

**Healthwatch Sunderland (HWS) Executive Board**  
**Minutes of the meeting held Thursday, 26 January 2023**  
**St Luke's Terrace, Sunderland**

**Attendance – Executive Board members**

Debbie Burnicle	DB	Chair
Gavin Barr	GB	
Chris Colley	CC	
Pauline Scott	PS	

**Attendance – Healthwatch Sunderland staff**

Tara Johnson	TJ	Project Lead
Anna Gillingham	AG	Engagement Coordinator
Wendy Hadlington	WH	Engagement Officer
Natalie Goodwin	NG	Engagement Officer
Clare Render	CR	Administrator (Minute Taker)

		Action
<b>1</b>	<p><b>Apologies &amp; introductions</b></p> <p>Apologies were received from Paul Weddle. Introductions were made for the benefit of Natalie Goodwin, our new Engagement Officer.</p>	
<b>2</b>	<p><b>Declarations of interest/quoracy</b></p> <p>There were no declarations of interest, and the Chair noted the meeting was quorate.</p>	
<b>3</b>	<p><b>Minutes of the previous meeting</b></p> <p>The minutes of the meeting were agreed as a true record.</p> <p>3.1 Healthwatch Sunderland contract renewal – a separate meeting with Pioneering Care Partnership (PCP) was held around the different models. PCP has submitted a tender application for the HWS contract. We will have an update by the end of February that will be shared with the staff team and board when there is further information.</p>	TJ

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<p>3.2 Care home visits – Anna briefed the group on the 2 care home visits we have undertaken. These visits were not a full care home life visit, but only looked at activities. The suggestion was made that maybe we could look at adding care home life visits to a future work plan, but we will need to look at the format these visits will take.</p>	
<p><b>4 Safeguarding</b></p> <p>TJ reported that no safeguarding issues were raised in the last few months. DB requested an update on the challenging client who had been attending the building and TJ noted no further issues had occurred.</p>	
<p><b>5 External board meetings attended</b></p> <p>There were no external meeting reports.</p> <p>Tara to review the external board meetings attended list. This list to be included in future Board meetings paperwork.</p>	TJ
<p><b>6 Team update/stats update</b></p> <p>The team update and trends papers were 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 Trends – this was discussed by the group:</p> <ul style="list-style-type: none"> <li>• Hospital trends to be fed back to Debbie Burnicle for the PCPEC meeting.</li> <li>• Dentists – majority of our feedback is regarding people not being able to find an NHS dentist.</li> <li>• Future feedback trends reports – our public feedback reporting system is being changed and we are reviewing what reports we give the Board. Can all Board members please look at the reports they currently receive and let the office know what reports they would find useful. DB noted she felt the current format was very useful. GB noted an executive summary page would be helpful as there was a lot of data within the report.</li> </ul> <p>6.2 Easy read breast screening letter – Andy Fox from Sunderland People First has informed us that he has received queries from Canada and Hungary about the campaign.</p>	ALL

	Action
<p>6.3 Safeguarding work – we were asked by the Sunderland Adult Safeguarding Team to undertake some evaluation engagement work. This work has now been completed.</p> <p>6.4 Eye Infirmary patient information leaflet workshop – Wendy briefed the group on the workshop we had arranged for the Eye Infirmary around the Macular passport. Wendy is currently waiting for an update on the progress of this document.</p> <p>6.5 Promoting volunteering opportunities – Anna informed the group that the Engagement Team will be attending events at Sunderland University and the Sunderland College to promote young people’s volunteering opportunities.</p>	
<p><b>7 Work plan update</b></p> <p>A copy of the work plan 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>7.1 GP access – phase 1 is now completed. Our report has been published and all GPs have been sent a copy of their individual data set. We have also asked all GP practice managers how they will be using the feedback. A meeting has been arranged in February to discuss the next phase of this work. DB noted the Health &amp; Wellbeing Scrutiny Committee also welcomed the report and were due to discuss it at their March meeting.</p> <p>7.2 Domiciliary care – a draft copy of the report has been completed. The Board agreed the draft report could be sent to the Local Authority for factual accuracy. Once we have received it back from the Local Authority, it will be shared with the Board.</p> <p>7.3 Hospital discharge – Tara briefed the group on the hospital discharge work. Pauline Scott and Chris Colley have agreed to be part of the working group. The team have attended various meetings to discuss this work and are in the process of preparing a scoping document and a work plan request for the Board. Further meetings will be arranged with the working group to discuss how to progress with this work.</p>	

	Action
<p>7.4 2023/2024 work plan – we are in the process of putting together our work plan for 2023/2024. We are also looking at putting together a 3-year work plan. A proposal will be produced for the attention of the Board at the next meeting.</p> <p>Team concern was expressed about the volume of activity and the need for some of the current activity to continue into next year e.g. hospital discharge. DB also referenced the feedback from the recent meetings with the NHS Director of Place and the Director of Adult Social Care and DPH about their sense of priority areas that would /would not be of value for H/W consideration. DB asked for this feedback to be considered as part of this proposal, whilst acknowledging the 23/24 work plan and the 3 yr work plan has to be manageable for the team.</p> <p><b>8 Health &amp; Wellbeing Board (H&amp;WBB)</b></p> <p>Debbie asked the board to consider What Healthwatch Sunderland wants from this Board and how they can help us was discussed. Anyone who has any thoughts to pass them onto the office. Suggested this could also be discussed at the next board development day</p>	<p>ALL</p>
<p><b>9 Policies for sign off</b></p> <p>Several policies are now up for review. Copies were circulated to the Board before the meeting for their approval at this meeting.</p> <p>The following policies were agreed.</p> <ul style="list-style-type: none"> <li>• HWS Board Terms of Reference</li> <li>• HWS Code of Conduct Policy</li> <li>• HWS Register of Interest Policy</li> </ul> <p>The Board asked for amendments to be made to the following policies. Tara to update and re-send to the Board for their approval. This could be done via email rather than wait for the next Board meeting if the amends are clearly identified for the reader.</p> <ul style="list-style-type: none"> <li>• HWS Expenses &amp; Finance Policy</li> <li>• HWS Complaints Policy</li> <li>• Enter &amp; View Policy</li> </ul>	<p>TJ</p>

	Action
<p><b>10 Nominate a star decision-making process</b></p> <p>Nominate a star is a process where members of the public can nominate a staff member, team, or service from a Health &amp; Social Care provider for one of our star awards for the difference they have made to them or someone they know.</p> <p>We are looking at formalising the decision-making process around how we award these star awards and are looking for Board members to look at the process and be part of the decision-making panel. We are to follow our existing process until this has been done.</p> <p>Gavin Barr &amp; Pauline Scott expressed an interest in being part of this panel. Tara to review the process with the engagement team and setup the first steering group meeting before the next board meeting. The final document would describe the process/criteria for nominations as well as the decision-making process for awards i.e. the whole process from start to finish.</p>	TJ
<p><b>11 Any other business</b></p> <p>11.1 Dates for people diaries. Part 2 of the HWS Development Day will be held on Thursday, 16<sup>th</sup> March 10.30 till 1pm at St Luke's Terrace. The Healthwatch England Regional Conference will be held on 8<sup>th</sup> March 11.30 till 3.30pm at Middlesbrough football ground. Formal invitations will be sent out soon.</p>	
<p><b>12 Date and time of next meeting</b></p> <p>Our March meeting has been cancelled. The next meeting will be held 13<sup>th</sup> April 2023, 1.30pm, St Luke's Terrace, Sunderland.</p>	