

**Healthwatch Sunderland (HWS) Advisory Board**  
**Minutes of the meeting held Thursday, 24 April 2025**  
**Millfield Medical Practice, Sunderland**

**Attendance – Advisory Board members**

Debbie Burnicle	DB	Chair
Paul Weddle	PW	Vice Chair
Gavin Barr	GB	
Chris Colley	CC	
Pauline Scott	PS	
Philip Foster	PF	

**Attendance – Healthwatch Sunderland staff**

Anna Gillingham	AG	Project Lead
Wendy Hadlington	WH	Engagement Officer
Clare Render	CR	Administrator (Minute Taker)

	Action
<p><b>1 Apologies &amp; introductions</b></p> <p>Apologies were received from Emma Anderson, Joanne White and Julie Parker-Walton. We welcomed Philip Foster who recently joined the Advisory Board and introductions were made.</p>	
<p><b>2 Declarations of interest/quoracy</b></p> <p>There were no declarations of interest, and the Chair noted the meeting was quorate.</p>	
<p><b>3 Minutes of the previous meeting</b></p> <p>The minutes were agreed as a true record.</p> <p>3.1 Access to Primary Care, patient perspective – DB reported that the Health &amp; Care Alliance responded, and their response was presented at the Place Committee. DB and AG met with the Commissioning Lead of the Integrated Care Board (ICB), who explained the process and provided updates on the next steps. AG to send the slides explaining the process to the Board.</p>	AG

	Action
3.2 MP, Lewis Atkinson – AG reported that she contacted Lewis Atkinson, and a meeting has been arranged for 9 <sup>th</sup> May.	WH
3.3 Dementia patients and their carers in Sunderland Royal Hospital Emergency Department – The Board asked if this video is available on the Trust website. WH to raise this with Joanne White. DB noted it was presented to the Trust Executive Board and the Patient Experience Group.	
3.4 Body shaming survey – AG has sent our report to Wendy Mitchell in public health. We are working closely with the Public Health's Youth Council.	
3.5 GP Collective Action – PW briefed the group that this has now ended however some people may still have to go to hospitals for blood tests.	
3.6 GP services – WH reported that the Practice Manager acknowledged there were issues. AG mentioned that additional negative feedback has been received about the same practice. AG briefed the group on our various options, and after a discussion, it was agreed that contact should be first made with the senior partners to ensure they are aware and to seek their views about how this is being addressed before considering other actions at our disposal.	AG
3.7 Healthwatch new national model – DB briefed that there was no further update.	
3.8 North East & North Cumbria (NENC) Healthwatch conference – AG briefed the group on the conference which took place on 31 <sup>st</sup> March 2025. This was to showcase the impact we have made regionally/locally across the 14 NENC Healthwatch.	
The morning showcased the progress made and workshops were held in the afternoon.	
The PowerPoint slides will be shared with the Board.	AG
DB reported that she will be unable to attend the next quarterly Healthwatch Chairs/Officers face to face meeting in May. Information about this meeting will be shared with the Board. Anyone interested in attending this meeting to inform the office.	DB

	Action
<p><b>4 2025-2026 work plan</b></p> <p>A draft copy of the 2025-2026 work plan was sent to the group before the meeting. AG reported that by this time in the year, we would usually have asked the public to vote on our work plan items for the coming year. However, we still have outstanding items from last year and the team has a vacant position. The Board has also considered at a previous development session the list of areas we put to the public last time to vote upon and the additional areas they had suggested. Bar 2 areas (health visiting and pharmacy first), the Board had noted work had taken place on most of the areas.</p> <p>As a result, the team advised that a substantial period of general engagement should be added to our work plan to enhance our interaction with the public and sense check what they are concerned about currently. AG also noted that. Youthwatch will be setting its own priorities, and we will be undertaking some safeguarding evaluation work as per last year</p> <p>We need, however, to decide on our activities from October to the end of March 2026 which our focused engagement may support us with. After a discussion, the following 2 priorities were agreed upon:</p> <ul style="list-style-type: none"> <li>• Sexual awareness training with young people</li> <li>• Focussed engagement</li> </ul> <p>The Board felt that the annual work plan should be added to show when an item has been completed and always presented along with the quarterly team update to the Board.</p>	AG
<p><b>5 External meetings</b></p> <p>A copy of the HWS representation at key meetings and groups was sent to the Board before the meeting. AG reported that there are meetings that do not have a representative attending.</p> <p>Can the Board please have a look at the vacancies and if they would like to attend let Anna know. The priority areas are the Scrutiny Committee and The Care Closer-to-Home Steering Group.</p> <p>Sunderland Safeguarding Adults Board – it was thought that this was an Operational Board meeting. AG to query our attendance at this meeting with Pamela Weightman.</p> <p>CC said that she would like to attend the care closer-to-home meeting.</p>	<p>ALL</p> <p>AG</p>

	Action
<p><b>6 HWS Board Governance review</b></p> <p>DB reported that the Term of Office section in the HWS Board Governance has been amended. Continuous service will be assumed unless a Board member declares their intention to step down. Paul Weddle, Gavin Barr, and Chris Colley have completed their second three-year terms and wish to remain on the Board. At the last meeting, Board members were asked to raise any concerns about their continued service. DB noted that no concerns have been raised; therefore, Paul, Gavin, and Chris will continue on the Board for the next three years.</p> <p>Pauline Scott's second three-year term comes to an end in June 2025. Pauline confirmed that she wished to remain on the HWS Advisory Board after her second term came to an end. Board members to raise any concerns outside the meeting with the Chair or Manager before the end of June. If none received the terms would continue as per the governance policy.</p> <p>Philip Foster to be added to the Board members list.</p>	<p>ALL</p> <p>CR</p>
<p><b>7 Finance</b></p> <p>AG went through the quarter 4 finance figures (Jan 25 – Mar 25) for HWS. The quarter 4 finance update paper was circulated to the Board before the meeting. Everything is on target with the forecast. It was reiterated that the surplus current and planned is already committed to funding the current staffing structure over the length of the current contract with the local authority.</p>	
<p><b>8 Safeguarding</b></p> <p>AG reported that no safeguarding issues were raised in the last few months.</p>	
<p><b>9 Stats update</b></p> <p>The Board discussed the trends data summary for Quarter 4. A copy of which was sent to the group before the meeting.</p> <ul style="list-style-type: none"> <li>• Hospital stats – have increased due to HWS engagement.</li> <li>• Care homes – If there was a trend it would be highlighted.</li> <li>• A full-year trend analysis of data will be produced for 2024-2025.</li> </ul>	<p>AG</p>

	Action
<p><b>10 Team/work plan update</b></p> <p>The team update/work plan paper was circulated to the Board before the meeting. The Board was given the opportunity to ask questions relating to the update.</p> <p>10.1 Emergency and Urgent Care – AG reported that poor communication between the Emergency Department and Urgent Care service has been highlighted. This issue has been raised with the Integrated Care Board (ICB), who are undergoing the re-commissioning of the Urgent Care services. As part of the new commissioning arrangement, they have amended the Key Performance Indicators (KPIs) to address this issue.</p> <p>10.2 Pre and post-dementia information booklet – WH reported that the printing firm made a mistake and is unable to honour the quote they gave us to print our booklet. We have asked them to let us know how many copies they can print for the price they originally quoted.</p> <p>After a discussion, it was suggested that we contact organisations to see if they could contribute to the cost in any way so the original number of printed copies might still be provided.</p> <p>10.3 Social care services, where to go for what – we have received 154 surveys (target was 100), and Natalie is working on the final report. There is a significant difference in where people go for health and social care services, with many relying on the voluntary and community sector.</p> <p>10.4 HWS Team – AG reported that we have looked at the staffing and gaps in the HWS team. Due to budget constraints and experience with trying to recruit an Engagement Lead, we are advertising for a 22-hour Volunteer &amp; Engagement Lead post. We will possibly look to outsource any data analysis work in the future as needed e.g. linked to a particular piece of work.</p>	AG

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<b>11 NHS 10-year plan workshop feedback</b>	<p>In October 2024 the NHS launched Change NHS to hear people's views, experiences, and ideas to help shape a new NHS 10-year health plan for England. We facilitated a workshop in January as part of the consultation. A copy of our findings was sent to the group before the meeting.</p> <p>The results of the full consultation are still to be shared. Our workshop highlighted the main areas of focus and concern for the future of the NHS.</p>	
<b>12 Enter &amp; View overview</b>	<p>Healthwatch Sunderland have the legal power to visit NHS health and social care services in Sunderland and see them in action. This power to Enter and View services offers a way for Healthwatch Sunderland to meet some of their statutory functions and allows us to identify what is working well with services and where they could be improved.</p> <p>An overview of what enter and view is has been produced and was sent to the Board before the meeting. The areas highlighted in yellow are the areas highlighting the Board's role when it comes to that point in the decision-making.</p>	
<b>13 Date for virtual informal advisory board catch-up meeting</b>	<p>Our next Informal Advisory Board meeting will take place on Friday, 13<sup>th</sup> June 2025, from 09:30 am to 11:30 am via Teams. CR to send calendar invitations to Board members.</p>	CR
<b>14 Date and time of next meeting</b>	<p>The next meeting will be held on Thursday, 24th July 2025, from 10:00 am to noon, Millfield Medical Centre, 63-83 Hylton Road, Sunderland, SR4 7AF.</p>	