

Healthwatch Sunderland (HWS) Executive Board
Minutes of the meeting held Thursday, 26 October 2023
Co-op Centre, Hendon, Sunderland

Attendance – Executive Board members

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

Attendance – Healthwatch Sunderland staff

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

Attendance – other attendees

Amber Clark	AC	Sunderland People First (support for Gavin Barr)
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1	<p>Apologies & introductions</p> <p>Apologies were received from Emma Anderson and Tara Mackings.</p>	
2	<p>Declarations of interest/quoracy</p> <p>There were no declarations of interest, and the Chair noted the meeting was quorate.</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 Safeguarding – TM & DB to check with Carol Gaskarth (Pioneering Care Partnership, PCP) what their abusive client policy is.</p>	TM / DB

	Action
<p>3.2 Hospital discharge report – DB briefed the group on the discussions she has had regarding the next steps the Trust has said they would take following the publication of our report. DB has written to Melanie Johnson, Executive Director of Nursing. Melanie confirmed that the response we initially received was the response from the Communications Team at the Trust and a formal joint response would be arranged with All Together Better. DB also discussed the report at the Sunderland Place Committee and took the opportunity to ask for a formal joint response from All Together Better. The formal joint response has now been received from Philip Foster and the Trust and has been added to the website. DB noted that the Place Committee provided an excellent opportunity to ensure all system senior leaders were aware of the key messages in the report and there were some healthy acknowledgements of the issues and the work to progress them, e.g., transition from hospital £2m recurrent business case.</p>	
<p>4 Safeguarding</p> <p>AG reported that no safeguarding issues were raised in the last few months.</p>	
<p>5 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>5.1 GP Access – PS asked if we were going to be providing an interpreter for people where English is not their first language.</p> <p>AG reported that yes, we will provide an interpreter if required, however, the parameters have now changed. We were originally to concentrate on groups of individuals such as refugees, asylum seekers, etc., however we have now been asked to target people in geographical areas with high deprivation, not just refugees and asylum seekers.</p>	

	Action
<p>We are still going to target those groups of people if they are in the relevant geographical areas, but they will not now be our only target group. The difficulties in identifying sufficient people in such specific areas were noted and the need to keep regular meetings in with the Commissioners to flag any concerns was also noted.</p> <p>5.2 Domiciliary care – AG reported that following the completion of our Care in the Home Services report we have been asked to provide individual reports for each of the domiciliary care providers in the same format as our original report. This will mean completing around an extra 15 individual reports. This will be a huge amount of work alongside our other work plan items.</p> <p>Whilst it was really positive to meet with the providers and to know they wanted this information we need to ascertain if this will be manageable and will discuss how we are going to progress with this.</p> <p>5.3 Accessible information – TM & NG are in the lead. We have come up with five key questions and how we move this forward will be discussed at the next Engagement meeting. We will be focussing on people with sight problems and are hoping to start this work in the new year.</p> <p>5.4 Annual Patient-led assessments of the care environment (PLACE) – AG and WH briefed the group on the PLACE inspections that the engagement team have taken part in. These inspections are a system for assessing the quality of the patient environment in hospitals and are unannounced assessments. You assess and report on how well a hospital is performing in the areas assessed, e.g., privacy and dignity, cleanliness, food, and general building maintenance.</p> <p>Two of our Youthwatch volunteers have been asked to take part in these inspections.</p> <p>5.5 Feedback sessions at Castletown Medical Centre – AG and WH briefed the group on our feedback sessions at Castletown Medical Centre. After receiving some negative feedback, we have now undertaken our feedback sessions.</p>	

	Action
<p>6.2 Online access to GP health records – PW briefed the group on the changes to online GP health records. From 31st October patients with online accounts such as through the NHS App will be able to read new entries, including free text, in their health record. This change only applies to future (prospective) record entries and not historic data. GPs can however decline to let patients see all text entries if they feel it would be detrimental to their health. Also, patients will only see the records from the GP practice they are currently registered with. So, if patients move to a new GP practice, they will lose all data from their previous GP practice.</p> <p>PW noted his practice had been providing this option for a while and had only received 2 concerns from their large, registered list of patients.</p>	
<p>7 Date and time of next meeting</p> <p>The next meeting will be held Thursday, 25th January 2024, 10am-12 noon, Millfield Medical Practice, 63-68 Hylton Road, Sunderland, SR4 7AF.</p>	