Healthwatch North Tyneside – Minutes of Board Meeting

Date and time: Monday 2 June 2025, 18:00 – 20:00
Venue: Healthwatch North Tyneside Office, Wallsend Community Hub and Library, 16 The Forum, Wallsend, NE28 8JR

Present: Carol Nevison (CN) (Chair)**,** Jackie Doughty (JD), Paula McCormack (PM), Paul Greenway (PG), Bea Groves-McDaniel (BGM), Lyndsay Yarde (LY), David Slater (DS), Maxine Houston (MHo)

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

Apologies: Paul McKelvie (PMc), Peter Berrie (PB)

	Agenda Item	**Discussion**	**Action Required**
1.	Welcome, introductions and apologies	CN welcomed all in attendance to the meeting and announced that we would be using Plaud AI for note taking during the meeting. PMc and PB sent apologies	
2.	Declarations of interest	DS declared his new position as Chair of Whitley Bay U3A.	

		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 with minor corrections needed (e.g. name spelling). **Outstanding Actions** Setting up the new bank account with Unity Trust.	
4.	Chair and Director Updates	**NHS News** PJ advised we have heard from Healthwatch England that the Penny Dash review into patient safety, which includes the future of the CQC, Healthwatch England and local Healthwatch, has still not yet been published - this was originally due to be published in January. While the outcome potentially impacts on some of our longer term planning, the Board agreed to continue current activities until official advice is received. The ICB are submitting their high level plans for achieving a 32% cut in the operating and programme costs to the government. A restructuring programme is expected to take place shortly with cost savings being achieved from September. The process is rapid and	

		unsettling for staff, many of whom have experienced similar changes three times in two years. At this point, it is unclear what impact this will have on how we work locally and regionally. **North Tyneside Council News** The Mayoral elections for North Tyneside took place and Karen Clarke has been elected Mayor. This has resulted in changes to some key positions within the council and we are planning introductory meetings with Cllrs in key roles who we do not already have a relationship with. Details of key cabinet members and key scrutiny committee members were noted in the working papers. At NTCs May cabinet meeting it was agreed to externally recruit a new Chief Exec of the Council and Director of Public Health. These roles are being advertised. **Health and Wellbeing Board** The next meeting takes place on 5 June 2025. DS will attend the meeting with PJ on behalf of CN. Key issues of interest are: • Pharmaceutical Needs Assessment	

		• Next steps with Age Friendly North Tyneside • Discussion regarding the Health and Wellbeing Board Strategy **Other NHS news** Northumbria, Newcastle and Gateshead hospital trusts have appointed Paul Ennals as their joint Chair. All hospital Trusts are looking at how they achieve the NHS mandated reductions to their governance and internal operations budgets. Quality Accounts are in the process of being reviewed, with NUTH and NEAS joint responses submitted. **HWNT Annual Report** Drafting our annual report has begun, and will be published at the end of June. **CN agreed to review the draft when required.**	**CN to review the draft annual report**
5.	Standing items: • GDPR • Safeguarding • Health & Safety	There were no issued raised regarding standing items.	

6.	Workplan updates	**Pharmacy** ML provided an overview from the 'Views of Pharmacy services in North Tyneside' draft report. The survey received an excellent response with 843 survey respondents sharing their views. This is a significant increase compared to last time and is broadly attributed to targeted promotion and support from some GP practices and NTC helping with distributing surveys. The summary report incorporates broad highlights and public health concerns from PNA and other research, aiming to leverage current pharmacy discussions for actionable improvements. Of the 843 responses, 479 reported having long-term health conditions, indicating strong engagement from frequent pharmacy users and vulnerable groups. General satisfaction with pharmacy services was high, with appreciation for accessible, walk-in services and helpful staff, though suggestions for improvement focused mainly on information clarity. A notable number of survey participants consented to further contact, presenting opportunities for deeper engagement and potential involvement in future information campaigns.	

		An information campaign is planned to address gaps identified during a recent strategy session, aiming to improve public awareness and access to pharmacy services. **JD agreed to review the final version of the summary report**. A more detailed version of the report with area-specific findings will also be available. Formal consultation (statutory consultee on the draft pharmaceutical needs assessment) will follow. **Cancer prevention co-design grants** PJ provided an update on the developing work with North Tyneside's public health team regarding a grants programme for VCS organisations around cancer awareness, expected to launch at the end of June/early July. PJ reminded the board that at our March meeting we discussed adding funds from our engagement budget to create a funding pot of £10,000, including covering the operating costs. This would require approx. £3,000 from our community grant budget. **The Board agreed to this approach and PM was appointed as project lead.**	**JD to review pharmacy report.**

		Year to date update PJ provided an update on the year to date position, highlighting the fantastic response to the carers survey, which closed with an impressive 1,011 responses. Ali Jane is currently in the process of analysing this data. Three carer sessions are planned next week to share headlines, including one with employers, focusing on employability and employment-related questions.	
7.	Priorities and strategic planning update	The Board discussed the shortlisted focus areas of our work priorities for 2025/26. All members agreed that the suggested areas were strong contenders, however, it was noted that attention must be given to capacity constraints to avoid overcommitting and to ensure effective delivery. PJ confirmed the priorities discussion meeting with NTC has been delayed and will now take place on 6 June. Following the meeting, updates will be shared with the Board to finalise the priorities and work plan. **Strategic planning**	

		The first of five strategic planning sessions has now taken place, focusing on signposting and information. The second session, which will cover engagement and communications, is scheduled for tomorrow. It has been encouraging to see strong interest and participation, with a good number of staff, volunteers, and trustees signing up to attend the sessions, reflecting a positive commitment to shaping the organisation's new strategic plan.	
8.	Our future website	PJ provided background on our current website provider, who is winding down their Healthwatch operations and will cease providing the website service in December 2025. After exploring various options, the HWE model appears to be the most suitable replacement. It is currently used by over 70 other local Healthwatch organisations, with positive feedback highlighting its usability, IT support and regular updates. **The Board agreed to adopt the HWE website model, with BGM volunteering to join the task and finish group. The Board also requested that PB be contacted to see if he would be interested in participating.**	**TH to contact PB re website task and**

			finish group.
9.	Trustee Business	Board discussed the proposed trustee subgroups, developed by CN and PJ and agreed the three suggested focus areas of: • Business Development and Finances • Supporting our People • Data & Information In addition, the board agreed the following Workplan Delivery Groups: • Information & Engagement • Research, Involvement & Influencing **Confirmation of the members involved in each group will be shared after the meeting, following discussions with the trustees who were unable to attend.**	**TH to share details of group members following discussions with PB and PMc.**
10.	Finance Update	PJ and TH provided an update on the year to date financial position. Budget allocations for 2025/26 are still being finalised, particularly regarding some of the carried forward income streams, which should be agreed soon. TH also shared an update on recent discussions with the new auditors, who praised the organisation's financial record keeping. This has allowed their audit process to proceed efficiently. The review is still ongoing, with	

		additional information being requested, however, everything appears to be progressing as planned. PG expressed his continued confidence in the organisation's financial management.	
11.	Healthwatch Network Agreements	PJ provided an update on the Healthwatch Network agreements following the meeting on 19 May with chairs and lead officers. The proposal, developed by PJ and the Network Operating Group, was agreed and as a result, an updated operating protocol has been circulated to the network chairs. **The Board agreed to the approach outlined in the papers.** PJ discussed the recently received NIHR 'workforce project' funding contract. He is currently addressing some queries but requested the Board agree for members of the Business Development Group, along with BGM and Mho, to review the protocol details, and that decision is taken by correspondence by the Board. It was confirmed, in parallel, this will be shared with all members of the network. **The Board agreed to this approach.**	
12.	AOB	Training on engagement and hate-based issues affecting trans people was discussed. BGM advised she is developing a new training	**MH to discuss availability**

		session which is expected to last two hours. Scheduling this will be coordinated via a Doodle poll. BGM advised The CNTW board of governors has a vacant North Tyneside governor position and is seeking candidates.	**with BGM and share Doodle poll with HWNT team thereafter.**
13	Date of Next Meeting	The next meeting will take place on Monday 14th July from 6pm – 8pm at the HWNT office in Wallsend.	