

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

Attendance – Executive Board members

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

Attendance – Healthwatch Sunderland staff

Anna Gillingham	AG	Engagement Coordinator
Wendy Hadlington	WH	Engagement Officer
Lucy Raisbeck	LR	Youthwatch Engagement Officer
Clare Render	CR	Administrator (Minute Taker)

Attendance – other attendees

Joanne Davies	JD	Finance Manager, Pioneering Care Partnership (PCP) – via Teams for item 4 only
Joanne White	JW	Lead Nurse Patient Experience, South Tyneside & Sunderland NHS Foundation Trust (STSFT)

		Action
1	<p>Apologies & introductions</p> <p>Apologies were received from Pauline Scott. Introductions were made to Joanne White, Lead Nurse Patient Experience (STSFT), Joanne Davies, Finance Manager (PCP) and Lucy Raisbeck the new HWS Youthwatch Engagement Officer. Joanne White attended the meeting as an observer at the request of the Healthwatch Chair before determining whether to become a co-opted member of the HWS Board.</p>	
2	<p>Declarations of interest/quoracy</p> <p>There were no declarations of interest, and the Chair noted the meeting was quorate.</p>	

	Action
<p>3 Minutes of the previous meeting</p> <p>The minutes of the meeting were agreed as a true record.</p> <p>3.1 Safeguarding – DB briefed that PCP has a Violence in the Workplace Policy with covers team members contact with potentially abusive clients. PCP has also confirmed that Health & Safety is looked at in every PCP Team Meeting with the Managers.</p> <p>3.2 Hospital Discharge Report – DB has met with the Deputy Director of Nursing, Diane Palmer, the Director of Communications, Liz Davies, and the Divisional Director of Community Services, Anna Hargrave to discuss their feedback and clarity of timescales. Anna Hargrave gave reassurance that there is an overarching hospital discharge improvement plan and a sub plan that specifically addressed the issues raised by the Healthwatch report. Both of which are reviewed fortnightly by the System Improvement Group for hospital discharge. An update on improvements including the current Red to Green launch on wards will be provided for the public at the end of February.</p> <p>A presentation was also provided at the last Sunderland Safeguarding Adults Partnership Group, where hospital discharge was recognised as an important area and a potential safeguarding issue for some patients. The partnership had also asked for improvement updates from key partners.</p> <p>3.3 Accessible information – JW briefed that STSFT has been working with a member of the Patient Experience Group and some local charities to develop a training plan for Trust staff. This has 3 phases. The first phase is in respect of volunteers. Phase 2 will be looking at reception staff, front of house staff and staff who will be generating letters. Phase 3 will be working with the local Universities to do a Continuing Provisional Development (CPD) programme. JW to share this with the HWS staff.</p> <p>3.4 Star Award nominations – star awards have been awarded to several care homes and an occupational therapist at Sunderland City Council. We have also received two nominations for staff members within the South Tyneside & Sunderland Foundation Trust and are pursuing these.</p>	

	Action
3.5 Women's conference – AG to share slides with the Board	AG
<p>4 Finance</p> <p>Joanne Davies, Finance Manager, PCP went through the quarter 2 finance figures (April 2023–Sept. 2023) for HWS. The quarter 2 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"> • Difference in the office rent for St Luke's Terrace and The Co-op Centre. AG briefed that whilst the rent has increased there could be cost savings in the telephone line/internet charges. • Surplus figure forecast – this surplus figure is being used to fill the new Youthwatch Officer post and will also go towards filling the other vacancy we currently have. • The quarter 3 figures (Oct 23–Dec 23) – these are currently being compiled and will be forwarded to the HWS office for circulating to the Board. CR to supply Joanne Davies with the dates of the Board meetings for 2024/2025 to see if we could co-ordinate the most up to date quarter reports with each meeting. • Pauline Scott, who has submitted her apologies for this meeting, had some questions around the format of the finance report. CR to contact Pauline when she returns to see if she would prefer to contact Joanne separately to discuss her queries. 	<p>CR</p> <p>CR</p>
<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 new format of the trends data summary. A copy of which was sent to the group prior to the meeting.</p> <p>EA reported that it was useful to see the correlation between the intelligence we have received and the work we are doing.</p> <p>After a discussion the format was agreed.</p>	

	Action
<p>8 Outcomes for the year</p> <p>PW reported that the Health & Wellbeing Board (H&WBB) will be putting a standard item on the agenda of their quarterly meetings to discuss what feedback Healthwatch Sunderland has been receiving from members of the public about what they think of NHS health and social care services.</p> <p>AG replied that we could supply a summary for the HWBB and will contact PW to discuss.</p>	AG/PW
<p>9 Memorandum of Understanding (MOU)</p> <p>The updated version of the draft MOU was handed to the group, it was no different to the version circulated, other than the highlights removed. The draft had also been shared and discussed at an informal Board member meeting in November 2023. Anna had also shared with staff for any comments. The group now needs to agree this and sign it off.</p> <p>After a discussion the Board agreed and signed off this MOU.</p> <p>CR to add the review date of the MOU to the governance list.</p> <p>HWS Complaints Policy – following this MOU we now need to amend our Complaints Policy. The following amendment was agreed:</p> <ul style="list-style-type: none"> • Page 1 – This policy does not cover – complaints about Healthwatch volunteers/members of staff as this is managed under the PCP’s complaints policy. 	CR
<p>10 Work plan 2024/2025</p> <p>AG reported that we need to decide/agree what our work plan items will be for April 2024 – end of March 2025. Last year we had noted two areas to consider in year 2 (24/25) – older people and a watching brief on dentistry.</p> <p>After a discussion it was agreed that AG would supply a list of possible work plan items to the Board. The Board need to review this list to see if there are any missing gaps or any items they do not think should be on our work plan. It was agreed that embedded into the work plan would be dedicated time to enable the Engagement Team to gather the public’s general feedback about NHS and social care services and that older people needed to stay as a priority, although the focus needed to be clear.</p>	AG

	Action
<p>It was also agreed that after the Board has agreed this list, we would then ask the public to vote on what they think should be on our work plan, e.g., top three items. This would then be our agreed work plan following final agreement at the April Board meeting.</p>	
<p>11 Any other business</p> <p>11.1 Development Session – this will take place on Thursday, 15th February 2024, 1030-1230. The aim is about how do we strengthen our Board. The venue for this Development Session has now changed and will now be held in Millfield Medical Practice, Sunderland.</p> <p>11.2 Decision Making Policy – AG reported that our Decision-Making Policy needs to be reviewed in March 2024. Although there were no suggested changes required at this stage. It was agreed to send the policy to the Board before the next Board meeting for review. Any questions/changes to be given to the HWS office. This will be added to the agenda of the April Board meeting for final agreement.</p> <p>11.3 ID Badges – PW asked if he could be supplied with a Healthwatch Sunderland Executive Board member ID Badge. CR to arrange for ID badges to be supplied for all Board members.</p> <p>11.4 Board Induction – AG reported that PCP are currently developing a Board induction pack. Until this is finalised if anyone has any questions pass them on to the HWS Team. AG to supply the virtual Healthwatch England induction to the new Board members.</p>	<p>AG</p> <p>CR</p> <p>AG</p>
<p>12 Date and time of next meeting</p> <p>The next meeting will be held Thursday, 25th April 2024, 10am-12 noon, Millfield Medical Practice, 63-68 Hylton Road, Sunderland, SR4 7AF.</p>	