

Healthwatch Sunderland (HWS) Advisory Board
Minutes of the meeting held Thursday, 24 October 2024
Millfield Medical Practice, Sunderland

Attendance – Advisory Board members

Debbie Burnicle	DB	Chair
Paul Weddle	PW	Vice Chair
Gavin Barr	GB	
Chris Colley	CC	
Ismaaeel Rashid	IR	
Emma Anderson	AA	Co-optee
Joanne White	JW	Co-optee

Attendance – Healthwatch Sunderland staff

Anna Gillingham	AG	Project Lead
Vicki Cavanagh	VC	Engagement Lead
Wendy Hadlington	WH	Engagement Officer
Natalie Goodwin	NG	Engagement Officer
Clare Render	CR	Administrator (Minute Taker)

	Action
1 Apologies & introductions Apologies were received from Pauline Scott and Julie Parker-Walton. DB introduced Ismaaeel Rashid, a new member of the Board, and Vicki Cavanagh, the new Healthwatch Sunderland Engagement Lead.	
2 Declarations of interest/quoracy There were no declarations of interest, and the Chair noted the meeting was quorate.	
3 Minutes of the previous meeting The minutes were agreed as a true record.	

	Action
<p>3.1 Our Future Health, new mobile clinic – we have received a response from Our Future Health to the questions raised. DB noted the response was discussed at an informal board session and due to concerns raised about the accuracy of information provided by the organisation, the experience of some of our team attending the clinic, and the lack of engagement with local statutory bodies, we decided not to actively promote the research to local people for the time being.</p> <p>3.2 Hospital care – the Trust's formal response was circulated. Any updates on the Hospital Discharge improvement actions will be briefed at the Patient Experience Group meeting. Chris Cairns, the Nurse Consultant, is analysing the recent second survey responses and a full report will be discussed at the next meeting. This was also discussed at the Sunderland Place Committee and the Health Care Alliance was asked to consider early findings from the improvement work. There was a full acknowledgment by the Trust that the issues were well understood as these were coming up through several different sources.</p> <p>3.3 Work plan request – dementia support booklet – WH briefed that this work has started. Paul Weddle agreed to be contacted if information and support is needed from a GP practice point of view.</p> <p>3.4 Access to Primary Care, patient perspective – response has been received and circulated from the Integrated Care Board (ICB). DB has chased the Director of Public Health (DPH) for their response and will follow up again.</p> <p>3.5 MP, Lewis Atkinson – AG reported that she has contacted Lewis Atkinson and received a response stating they were in the process of setting up their office and would be back in touch.</p> <p>3.6 The BIG conversation: Let's talk about women's health – DB reported that the ICB weekly update stated that from the 4,000 responses, the concerns that were being highlighted were menopause, mental health, healthy aging, joints, and bones.</p>	DB

	Action
AG reported that the full report should be published by the end of November and that Healthwatch Sunderland had actively promoted the survey locally.	
<p>4 Finance</p> <p>AG went through the quarter 2 finance figures (July 24 – Sept 24) for HWS. The quarter 2 finance update paper was circulated to the Board before the meeting. Everything is on target with the forecast.</p> <p>The following was discussed:</p> <ul style="list-style-type: none"> • Rent – there has been an increase • Telephone lines – issues with BT. We were being charged for two contracts however one has now been cancelled. 	
<p>5 Safeguarding</p> <p>AG reported that no safeguarding issues were raised in the last few months.</p>	
<p>6 Stats update</p> <p>The Board discussed the trends data summary for Quarter 2. A copy of which was sent to the group before the meeting.</p> <ul style="list-style-type: none"> • Dentistry – we were starting to hear children are not always getting access to an NHS dentist. This has been raised at the Healthwatch Network meeting. We are keeping an eye on this issue. 	
<p>7 Team/work plan update</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>7.1 Community Incontinence Services – WH reported that the South Tyneside & Sunderland NHS Foundation Trust (STSFT) Community Incontinence Team has got in touch with us to ask if they could return to the Essence Service Male carers group who originally raised the issue around the availability of a variety of incontinence products with us, to feedback how they have listened to the issues raised and made changes. We will provide an update at the next meeting.</p>	

	Action
<p>7.2 Dementia patients and their carers in Sunderland Royal Hospital Emergency Department – the dedicated single occupancy waiting room for dementia patients has now opened. This work has been picked up by the ICB Quality & Safety Committee who would like to highlight it at a future Quality and Safety Meeting in the form of a video. JW reported that a video has already been filmed by STSFT to highlight how the Trust has listened to feedback. This video can be shared after their Executive meeting in January to use at the ICB meeting.</p> <p>7.3 Body Shaming Survey – the survey has now closed. The Youthwatch volunteers supported us with the findings.</p> <p>One of the issues highlighted is that 33% of young people are not aware of where they can get support if they have been negatively affected by body shaming.</p> <p>The draft report has now been finished however we need to analyse where best to send it. AG to ask Julie Parker-Walton for her views. It was suggested it could be raised with the Health & Wellbeing Board.</p> <p>7.4 Social Care Services, where to go for what – AG reported that this is broader than we anticipated. A meeting has been arranged with Julie Lynn to clarify.</p> <p>7.5 GP website evaluations – AG updated the group on the meeting she had recently with David Gunion from the Sunderland GP Alliance Team to discuss our findings. A mini report has been produced and our findings will be shared with individual GP practices.</p> <p>7.6 Patient-Led Assessments of the Care Environment (PLACE) – The engagement team briefed the group on the PLACE assessments they did recently. JW reported that PLACE inspections take place every year, are held over 3 days, and are inspections around environmental aspects of the STSFT, eg the wards, departments, meal tasting etc.</p>	AG

	Action
<p>8 Plan on a page</p> <p>The plan-on-a-page work plan outline was sent to the group before the meeting.</p> <ul style="list-style-type: none"> • NEAS – our draft report is due to be finished on Monday, 28th October 2024. • Social care services, where to go for what – a meeting has been arranged with Julie Lynn to discuss. • Dementia booklet – WH is the lead with this work. This work will continue into next year. AG has been asked to give an update at the Aging Well Delivery Board in February. • Emergency & Urgent Care awareness – AG has had a meeting with Emma, Clinical Lead from Totally Urgent Care, who runs the Urgent Care Centre at the hospital regarding raising awareness of the difference between the Urgent Care & ED dept. AG will start discussions in December with Emma, Joanne White, and the ED matron to arrange a development action plan. • Basis, a homeless charity – we are in the process of arranging some work with Basis to try and address the gaps around people's mental health and healthcare needs. 	
<p>9 Any other business</p> <p>9.1 GP Collective Action – PW briefed the group on the upcoming GP collective action in Sunderland. This action is taking place in 3 waves.</p> <ul style="list-style-type: none"> • The first wave – is looking at certain types of situations that GPs do not have the funding to do. • The second wave – is for GPs to move towards a safe level of appointments per day, the figure believed to be safe is 25 patient contacts a day. • The third wave – is reducing shared care situations. <p>9.2 Children's Health Hub – PW also briefed the group on a plan to run a children's health hub. This hub will initially be held in the West of the City for children under the age of 5. Children are seen by GPs as the most vulnerable and their health can change quickly.</p>	

		Action
9.3	<p>HWS Board Development Session – this will be held on Thursday, 5th December 2024 at the Bede Tower.</p> <p>Some of the things we are looking at for this development session are:</p> <ul style="list-style-type: none">• Workshops on principal values that local Healthwatch must have that underpins the work that we do, e.g. equity, collaboration, independence, truth, impact.• Looking at next year's work plan.• Volunteers Christmas festivities.	
9.4	<p>Queries from the local authority – DB reported that following a meeting with the local authority two queries were raised:</p> <ul style="list-style-type: none">• Winter, health & social care issues – has Healthwatch heard of any concerns highlighted by the community regarding the Winter from a health or social care perspective? AG reported that no concerns have come to light.• GP access data – throughout the report it was highlighted that some areas of the city had less responses than others. The team stated that this was due to the lack of community groups in some parts of the city. DB stated that if we are aware of any parts of the city where there are not so many groups, then it would be helpful for the Public Health Team to be made aware of that. AG reported this issue has already been raised.	
9.5	<p>New model for Healthwatch – DB & AG briefed the group on the latest information regarding the new model for Healthwatch. This is to be a standard item on the agenda. The Healthwatch England (HWE) document 'A Healthwatch Fit for the Future' was sent to the group before the meeting.</p>	

	Action
<ul style="list-style-type: none">• HWE is still campaigning for the restoration of funding and that Providers have a duty to signpost people to places like Healthwatch.• It is recognised by HWE that some local Healthwatch are in a good place and want to protect that and have no desire to affect that.• Further thinking on this issue will be going on until Christmas and they will not do anything without further reference to the network.• HWE are encouraging any concerns from a local Healthwatch to be fed into HWE but with a suggested solution to the concern as well.	
10 Date and time of next meeting The next meeting will be held Thursday, 23 rd January 2025, 10 am-noon, Millfield Medical Centre, 63-83 Hylton Road, Sunderland, SR4 7AF.	