healthwatch North Tyneside

Healthwatch North Tyneside – Minutes of Board Meeting

Date: 10th June 2024

Venue: Healthwatch North Tyneside, 2nd Floor, Wallsend Customer First Centre, 16 The Forum, Wallsend, NE28 8JR

Present: Carol Nevison (CN) (Chair), Peter Berrie (PB), Paul Greenway (PG), Jackie Doughty (JD), Jo Brown (JB)

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

Apologies: David Slater (DS), Paula McCormack (PM), Bea Groves (BG)

	Agenda Item	Discussion	Action Required
1.	Welcome, introductions and apologies	CN welcomed all in attendance to the meeting. DS, PM and BG sent apologies for this meeting. It was agreed that BG will be stepping back from the board temporarily, hoping to return in early 2025, due to personal reasons.	
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. **<u>Outstanding Actions</u>** PJ to set up the Trustee WhatsApp group.	

		PJ to updated the board on Healthwatch NENC Network operating protocol 2024/25 when agreed.	
4.	Chair Updates	CN commented upon an email she had received from Victoria Nunn regarding her return to work. Victoria wished to thank the staff team, particularly PJ, TH and MH for their support when she returned.	
5.	Directors Update	PJ updated the board regarding some short notice changes to work, following the announcement of a General Election on July 4th and the associated Pre-election period of sensitivity. As a result of this, the 'Ageing Well' work was released earlier than planned, to avoid having to delay this until after the election. PJ noted that there are still significant challenges with the local ICB as their new teams settle in – meaning that we have not been able to understand what the ICB's work priorities are and negotiate with the ICB regarding what HWNT should have on the upcoming years project workplan as would usually occur. No clarity on ICB's local priorities.	
6.	Key Themes and Issues	PJ requested for any final trustees comments on the 'What We've Heard 2023/24' document to be passed on to PJ as soon as possible. This document is almost ready to be published, although this will not occur until after the election due to the pre-election period of sensitivity. PJ noted that a large proportion of the feedback received in 2023/24 is very similar to that seen in previous years. This was seen in the annual survey, which was carried out in a more open ended way than before. Despite not being prompted in the survey on which issues to talk about, people still chose the same issues as have been commented upon previously. The Board agreed that it was useful to have overarching themes as a lens to look at issues	All to send any further comments about 'What We've Heard 2023/24' to PJ as soon as possible.

		alongside the specific projects identified through the evidence gathered from residents as set out in the papers. **<u>Age Friendly</u>** PJ notes that the Aging Well Board has not met since September 2023. CN asks which age groups this survey is targeted at. PJ clarifies that the survey is not narrowly designed, and can be taken by people across various age groups who have an interest in ensuring North Tyneside is an age friendly borough. PG comments that this survey is long and consists of a number of sections, although does understand why this has been done and appreciates that in order for this survey to be successful it must be a full detailed audit. PJ and TH feel that the paper version of this survey is more appealing compared to the online version. With the paper survey, respondents can glance ahead and choose the most suitable option for their responses. Additionally, the paper format allows them to easily gauge the survey's length, while the online version lacks this ability, making it difficult to see upcoming questions or estimate how far they are from finishing. PJ feels this survey will generate rich data which can be used in many ways over the coming years. Board agreed to proceed. **<u>GP Websites Review</u>** The Board agreed to proceed after discussion.	
7.	Future planning: 7.1 Mission and values 7. 2 Information	7.1, PJ will make changes to the missions and values following comments from the Board. These changes are: • Swap the order of sentences in the mission so impact is emphasised first.	

	7.3 Hearing different voices 7.4 Being a robust organisation 7.5 Verbal discussion on wider tender prep	• Add extra wording to 'Meaningful Involvement' to emphasise that co production is not the only appropriate way to work. • Use 'Trust' rather than 'Trustworthy' • Change 'truth' to evidence led. 7.2, 7.3,7.4 and 7.5 Board agreed the proposals in the paper after discussion.	
8.	Workplan update 8.1 Carers 8.2 Hospital to home 8.3 Care homes 8.4 Dentistry	PJ provided an update to the board on a number of ongoing pieces of work. 8.1 -Discussion about the Young Carers report: PJ explained that there has been examples of good practice seen, but only in certain schools, and that some of this good practice was linked to time limited funding which may not be renewed. PJ noted a common issue is that, although many young carers have had a young carers needs assessment done, these assessments have not been updated in a number of years, including in cases where young carers have moved from primary to secondary school. There needs to be action to ensure these assessments are kept relevant and up to date. The Board noted the updates on the other projects.	
9.	Budget Update	PJ explained that he has received assurance that the current core contract will continue until final decisions are made about the future tender. We are still awaiting an agreement for our Adult Social Care contract for 2024/25. PJ advised the board that we have received the agreed £20,000 from the Northumbria Healthcare NHS Foundation Trust. This will be shared with Healthwatch Northumberland to undertake engagement work on behalf of the trust. It was initially thought that this money	

		Healthwatch Northumberland and North Tyneside, but this may no longer be the exact arrangement. In closed session the board agreed the proposals made in the closed papers.	
10.	Next Meeting Date and Planning Future Meetings	The next Board Decision Meeting will take place on Monday 15th July, 6:30pm – 8:30pm.	
11.	AOB	PJ will convert the tender into a slide deck for introduction to changes for the staff team and sharing highlights with board.	