

Healthwatch North Tyneside – Minutes of Board Meeting

Date: Monday 23 September 2024

Venue: The Spirit of North Tyneside Wing, Wallsend Customer First Centre

Present: Carol Nevison (CN) (Chair), Peter Berrie (PB), Jackie Doughty (JD), Paula McCormack (PM)

In attendance: Paul Jones (PJ), Tracey Hindmarch (TH)

Apologies: David Slater (DS), Paul Greenway (PG), Jo Brown (JB), Matthew Hunter (MH),

	Agenda Item	Discussion	Action Required
1.	Welcome, introductions and apologies	CN Welcomed all in attendance to the meeting. DS, PG, JB and MH sent apologies for this meeting.	
2.	Declarations of interest	No new interests were declared. For each item, the Board considered any equalities, Health and Safety and safeguarding issues arising and considered these as part of their decision-making.	
3.	Minutes From the Previous Meeting	The minutes from the previous meeting were agreed as a true record. The actions from the last meeting were discussed and it was confirmed that the whatsapp group is now in place and the Network operating protocol has now been signed and all amounts due paid over.	
4.	Chair Updates	CN informed the board that recent efforts have predominantly focused on preparing and submitting the Healthwatch tender, which was the key highlight of the update. CN thanked PJ and TH for their hard work on this and also thanked the trustees for their support in reviewing and proofreading the draft before submission. CN confirmed she has completed all one-to-one meetings with staff members and will	

		schedule one-to-one meetings with trustees over the coming months.	
5.	Directors Update	PJ confirmed that the outcome of the Healthwatch tender is still pending, and no official documentation has been received to date. An update has been posted on the tender submission portal requesting clarification on when the official response can be expected, as it was originally due 10 days before the contract start date, which has now passed. PJ will provide further updates as soon as possible. CN commented that if we are successful, it will be important to seek feedback on the scoring of our responses to ensure that future planning aligns with their expectations and that we deliver at the expected level. PJ informed the Board that Victoria Nunn will leave her role as communications and engagement officer on 27 September 2024. The board thanked Victoria for her contributions during her time with the organisation. PJ noted that the recent restrictions placed on Newcastle Upon Tyne Hospitals following their CQC report, specifically concerning paediatrics and cardiology have now been lifted. The board were informed that the Chair of Healthwatch England – Professor David Croisdale-Appleby, is due to visit on 1 October 2024. While the exact timing is yet to be confirmed, it has been indicated he will visit the office to meet with people and trustee attendance where possible would be appreciated. The schedule and plan are still being finalised, with further details expected to be shared by the end of the week.	

6.	Workplan update	PJ discussed the year to date figures for engagement activity and reach, noting that they are looking quite strong in terms of engagement and feedback received so far this year. Planning for the annual survey is in its early stages, which is typically where we gather the majority of our feedback. PM enquired whether the figures included work relating to additional funding streams, to which PJ confirmed that there has been very little activity related to additional funding this year. However, the numbers have been enhanced by the excellent response to the age-friendly engagement activities. Care home update The care home project is now under way with visits to two care homes completed to test the process and a third home will be piloted soon. So far the approach and the model has worked well. However, observations made during the visits has shown mixed results compared to the feedback received from relatives and surveys and we have made sure to reflect this in our reports. Volunteer support for this project has been limited, and we have lost a few interested volunteers due to changes in personal circumstances. Moving forward, we will focus future recruitment efforts on how this type of work evolves, including acknowledging delayed timescales that are beyond our control, so that there is an understanding that this work may extend over several months. The board were happy with the content and format of the draft report provided. Age friendly We received an excellent response to the Age friendly survey, supported by Age UK North Tyneside, with 970 surveys completed. The recent stakeholder event hosted by Age UK North Tyneside was very well received,	
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		with a good mix of key stakeholders in attendance. An impressive 173 people who completed surveys have expressed an interest in being involved in future work. Next steps will include exploring the creation of a reference group and involving voluntary sector organisations. There is also plans to work on improving communications and connections between organisations to ensure older people in North Tyneside are aware of what services are available to them. PM commented that encouraging co-design between organisations may prove challenging, but also presents an opportunity for us to help others recognise the benefits of collaboration for the borough. CN and PB are happy to support the development of the older people's work if needed, but suggested opening the opportunity for a board representative for this area to the trustees who were not present at the meeting, to see if anyone else is interested. Action Hospital to Home PJ provided an update on the latest phase of the hospital to home work, noting that recruiting people going through the reablement process has been quite time consuming, with one of the challenges identified being that many of those deemed suitable for the program end up being readmitted to hospital creating a cycle within the system. A new strand of work has emerged in the past couple of weeks, involving a bank of volunteers who assist people in settling into their homes after discharge. We are now exploring opportunities to establish ways for engaging with people who come through this pathway.	PJ to contact trustees not present to gauge interest in supporting future developments of this work.
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Women's Health

The women's health survey closed with a total of 481 responses from North Tyneside, placing us in 5th place overall for the North East and North Cumbria region. Healthwatch County Durham are in the process of completing the analysis and results will be shared upon receipt.

Adult Social Care

We have just been informed that CQC will be visiting North Tyneside Council to inspect the Adult Social Care service within the next 6 months. The work that we carry out as part of the ASC contract will be used as part of their submission.

North East Ambulance Service (NEAS) funding

Local Healthwatch across the North East have been commissioned by North East Ambulance service to support community engagement around their future strategy. We will be holding a public engagement event on 15 October and a survey is out now to gathers people's views over the next five weeks.

Annual Survey

Planning for the annual survey is now underway, taking on board lessons learnt from last year, and will be launched in November.

This year we have the added task of building the survey using our new online survey tool, smart survey, in place of SurveyMonkey. We will be creating our engagement plan during

		October and there will be thorough user testing before launch. Dentistry The final dentistry report and recommendations will be complete and shared with the ICB in October 2024. PJ discussed the update he provided to the ICB's Public Voice Committee on 9 September which was well received and there has been some movement seen since speaking. An adapted version was shared with the Mayor's Dentistry Taskforce, with additional information included about North Tyneside. PM asked about the dental research conference PJ recently attending, to which PJ replied that it had gone very well, with an interesting mix of conversations, and was a great opportunity to engage with dentistry students and hear their commitment to public sector ethos.	
7	AGM Planning	PJ confirmed the AGM will take place on 4 November 2024 and will be separate from the planning meeting which will now take place 25 November 2024. Draft accounts have been produced and are in the process of being checked and finalised. Board changes Appointments will include re-appointment of JD and PM who both expressed at the meeting they were happy to continue for a second term. JB has advised she will be standing down as she no longer resides in the area. CN will arrange to meet with TC and BG who are currently taking time off from the role to gain an understanding of their current	CN to arrange to meet with BG and TC prior to AGM.

		situations. This is also an opportunity to make changes to current roles and responsibilities if necessary. Trustee recruitment We plan to launch a recruitment campaign for Trustees ASAP upon confirmation of the tender outcome. We are currently aware of one person who is keen to join the board and will contact them asap to pursue their application. Board agreed the time commitment included in the application pack needs to be increased from 3 hours per month to typically 6 to 8 hours per month to include time commitments for additional roles and requests outside of meeting attendance. CN suggests we continue with the arrangement of two trustees interviewing potential candidates and asked for trustees to agree to support future interviews where possible. Tenure of Trustees Board agreed to continue with the current appointment of charity trustees as outlined in section 12.3 of the constitution. Area of Benefit PJ advised he will seek clarity from the charity commission as to where this entry on their website comes from as this currently states North Tyneside, however this should be updated to include the surrounding areas to ensure that all of our work areas are accurately represented.	PJ to contact charity commission to amend area of benefit
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8	Finance report / budget update	PJ and TH discussed the budget and finance update to end of August 2024. This is broadly on track and no issues were raised. A revised budget will be presented at the 25 November 2024 board meeting.	
9	Standing items: GDPR Safeguarding Health & Safety	No issues were raised regarding any of the standing items. PJ confirmed the staff team have received and reviewed the latest version of the Health and Safety policy and no issues have been raised.	
10	Next meeting date and planning future meetings	Next meeting date will be 4 November 2024 for the AGM – 6.30pm to 7.30pm. It was suggested changing venue to The Big Local Whitley Bay and plan to go out for food afterwards. MH to check if The Big Local has availability on this date. The next board decision meeting will be held on 25 November 2024. CN suggested checking if a 2pm start time would be convenient for this meeting, as there has already been apologies for the evening.	MH to amend meeting on 4 November to 1 hour 6.30pm – 7.30pm and check availability with The Big Local MH to contact all trustees for their availability 2pm – 5pm on 25 November
11	AOB	PJ advised it would be beneficial to hold a business group meeting and a people group meeting in November, once the outcome of the tender is known. A Doodle poll will be sent out to check availability once this is confirmed.	MH to send Doodle poll to all those involved in the business and people groups for availability to meet in November 2024