

Committee minutes – Public

24th July 2024 – 10 am – 12noon

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)
Nick Linfoot (NL)	(via TEAMS)
Gill Clancy (GC)	(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)
Avish Johnson (AJ)	Business Support Officer (in person)
Ann Wynn (AW)	Observer (in person)
Alex Hoole (AH)	Observer (via TEAMS)

1. Welcome by the Chair

- 1.1 TB formally welcomed everyone to the meeting and introductions were made.
- 1.2 Ann was proposed to be co-opted to be a committee member, and everyone agreed. She will be officially proposed for elected at the upcoming Annual General Meeting (AGM).

2. Apologies for absence

- 2.1 Absences received from
 - Alisdair Cameron (AC)
 - Amer Mirza (AM)

3. Conflict of interest in agenda items or other

- 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. Electronic Decisions

- 5.1. The priorities for 2024/25 have been agreed
- 5.2. Annual report was approved and is now published, the report had been kept on hold as per the instruction from Healthwatch England and was uploaded post the General Election

6. Minutes of meeting held on 20 March 2024

- 6.1. The minutes of the meeting held on the 22nd of May 2024 were approved as a true record.

7. CEO – Verbal Update

- 7.1. Healthwatch Newcastle has secured ICB funding for Reasonable Adjustments research and AB will lead on this project. .
- 7.2. The Big Conversation on Women's Health is a research study conducted by North East and North Cumbria Regional Healthwatch Network. Healthwatch Newcastle will promote this study on social media platforms, website, during drop-ins and out in localities.
- 7.3. Access to Community Pharmacies and getting appointments at GP surgeries have been highlighted as issues at national level, HWN will continue a watching brief over these as they could become potential future projects.
- 7.4. Healthwatch Gateshead has expressed an interest in leading on the women's health research and engagement study on menopause for the Regional Healthwatch Network.
- 7.5. New committee members recruitment is currently on hold.
- 7.6. Staff recruitment – HF has now left, and a new Lead Officer has been recruited and is expected to start in early August.

10:20 – AB joined the meeting

- 7.7. ICB update – A new organisational structure is in place, which has not affected Healthwatch activities to date.

- 7.8. We are in early discussions with the Newcastle Safeguarding Adults Board on how Healthwatch Newcastle can independently review the services provided.
- 7.9. Quarterly monitoring report – the new Healthwatch Newcastle contract requires a quarterly report but it is not define what the contents of the report needs to be as yet.

Action: YP will send the quarter one monitoring report is submitted.

- 7.10. Annual Joint Meeting with Healthwatch Gateshead is to be held on 19th September; the venue to be decided and details to follow.
- 7.11. Star awards – to be reintroduced during Christmas time as ‘shining star’ awards and process to be finalised.

Action – TB along with other committee members to develop a process for star awards nominations, eligibility and decision-making process, based on good practice from other local Healthwatch.

8. Chair – Verbal update

- 8.1. TB to step down from the role of Healthwatch Newcastle Chair and Micheal Brown, the current Chair of Healthwatch Gateshead, will take over as Interim Chair until 31st March 2025.
- 8.2. FA thanked TB on behalf of the committee for all her contributions as Chair.
- 8.3. Any current committee members interested in becoming a Director of TUN should contact FA or YP.
- 8.4. NHS constitutional consultation survey – TB asked for feedback from the committee but a relatively few members had completed it.

9. Project Update

- 9.1. Hospital Discharge – Scoping brief has been shared with partners and are awaiting partners feedback as this is a coproduction project. In the meantime, the staff team have met to discuss project design and are working on survey development.
- 9.2. AH discussed social housing and how this is related to hospital discharge and to have this topic as the secondary level research on the project.

Action – Survey question to be shared with the committee once finalised.

- 9.3. Mental Health – staff team is working on project design and survey development.
- 9.4. Reasonable Adjustment – Funding has been granted for phase2. Research and Engagement Manager working on scoping document with the ICB Commissioning Manager for the Newcastle and Gateshead Team.

Action – AB to confirm the timeline for the project.

- 9.5. Accessible information standards have been on hold since the updated standards are not yet available, AB suggested to remove from the list until an update is available.
- 9.6. Committee agreed to keep it on the document, listed as 'on hold' until such time something changes.

11:12 NL left the meeting

11:14 – 11:19 – short break

- 9.7. AB presented the process flow map for projects, explaining the various stages and actions in the project cycle for a better understanding of the duties and responsibilities of the committee, staff, and partners throughout the project life cycle.
- 9.8. Discussions took place on how the timeline for projects may vary based on factors such as topic, complexity and approval. However, all projects are expected to be completed within one year within strict internal deadlines.

10. Locality Working update.

- 10.1. Locality working is continuing successfully with drop-ins at regular venues.
- 10.2. Locality report and social media reports with data and figures were presented.

Action – detail discussion to be held at the next meeting.

Action – YP to share the report presented at the meeting electronically with the committee members.

11. Annual Priorities

- 11.1. Priorities have been approved via electronic decision and no further changes required and the final list to be presented at the Annual Joint Meeting (AJM).

12. Volunteers

- 12.1. The joint Healthwatch Gateshead and Healthwatch Newcastle Volunteering subgroup met and came up with areas where they could be more involved, and a role descriptions have been finalised.
- 12.2. Next meet up of the subgroup to be held in August to discuss further on volunteering.

Action – Call out for additional volunteers at AJM.

13. Enter & View

- 13.1. Some of the staff and committee members have attended the training and AB will be able to deliver training to rest of the team in the future.
- 13.2. Two of the committee members have confirmed interest in undertaking Enter and View, training to be organised by AB.
- 13.3. Refresher training is to be undertaken every 2 years for staff and volunteers.

12:00 AH left the meeting

14. Shared Values

- 14.1. HWE have updated their Shared Values, Healthwatch Newcastle have a current version of values and an alternative set of values. All three will be consolidated for comparison and discussion at the next committee meeting.

Action – YP to consolidate and share the different value list to the committee member at the next meeting.

15. Nolan principle

- 15.1. To be discussed at the next meeting.

16. Finance Update

- 16.1. CP presented the financial report for Quarter 1.
- 16.2. No questions or comments made.

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. 18th September 2024 at 10am.
- 19.2. Do we need to state at Milburn house and/or online?