

Healthwatch Sunderland (HWS) Executive Board
Minutes of the meeting held Thursday, 25 April 2024
Millfield Medical Practice, Sunderland

Attendance – Executive Board members

Debbie Burnicle	DB	Chair
Paul Weddle	PW	Vice Chair
Emma Anderson	EA	Co-optee
Gavin Barr	GB	
Chris Colley	CC	

Attendance – Healthwatch Sunderland staff

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

Attendance – other attendees

Ismaaeel Rashid	IR	Lead Youth Worker, Sunderland Bangladesh International Centre
-----------------	----	---

	Action
1 Apologies & introductions Apologies were received from Joanne White. Introductions were made to Ismaaeel Rashid, Lead Youth Worker, Sunderland Bangladesh International Centre. Ismaaeel attended the meeting as an observer at the request of the Healthwatch Board before determining whether to become a Board member of the HWS Board. Congratulations were expressed to Anna Gillingham, who has been appointed as Healthwatch Sunderland Project Lead.	
2 Declarations of interest/quoracy PW reported that he is on the Local Medical Council Board. CR to send Paul a Register of Interest form to complete. There were no other declarations of interest, and the Chair noted the meeting was quorate.	CR

	Action
<p>3 Minutes of the previous meeting</p> <p>The minutes were agreed as a true record.</p> <p>3.1 Hospital Discharge Report – DB reported that she has asked the South Tyneside and Sunderland Foundation Trust for a formal response on what changes are to be put in place to address the issues raised in our report so that we can publish an update and inform the public. The Trust have given us reassurance that we should have this by the end of the month.</p>	
<p>4 Finance</p> <p>AG went through the quarter 4 finance figures (April 2023–March 2024) for HWS. The quarter 4 finance update paper was circulated to the Board prior to the meeting.</p> <p>The following was discussed:</p> <ul style="list-style-type: none"> • Each year the local authority allocates us an amount of money and we have produced a projection forecast for the next 3 years. • The forecast does not include the additional income from our GP Access/Safeguarding work or any future additional income from work we may undertake. • Underspend on salaries – this money will be added to the surplus income figure and will be allocated where it is necessary. There is a degree of flexibility around areas the costs have been allocated to. • Rent – AG to check what lease we have signed for the HWS office in the Co-op Centre. 	AG
<p>5 Safeguarding</p> <p>AG reported that no safeguarding issues were raised in the last few months.</p>	

	Action
<p>6 Stats update</p> <p>The Board discussed the trends data summary for Quarter 4. A copy of which was sent to the group prior to the meeting.</p> <ul style="list-style-type: none"> • 111 service – this figure is general feedback. A full breakdown of the NEAS/111 service feedback will be supplied to PS for her Healthwatch Network meeting with NEAS. • Feedback collected from engagement activities are fed back to the relevant organisations. It is not always possible however to feed back every piece of feedback we are given to all the organisations, eg from our website survey, signposting service or social media. Individuals who contact us to give us feedback are also advised to give the feedback directly to the Provider especially if they want some action to take place, eg a complaint. • We look at all data to highlight specific trends and if a trend has been highlighted then we will undertake an enter and view in that specific organisation if we need to. • If necessary, negative feedback will be fed back to the Council, eg care homes etc. The Council do receive all HWS reports. • Health & Wellbeing Board feedback report – this to include the names of organisations that haven't given us a formal response on what plans they intend to put in place on issues that have been highlighted in our reports. • Figures supplied are just for service category and not specific organisations. A detailed breakdown, eg organisation, trends highlighted, specific feedback data, can be supplied if the Board wishes. Board members to contact the HWS office if they wish to see any detailed reports. 	<p>GWR</p> <p>GWR</p>
<p>7 Team / work plan update</p> <p>The team update/work plan paper was circulated to the Board prior to the meeting. The Board were given the opportunity to ask questions relating to the update.</p> <p>7.1 Hospital care – AG reported that we have been asked to support the Trust who are developing a second smaller survey to re-evaluate the plan they have put in place following our Hospital Discharge report. It was thought this would be rolled out in April, but we have been informed that there is a delay.</p>	

	Action
<p>7.2 Accessible information – A case study was prepared and shared with the pharmacies to ensure that they are aware of the issues we have been informed of by some of people with sight loss. The team have distributed this to every pharmacy across the city and features on our website.</p> <p>The case study to be circulated to the Board.</p> <p>7.3 Youthwatch, Vape Awareness Sessions – PS asked if we have gained access to schools around this issue. AG reported that we have tried on many occasions, but this is proving difficult. We will however keep on trying. It was also noted that Together for Children staff struggle to get access to schools.</p> <p>GB reported that we should also try to gain access to schools who support pupils with additional needs.</p> <p>7.4 Dentistry – Mystery Shopper Survey – Healthwatch North Tyneside co-ordinated this piece of work for the region to find out if people were in an emergency what response they got from dental practices. Volunteers were utilised in the mystery shopper exercise and were given a script to follow. Findings are being collated and analysed by Healthwatch North Tyneside. The general dentistry survey has also now closed, and Healthwatch County Durham are analysing the results from this piece of work.</p> <p>7.5 Safeguarding – we have completed our second quarterly report in people's understanding of what safeguarding is. We will continue with this piece of work until September. DB asked if she could have the themes that have been highlighted.</p>	<p>AG</p> <p>AG</p>
<p>8 Decision making policy</p> <p>The HWS Decision Making policy is up for review. A copy was sent to the Board prior to the meeting.</p> <p>The following amendments were highlighted:</p> <ul style="list-style-type: none"> • Page 3 – dealing with breaches – paragraph to be amended to read: <p>If the breach of the agreed procedure is considered to have also breached the contract between Pioneering Care Partnership and Sunderland Local Authority, it will be reported to the Local Authority and further action agreed between the Local Authority and Pioneering Care Partnership.</p>	<p>AG</p>

	Action
<ul style="list-style-type: none">• Page 4 – typo to be amended – every year 3 years. <p>If the above amendments were made the Board agreed the policy.</p>	
<p>9 Work plan for 2024-2025</p> <p>A copy of the 2024-2025 plan on a page was given to the Board prior to the meeting.</p> <p>AG gave an update on the work plan and the current priority vote that the public are involved in at the moment. She explained that following the Board and the staff creating a list of possible work plan items (based on public feedback and the scoping exercise) this has been reduced to 6, via board/staff/volunteers voting for their top 6 and put out to the public for them to vote on their top 2. The deadline for the public vote is Friday, 3rd May.</p> <p>So far, we have received over 200 responses with just over a week left before the public vote deadline.</p>	
<p>10 North East & North Cumbria (NENC) Healthwatch Network Operational Protocol</p> <p>A draft copy of the NENC Healthwatch Network Operational Protocol was sent via email to the Board prior to the meeting for their comments.</p> <p>DB reported that no comments were received from Board members and both she and Anna were happy with the policy, therefore she has fed back formally the Board's agreement of this policy and noted that it was on the agenda today as a formality.</p> <p>AG said that at a meeting it was highlighted that a few of the Healthwatch organisations have fed back some slight alterations to the policy. Once these have been incorporated it is anticipated it will be the final policy.</p>	

		Action
11	Local Elections – Purdah (guidance for Healthwatch staff) A copy of the guidelines for Healthwatch staff and Board members to follow in the lead up to the local elections was handed to the group. In the run up to a national or local Government election, it is critical that all members of the Healthwatch network continue to act in a politically neutral way. This resource aims to give the guidance you need to remain impartial during the pre-election period (previously known as ‘purdah’). All Board members please bear this guidance in mind.	
12	Healthwatch England Consultation (new model for Healthwatch) A copy of the Healthwatch England consultation documents for the new model for Healthwatch was sent to the group via email. Workshops were held to discuss the future sustainability of Healthwatch across the Country. Following this a range of options were pulled together for consideration. We have been advised not to share this information outside our Network for the time being. Healthwatch England are arranging a series of webinars to discuss this consultation further and for Healthwatch Board members and managers to attend if they wish. DB noted she was attending the 16 May session and Anna noted she was attending the 13 May session. This consultation will be discussed at the next informal Healthwatch Sunderland Board meeting scheduled to take place 13 th May 1030am via Teams. DB asked if AG could also attend this meeting.	AG

	Action
<p>13 Any other business</p> <p>13.1 Government fluoride in water consultation – DB briefed the Board on the Government Fluoride in Water consultation raised by the Director of Public Health in Sunderland at the last Place Committee. Whilst this is a government led consultation initiated at the end of March, there seemed little publicity about it. It was thought that the Council may be waiting until after the local elections take place in May to promote this consultation which finishes mid-June. All to note and the team to promote it following the local elections via social media.</p> <p>13.2 Board Development Plan – AG updated the group on the Board Development Plan. Most of the actions on this plan have been completed.</p> <ul style="list-style-type: none"> • New Board members – meetings have been arranged to seek new Board members from the organisations/groups that have been highlighted. • Recruitment advert – it was agreed that this option should only be undertaken if there was a need to do so therefore currently, we won't be producing an advert at this time. • Application form – there is only one application form for Board members, regardless of what role the Board member plays, ie full Board member or co-opted Board member. • Induction pack – Pioneering Care Partnership are currently looking at producing a Board Induction Pack for all the Healthwatch that they manage. We will be able to make changes for our requirements if necessary. 	<p>ALL</p>
<p>14 Date and time of next meeting</p> <p>The next meeting will be held Thursday, 25th July 2024, 10am-12 noon, Millfield Medical Practice, 63-68 Hylton Road, Sunderland, SR4 7AF.</p>	