronic Decisions**

- 4.1. None.

## 5. Project Update

- 5.1. Hospital Discharge – survey is now live and will close on 2<sup>nd</sup> December 2024. Data dissemination and analysis is scheduled for 11<sup>th</sup> December, for a period of 3 weeks and the draft report is expected to be ready by the next committee meeting.
- 5.2. Mental Health – survey has been live for 6 weeks and will close on 28<sup>th</sup> November 2024. Data dissemination and analysis will follow with the draft report expected to be available by the next committee meeting.
- 5.3. Reasonable Adjustment – Awaiting feedback and suggestions from ICB: Commissioning Manager reviewing scoping document with senior leaders once more. Timeline will be reviewed and amended again.

Action – DM to find out details on the NHS app awareness program which is being conducted at the national level.

- 5.4. Youthwatch – In process of piloting first session/workshop with Youth Focus NE. Data is being gathered via surveys to identify common occurring themes so that we can speak to young people about their views on health and social care.
- 5.5. Accessible information Standards – The project remains on hold pending the publication of the updated standard.

## 6. Locality Working update.

- 6.1. Locality work is progressing successfully, with drop-ins at regular venues.
- 6.2. Looking to change venues to increase number in outer and inner west areas.
- 6.3. Quarterly report on locality work and signposting were presented showcasing the number of people the staff have engaged with in various ways and discussed emerging topics and focus areas.

Action – DM to share the report with Gateshead Lead Officer and ask to include similar data charts as done by Healthwatch Gateshead.

Action – AJ to share the Quarterly report with the committee members.

## 7. Chair – Update

- 7.1. Healthwatch England Conference:

- 7.1.1. The Lead Officers for both Healthwatch Newcastle and Healthwatch Gateshead, along with the TUN Chair and Healthwatch Chair, attended the conference in London.
- 7.1.2. Discussions included the 10-year plan for Healthwatch and the ongoing national review of patient safety and carer support. Updates on these topics will be received soon.
- 7.1.3. The Healthwatch commissioning process is under review. Going forward, local Healthwatch organisations may be commissioned directly by Healthwatch England rather than the respective councils. This change aims to ensure consistency and equal treatment across all Healthwatch organisations.
- 7.1.4. DM and FA felt that there was not enough time given to Q&A.
- 7.2. Visit:
  - 7.2.1. Community Diagnostic Centre - The centre is open seven days a week from 8:00 am to 8:00 pm, offering advanced technology for imaging, cardiology, respiratory care, and blood tests. Electronic results are sent directly to patients.
  - 7.2.2. RVI - Maternity Unit: The unit offers a range of advanced facilities and options to support both prenatal and postnatal care for parents.  
Emergency Unit - An expansion project is underway to build an Urgent Treatment Centre next to the Emergency Unit. This development aims to reduce pressure on the emergency services and improve overall patient care.  
New Executive Officer seemed very confident as has an aim and action plan which felt very promising.
  - 7.2.3. Committee proposed to keep a watch on the Urgent Treatment Centre as there has been frequent changes in the proposed plan.

## **8. Standing Items**

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

## **9. Finance Update**

- 9.1. Underspend - due to Lead Officer leaving in mid-July 2024 and new Lead Officer not starting until mid-August 2024.
- 9.2. Nothing concerning to be reported.

## 10. Volunteers review update

10.1. The existing volunteers have chosen their preferred areas of interest, and new volunteers will be recruited in the New Year.

## 11. CEO –Update

Action – YP to send out a summary of the committee meeting.

## 12. Priorities and targeted communities for 2024/25

12.1. The committee agreed the addition of people with a sensory impairment along with the continued focus on the follow target communities.

- People with a learning disability
- Young people
- Refugee and Asylum Seekers
- Ethnically Marginalised

### 11:29 Nick left the meeting

12.2. The committee agreed that we would continue a watching brief on the following national themes:

- Access to GPs
- Dentistry
- Pharmacy

12.3. Based on the discussion, the following three topics were agreed upon as the top priorities for 2024-2025

- Health literacy and accessible information
- Physiotherapy
- Adult Social Care
- Carrying over – Youthwatch.

Action – AB and the team will conduct research and prepare a report on the feasibility of research and potential target areas under each topic.

## 13. Enter and View update

- 13.1. The theme will be decided based on research into the set priorities and finalised at the next committee meeting.

#### **14. Any other Business**

- 14.1. MB thanked Gill, who has resigned from the committee due to personal commitments.
- 14.2. MB thanked TB for chairing the committee.
- 14.3. Hospital event on Dentistry will be attended by TB and anyone interested to Join to get in touch with TB.

#### **15. Date and time of next meeting.**

- 15.1. 22<sup>nd</sup> January 2025 at 10am.