

Healthwatch Sunderland (HWS) Executive Board
Minutes of the virtual meeting held via Zoom Monday, 10 January 2022

Attendance - Executive Board Members

Paul Weddle	PW	Chair
John Dean	JD	In attendance for part of the meeting only
Gavin Barr	GB	
Andrew Carton	AC	
Chris Colley	CC	

Attendance - Healthwatch Sunderland Staff

Tara Johnson	TJ	Project Lead
Anna Gillingham	AG	Engagement Co-ordinator
Wendy Hadlington	WH	Engagement Officer
Clare Render	CR	Administrator (Minute Taker)

Attendance - Other

Andy Fox	AF	Supporting Gavin Barr
Debbie Burnicle	DB	Attending as a member of the public

		Action
1	<p>Apologies & introductions</p> <p>Introductions were made for the benefit of Tara Johnson. Tara is the new Project Lead for Healthwatch Sunderland taking over from Anna. Anna will be returning to her Engagement Co-ordinators role from 17th January.</p> <p>Amanda Brown and Mick Butler have submitted their resignations from the Board. Liz Highmore has also stepped down from the Board having completed her second term at the end of 2021. We will now look at recruiting new Board members. If any Board member knows of anyone who would be interested to let TJ know.</p>	ALL
2	<p>Declarations of interest</p> <p>There were no declarations of interest.</p>	
3	<p>Minutes of the previous meeting</p> <p>The minutes of the meeting were agreed as a true record.</p> <p>3.1 Health & Wellbeing Scrutiny Committee - AG has spoken to the officer for these meetings regarding HWS representation on this committee. We would need to submit a formal application request and TJ to investigate this further.</p>	TJ

		Action
4	<p>Safeguarding</p> <p>AG reported that no safeguarding issues were raised in the last few months.</p>	
5	<p>External board meetings attended</p> <p>AG reminded the Board of the importance of sharing all intelligence gathered at meetings attended as a HW Board representative.</p> <p>There are several meetings we are asked to attend where we do not have a representative. A list of these meetings has been re-circulated to the Board and all Board members asked to take a look and let TJ know if they have the capacity to attend. Can Board members also update CR with upcoming meeting dates for the meetings they do attend.</p> <ul style="list-style-type: none"> • Best Start in Life - CC said she is unable to attend this meeting as it is being held virtually on Microsoft Teams and she does not have this application. AG said that she would look to see if there are any other meetings that would be more suitable for her. • PW said that he has the capacity to attend more meetings if necessary. PW and TJ to discuss representation at the vacant meetings. • Mental Health, Learning Disabilities and Autism Programme Board - GB said he is unable to attend this meeting. AG said a meeting will be arranged to discuss possible alternative meetings that might be more suitable for him. TJ to meet with GB to look at an alternative meeting. <p>Outbreak Control Board - JD reported that concerns have been raised at the high numbers of infection rates however the hospitals seem to be coping at the moment.</p>	<p>ALL</p> <p>ALL Board</p> <p>AG</p> <p>TJ / PW</p> <p>TJ / GB / AF</p>
6	<p>Team Update</p> <p>The team update 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>6.1 All Together Better (ATB) engagement work - the main report has now been published and is available on our website. The five area-based reports have not been published but will be shared with the relevant area networks by ATB.</p> <p>After a discussion it was agreed by the Board at the end of this month to follow up how the findings from our report will be utilised by ATB in their future delivery plans. TJ to work with the Board on this action.</p>	<p>TJ/Board</p>

		Action
6.2	BAME community - WH updated the group on a meeting held with Sunderland City Council/Sunderland Care & Support, the Sunderland Bangladeshi & International Centre (SBIC) and HWS. This meeting discussed the inequalities and cultural differences that the BAME community felt were unacceptable in some services and made them feel they could not access them. As a result of this meeting Sunderland City Council/Sunderland Care & Support agreed to talk with the people from different ethnic backgrounds about some key services that they can access and how to access them. This will involve a series of 'show and tell' sessions and cultural awareness training sessions.	
6.3	Pharmaceutical Needs Assessment - we have been asked to support this piece of work. This work will start in the new year.	
6.4	Engagement team: out and about - the engagement team started to get out and about again in the last few months however due to the rise in the covid infection rates we have had to move all our meetings on-line.	
6.5	Nominate a star - through our ATB work and our pharmacy survey we have highlighted three local pharmacies for our nominate a star award. However, due to the rise in the covid infection rates we have been unable to present the pharmacies with their award. We will do this however when we are able to.	
6.6	Social media officer - we have recruited Jemma Wilkinson-Rush as a part-time social media officer on a casual contract. Jemma is helping us with all our social media, eg Facebook, Twitter, Instagram, and also our newsletters.	
7	<p>Work plan Update</p> <p>7.1 Domiciliary care - Due to COVID-19 this work is delayed.</p> <p>7.2 Carers and the impact of COVID-19 - a working group is being developed and PW has agreed to be part of this group. Meetings have been arranged with some carers groups to explore options.</p> <p>7.3 New work plan for 2022/2023 - we now need to discuss what items we would like to be on our work plan for 2022/2023. TJ to work with the team to pull together some possible options which will be shared with the Board in February for final agreement. This list will then be used to share with the public who will vote on the options during March.</p> <p>Our young volunteers will develop their own work plan based around the outcome of their survey which will establish what young people across the city feel is most important and should be our priority.</p>	TJ

		Action
8	<p>South Hylton surgery</p> <p>Gemma Wilkinson-Rush has been working on a new way of collating our trends data and will be producing a quarterly report highlighting the data we have received for the staff and Board. A copy of the report for September 2021-December 2021 was sent to the group.</p> <p>This report has highlighted feedback we have received from the patients of South Hylton surgery. The Board now needs to decide what course of action we should take.</p> <p>After a discussion it was agreed that TJ should contact the Practice Manager of this surgery to discuss the feedback we have received. Further action to be discussed following this conversation.</p>	TJ
9	<p>Any other business</p> <p>9.1 Questionnaires - CC said in future if we have any surveys which needed to be distributed, she would be able to give them to those groups she attends.</p> <p>9.2 Care Quality Commission (CQC) inspections - AG updated the group on the CQC reports recently published on SELF NE Ltd. SELF NE Ltd have three premises that provides care home accommodation and support for people with a learning disability. The CQC have given these services an inadequate rating.</p> <p>We need to decide what course of action should HWS take regarding these reports and any future reports where the CQC have given the service in question an inadequate rating.</p> <p>AF said that Sunderland People First (SPF) have looked in detail into these three reports and have highlighted several concerns around the CQC inspections and what was uncovered by the CQC inspections. A list of all SPF's concerns from these reports have been supplied to the HWS office.</p> <p>After a lengthy discussion it was agreed that a working sub-group should investigate what HWS could do to support SPF to get a response from the CQC regarding their concerns. AG to organise working sub-group.</p> <p>SPFs concerns to be circulated to the Board. Any comments to be sent to AG/TJ.</p>	AG

		Action
9.3	<p>Future Board meetings</p> <p>AG reported that we would like to change the day the Exec Board meetings are held to accommodate staff attending them. Two members of the HWS office staff are presently unable to attend the Board meetings as they are held on a Monday. We would like to move them to either a Wednesday or a Thursday.</p> <p>We will look into which day would be more suitable. CR to send an email to the Board asking for their opinion.</p>	CR
10	<p>Date and time of next meeting</p> <p>The next meeting will be held in March however the date and time will be confirmed.</p>	