

Healthwatch North Tyneside – Minutes of Board Meeting

Date: Monday 10th March 2025

Venue: St Paul's Church Parish Centre, Whitley Bay, NE26 2TH

Present: Jackie Doughty (JD) (Deputising as Chair), Paula McCormack (PM), David Slater (DS), Paul Greenway (PG), Bea Goves (BG), Peter Berrie (PB), Maxine Houston (MHo), Paul McKelvie (PMc),

In attendance: Paul Jones (PJ), Matthew Hunter (MH), Tracey Hindmarch (TH), Mary Low (ML), Lyndsay Yarde (LY)

Apologies: Carol Nevison (CN) (Chair)

	Agenda Item	Discussion	Action Required
1.	Welcome, introductions and apologies	Chair CN sent apologies for this meeting. JD deputised in the position of Chair, and welcomed all to the 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 and actions are either completed or discussed later in the agenda.	
4.	Chair and Director Updates	PJ began by speaking about the Healthwatch NENC Network regional event taking place at the Royal Station Hotel in Newcastle on March 31 st . All trustees agreed that Healthwatch North Tyneside can work with other local Healthwatch, Newcastle, Gateshead and	PJ to ensure the 31 st March regional event agenda is circulated to all trustees

		Apart from the 30th April meeting, all meetings will take place 6pm – 8pm, with venues being decided in due course. MH will send out calendar invites for agreed meetings.	
7.	Workplan Updates: 1) Hospital to Home – Reablement (with ML) 2) Other workplan Activity and Updates 3) Carers Activity 2025 4) Cancer Engagement	<u>1 - Hospital to Home Reablement</u> ML attended this meeting to update trustees on the latest report published as part of the Hospital to Home work. This report focuses on those who take the pathway directly from hospital to home, as opposed to going into Step down centres. ML began by explaining the long duration of this project. Whilst the pathway of patients moving from hospital to home seems simple, this takes time to play out in reality, and ML has been very fortunate to have privileged access to patients throughout their entire journey. ML notes that we do not usually get access to people who are ill, and their family members. She feels all who participated in the project got something back from doing so, and enjoyed having conversations and getting their voice heard. ML also noted the privileged access to staff she received throughout the project, and the positive long term relationships this has established, which will be useful for future project work. ML noted that, we learned by doing, made mistakes along the way and learnt from these. ML praised all staff involved throughout the process, for their support and genuine interest to do their best for patients. ML said she feels hospital and social care staff are doing as well as they possibly can, but are sometimes facing barriers due to computer systems not communicating	ML to consider any issues which BG could raise at the next CNTW governors meeting regarding hospital to home.

		effectively with each other, this even includes communication difficulties between different departments in the hospital. ML feels staff must go above and beyond to cope with these barriers. The Board discussed the barriers highlighted in the report, their surprise at hearing a different side to the story than what is in the press and reflected on member's own lived experience recently. There was an overall sense of privileged access and gratitude to the residents a, families and staff teams involved. <u>2 – Other Workplan Activity and Updates</u> PJ explained that the number of people engaged with was positive, yet the number of people asking for information was lower than in previous years. PJ noted however that the lower number of information requests could be due to a reduction in incorrect calls, where people call the HWNT number, mistaking it for another service. 20 care home visits have been carried out thus far, with the remainder set to take place before easter. There has been 140 responses to the PNA survey so far. PJ has now completed the region wide report for the NHS 10 Year Plan. More details on this, and other workplan updates, can be found by trustees in the board papers. <u>3 – Carers Activity 2025</u> The board are happy for the team to continue working on the Carers survey work. PJ clarified that this year focuses on adult carers, and next on young carers, with the regular pattern alternating between adult carers one year and young carers the next. This allows time for the Carers Partnership	
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		board to work on recommendations before the next survey takes place. BG happy to help be project sponsor for Carers work. <u>4 - Cancer Engagement</u> DS declares he has a conflict of interest in this work, as a trustee of a cancer charity. PJ explains HWNT continue to hold money from the Northern Cancer Alliance, passed on in 2019, and from Health Inequalities in 2021. PJ hopes to use this for a future project, and asks the board for their thoughts on this. PG notes that his only concern about progressing this project is the capacity and current workload of the team. PM shares these concerns. PJ adds that there is no pressure on timescales for this project. It does not have to begin immediately, and is more something to consider in the medium term. The project will also likely involve the North Tyneside Council Public Health team, in addition to HWNT. The board support this work going ahead in principle, as long as the team has sufficient capacity to do so at the time.	
8.	Finance Update and Decisions (CLOSED)	This part of the meeting was closed.	Actions to be taken as part of budget planning and end of financial year processes – PJ to lead.
9.	AOB and Meeting Close	No other business was discussed.	
10.	Strategic Plan Review Discussion – Impact and Next Steps	This item was discussed separately, and was not part of the Board decision meeting.	