Healthwatch North Tyneside - Minutes of Board Meeting

Date and time: Monday 19 January 2026, 18:00 – 20:00
Venue: Cullercoats Methodist Church, The Broadway

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Present: Chair - Carol Nevison (CN), Jackie Doughty (JD), Peter Berrie (PB), Paul McKelvie (PM), Paul Greenway (PG), David Slater (DS), Maxine Ulrich Houston (MH)

In attendance: Paul Jones (PJ), Katy Parkinson (KP)

Apologies: Bea Groves-McDaniel (BGM), Paula McCormack (PM), Lindsay Yarde (LY)

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Agenda item 1. Welcome, introductions and apologies

CN welcomed all in attendance at the meeting and announced that we would be using Plaud AI for note taking during the meeting.
BGM, PM and LY sent apologies.
For each item, the Board considered any equalities, Health and Safety and safeguarding issues arising and considered these as part of their decision-making.

Agenda item 2. Declarations of Interest

No declarations of interest.

Agenda item 3. Minutes from the previous meeting

The minutes from the previous meetings were reviewed and approved as an accurate record.

Agenda Item 4: Chair and Director updates – presented by PJ

Refer to Board papers:
Proposal for new Online NHS Trust – Derry (from HW Northumberland) will draft a response on behalf of the Network, it's not decided whether we'll send as is, or whether each individual HW will add their own comments.

4.1 Action: PJ to send our response to proposal for new online NHS Trust to PB & DS for review when complete.
Pharmacy Changes - Board agrees recommendation from staff team, and they don't need to review this.
Network Updates, Future Operating protocol and planning – PJ updated the Board on the NOG meeting on the morning of the 19th January, the NOG team have collated feedback from the 14 HW to identify key themes.
4.2 Action: DS to meet PJ to prepare for the Network meeting with LO's and Chairs on 29th January.

Staff Updates - Ali's leaving date is 28th February. CN is attending the team meeting next Tuesday and will pass on the Boards best wishes. KP will organise a collection.

Agenda item 5: Escalations and Considerations

No new escalations or issues were reported regarding GDPR, health and safety, or equalities.
Two safeguarding concerns have been raised.

Agenda item 6: Quarterly workplan update and reviewing our workplan

PJ presented Quarter 3 report updates (refer to Board papers)

Action 6.1: PJ to circulate Quarter 3 workplan report with the Board.
PJ and ML drafted a work plan for the next 3 months, considering Ali's departure when managing the workload. We have most flexibility with children's and young people's work.

Comms support – Board in agreement with our approach to review our comms offer.
How we use the information we gather – Board in agreement with our approach. MH suggested that we consider how we disseminate this information / do we develop a comms strategy in relation to this. PJ will keep the Board updated on volunteer uptake, and whether we need additional support.

Agenda item 7: Strategic planning – approach to providing information

The Board agrees with our providing information strategy and ambitions (outlined in the Board papers).
Feedback:

- we should consider supporting people using the new digital NHS App and emerging opportunities to provide feedback/get involved.
- Its important that we emphasise taking co-design and co-production approaches to developing information resources.

Agenda item 8: Financial controls policy review

The Board agreed to the redrafted policy (refer to Board papers).

Discussion:

- DS asked how do we respond to financial scams? CN suggested we evidence that we have a system in place to safeguard us from any fraud / financial scams – is it in our finance procedures?

- DS asked whether we need to consider staff safety when handling/transporting cash. PJ confirmed this is not a significant risk given the cash values involved and location of the service used.

Action 8.1: PJ to review policy and procedures and ensure paragraph is added regarding safeguarding from fraud/scams.

Agenda item 9: Finance update and delivery

The Board discussed and noted this report.

Agenda item 10: Next steps work update

Next Steps working group met last Friday and completed the Network questionnaire.
DS shared presentation with the Board.

Action 10.1: PJ/KP to email DS presentation to board members.

Agenda item 11: Any other business

No other business was discussed.