

**Healthwatch Sunderland (HWS) Executive Board
Minutes of Meeting held Monday, 14 January 2019
Hope Street Xchange, Sunderland**

Attendance - Executive Board Members

Alan Patchett	AP	Chair
John Dean	JD	Vice Chair
Amanda Brown	AB	
Mick Butler	MB	
Andrew Carton	AC	
Liz Highmore	LH	

Attendance - Healthwatch Staff

Margaret Curtis	MC	Programme Manager
Anna Gillingham	AG	Engagement Co-ordinator
Wendy Hadlington	WH	Engagement Officer
Clare Render	CR	Administrator (Minute Taker)

Other Attendees

Melanie Dunn	MD	Front Door Manager, Age UK Sunderland
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	Action
<p>1 Apologies & introductions</p> <p>No apologies were received.</p>	
<p>2 Declarations of interest</p> <p>No declarations of interest were made.</p>	
<p>3 Front Door Service</p> <p>Melanie Dunn, Front Door Manager, Age UK Sunderland, attended the meeting and gave a presentation on the Age UK Sunderland Front Door Service. A copy of her presentation was given to the group.</p> <p>The Front Door Service is a service for all members of society aged 50 plus who have low level support needs. The service is driven by the needs of the individual and the aims are to promote self-care, to encourage them to understand their conditions, e.g. illness, environment etc, what support there is to help them to make the best choices and possibly support them through the process of a planned lifestyle change. The service provides opportunities and advice but it is the individuals themselves who make the decisions.</p>	

	Action
<p>Mick Butler said he had a copy of a Motivational Interviewing Booklet that Melanie might find useful and forwarded a copy, via email, to the HWS staff for circulating to Melanie, the Board and HWS staff. Mick also forwarded a self-management resource website address, which might be useful for the HWS website.</p>	<p>HWS Staff</p>
<p>4 Minutes of previous meeting and matters arising</p> <p>Andrew Carton to be added to the list of attendees. The minutes of the last meeting were agreed as a true record. Margaret then went through the outstanding actions on the meeting action log.</p> <p>4.1 A&E Transformation Board feedback - written feedback not received - see item 6. Liz stated she had forgotten to bring her paperwork file to the meeting.</p> <p>4.2 Tobacco Alliance Group / Health & Wellbeing Scrutiny Committee - see item 6.</p> <p>4.3 Prescription Ordering Service - Alan reported that he is still waiting to hear if we have a seat on the Board where decisions such as these are made.</p> <p>4.4 Potential new work - discussions have taken place with Sunderland Carers regarding potential new work and Amanda has supplied some figures.</p> <p>A meeting with the Sunderland Clinical Commissioning Group (CCG) has been arranged for 30th January to discuss potential new work around mental health. One theme we have been getting back from the HWS Engagement Team is dual diagnosis.</p> <p>Feedback around any potential new work to be provided for the next Board meeting for discussion. Board members to submit any suggestions for potential new work to the HWS office.</p> <p>4.5 Annual event - due to financial restraints our annual event will take place after our annual report has been published.</p>	<p>HWS Staff</p> <p>LH</p> <p>AP</p> <p>HWS staff</p> <p>HWS Staff/ ALL</p>
<p>5 Safeguarding</p> <p>Margaret reported that no safeguarding issues were raised in the last two months.</p>	

	Action
<p>6 External board meetings attended - feedback</p> <p>A copy of the list of HWS representation at key meetings/groups was handed to the group. All Board members were reminded to please submit written feedback for all the meetings they attend for circulation to Board members and HWS staff.</p>	ALL
<p>6.1 A&E Transformation Board - Liz gave an update on the last A&E Transformation Board meeting she attended. The points raised at the meeting were:</p> <ul style="list-style-type: none"> • So far this year there hasn't been a major cold snap and at the moment services are coping. • 111 service - no firm data is available regarding the effectiveness of the change to the 111 service. • Availability of the 65+ flu vaccine - the supply issues of this vaccine was raised by Liz. The supply issues were addressed but only as far as GP surgeries were concerned, not community pharmacies. Some of the pharmacies now have a large backlog. <p>6.2 Health Economy meeting - Liz gave an update on the Health Economy meeting she attended. Liz reported that she was concerned that this meeting only seemed to be involved with recruiting, training and retaining health and social care staff. Liz thought this meeting should also be looking at the health and equalities in the city. This issue will be raised by Liz.</p> <p>6.3 Mental Health, Learning Disabilities & Autism Board - Andrew asked if the business cases from this meeting should be shared with the Exec Board. It was agreed that business cases shouldn't be shared with the Exec Board although it would be useful for the HWS team to know what areas of work this Board is looking at.</p> <p>6.4 Vacancies - Health & Wellbeing Scrutiny Committee, Alcohol, Tobacco Alliance group - anyone interested in being the HWS representative at these groups to contact the HWS office.</p> <p>6.5 PLACE Inspections City Hospitals Sunderland - Liz reported that NHS England has advised that the PLACE inspections will be delayed this year.</p> <p>6.6 New Consultation Types - John reported that this is being rolled out in 12 practices. More information will be supplied at the next meeting.</p>	<p>LH</p> <p>ALL</p> <p>JD</p>

	Action
<p>6.7 Health & Wellbeing Board & Transformation Workshop - copies of presentations of the NHS Long Term Plan, Health and Wellbeing and Transformation Board Development session, and Sunderland City Council Ten Year City Plan were handed to the group for their information. If anyone has any questions please contact Alan.</p>	
<p>7 Urgent care response</p> <p>We have now received a response from David Gallagher, Chief Officer, Sunderland CCG. Copies of the letter were handed to the group for their information.</p> <p>The final decision will be communicated 29th January.</p>	
<p>8 Team update</p> <p>A copy of the team update paper was handed to the group for discussion.</p> <p>8.1 Accessible dentists in Sunderland - as a result of feedback from the public the HWS engagement team have created a list of accessible dentists in Sunderland.</p> <p>They are also in the process of compiling a list of accessible pharmacies and a list of care homes that offer day care and respite care.</p> <p>These documents will be put on our website and we will be looking at what we can do to get these documents more widely circulated.</p> <p>8.2 New Washington Medical Group - The six month review report is now live on our website.</p> <p>8.3 North East Ambulance Service (NEAS) - we are supplying staff and volunteers to support the gathering of patient experience at Sunderland Royal Hospital. The training has now taken place and our first visit will be Monday, 18th February in the Discharge Lounge at the hospital.</p> <p>8.4 Out and about - a list of all the groups where the engagement team have been was supplied to the group. If any Board member has any suggestions where we could go to promote HWS please pass them on to the HWS team.</p> <p>8.5 Enter and view: care home life - what it's really like - the engagement team have re-commenced the care home life work. Some of the reports are now live on our website.</p>	<p>ALL</p>

	Action
<p>We had an article published in the Sunderland Echo last November highlighting our report for Marigold Care Home.</p> <p>8.6 Community equipment services - we have received a response from Philip Foster confirming that all our recommendations have been completed. We continue to work with the team to support delivery of improved communication.</p> <p>8.7 Safeguarding service user feedback surveys - the engagement team have completed one-to-one interviews with people who have been through the safeguarding process using a questionnaire provided by the local authority on the process itself.</p> <p>8.8 Promotional material - the CCG / NECS have taken on board our feedback regarding promotional material and changes have been made.</p> <p>A meeting is being held on Wednesday with a member of the Communications Team from the CCG to discuss partnership working with the Path to Excellence Programme.</p>	
<p>9 PALS update from November board</p> <p>At the last Board meeting it was reported that other local Healthwatch teams were receiving regular feedback from their local PALS team around themes that have arisen from people who have contacted them. However, our investigations have found that they do not receive any feedback. We now need to decide if it would be beneficial for us to receive feedback from the Help and Advice Service at Sunderland Royal Hospital.</p> <p>After a discussion it was agreed to formally write to Ken Bremner at the Royal Hospital asking for statistics and also asking if we can display our literature in the Health & Advice Service office.</p>	HWS staff
<p>10 Date of next meeting</p> <p>The next meeting will be held:</p> <p>Date: 11th March 2019</p> <p>Time: 2.00:4.00pm</p> <p>Venue: Hope Street Xchange, 1-3 Hind Street, Sunderland</p>	