

**Healthwatch Sunderland (HWS) Executive Board**  
**Minutes of the virtual meeting held via Zoom Monday, 13 July 2020**

**Attendance - Executive Board Members**

John Dean	JD	Chair
Gavin Barr	GB	
Mick Butler	MB	
Andrew Carton	AC	
Liz Highmore	LH	
Paul Weddle	PW	

**Attendance - Healthwatch Staff**

Margaret Curtis	MC	Project Lead
Anna Gillingham	AG	Engagement Co-ordinator
Gemma Wilkinson-Rush	GWR	Research & Information Advisor
Wendy Hadlington	WH	Engagement Officer
Clare Render	CR	Administrator (Minute Taker)

**Attendance - Other**

Andy Fox	AF	Supporting Gavin Barr
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	Action
<p>1 Apologies &amp; introductions</p> <p>Apologies were received from Amanda Brown, Chris Colley and Susan Pinder.</p>	
<p>2 Declarations of interest</p> <p>No declarations of interest were made.</p>	
<p>3 Minutes of previous meeting</p> <p>The minutes of the meeting were agreed as a true record.</p> <p>3.1 All Together Better Social Prescribing meetings. Due to the COVID-19 pandemic, meetings were put on hold. Meeting papers will be sent to Susan Pinder when the meetings have been resumed.</p> <p>3.2 Single point of access service - due to the COVID-19 pandemic this was put on hold.</p> <p>3.3 Healthy weight group - due to the COVID-19 pandemic this has been put on hold.</p> <p>3.4 Easy Read - electronic copies of the presentation and the COVID-19 poster has been sent to all Board members.</p>	

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<p>3.5 Real Time feedback at Sunderland Royal Hospital - John has raised this with Melanie Johnson. Due to the COVID-19 pandemic Julie Porter has been seconded to other duties therefore this has been put on hold.</p> <p>3.6 Board Governance - the vacancies paragraph on the Board Governance has been amended.</p> <p>3.7 Vice Chair - no applications have been received for this role.</p> <p>3.8 Induction meeting - due to the COVID-19 pandemic we have not been able to arrange face to face meetings with Susan and Chris. This will be done as soon as we are able to.</p>	CR
<p>4 Safeguarding</p> <p>Margaret reported that no safeguarding issues were raised in the last four months.</p>	
<p>5 External board meetings attended</p> <p>Due to the COVID-19 pandemic a lot of meetings have been suspended over the last three months. In the future some may become virtual meetings using either Microsoft Teams or Zoom.</p> <p>5.1 Health &amp; Wellbeing Board (HWBB) - John briefed the group on the HWBB meeting.</p> <p>The HWBB is extremely interested in the results of the HWS patient experience COVID-19 survey.</p> <p>The key output from this meeting was the setting up of the COVID-19 Protection Board.</p> <p>Dr Neil O'Brien, the newly appointed Chief Officer of Sunderland Clinical Commissioning Group (CCG), has expressed an interest in attending future HWBB meetings. Dr O'Brien is also the accountable officer for both South Tyneside and Durham CCGs.</p>	
<p>6 Team Update</p> <p>Margaret briefed the group on the new items in the team update. A copy of the team update paper was sent to the group. If anyone has any questions on any of the other items contact the HWS office.</p> <p>Everyone's focus has been on the immediate urgency around the COVID-19 pandemic therefore the All Together Better transformation projects have been put on hold for the time being.</p>	

	Action
<p>6.1 HWS engagement - due to the COVID-19 pandemic we have had to change the ways we interact with the public. We are producing weekly newsletters which we focus around the pandemic and have greater reliance on social media.</p> <p>6.2 Path to Excellence - the consultation is due to re-start in September. This will take into account what has happened over the last three months. The group felt that it is important that effective communication is undertaken.</p> <p>6.3 Black, Asian and Minority Ethnic communities - we have met with Abu Shama from the Bangladeshi Centre to discuss ways in which we could work more closely with communities.</p> <p>6.4 Domiciliary Care - this has been put on hold. Domiciliary care was discussed by the group. Liz informed the group of instances she has witnessed regarding domiciliary carers incorrectly using Personal Protective Equipment. Liz has reported these instances to the CCG. John Dean will raise concerns with Graham King at the Local Authority.</p> <p>6.5 Engagement team figures - face to face engagement has reduced due to lockdown restrictions. However our social media activity including Twitter and Facebook, has significantly increased, so hopefully we have reached more people through these means.</p> <p>6.6 HWS Annual Report 2019-20 - this has now been published on the website. Andrew wished to place on record how good he thought the annual report was and give credit to the team who put it together.</p>	<p>JD</p>
<p>7 HWS COVID-19 patient experience survey</p> <p>We have received over 700 responses to our patient experience survey. This is a fantastic response and is a credit to the engagement team who put in all the hard work.</p> <p>We will be producing a number of reports, one outlining the full results and some focussed mini reports to show specific areas.</p>	
<p>8 Assistive technology</p> <p>John briefed the group on the use of assistive technology in the home. This is about using sensors on fridges, doors, kettles and things of that nature to look at behaviour patterns of people who are vulnerable. This has the prospect of really helping people in their homes.</p>	

	Action
<p>Carers will be able to know that the people they are looking after are doing the things that they would expect them to do and also if they are doing something out of the ordinary for that person. They will also be able to know if someone has had a fall.</p> <p>Satellite navigation and global positioning systems (GPS) are being used to enable carers to know if any vulnerable person has unexpectedly left their home and also know their location.</p> <p>Artificial intelligence is also being looked at to try and develop ways to detect the mood of the patient who is being cared for, e.g. if a person is feeling depressed.</p> <p>Anna reported that an evaluation is being put together and the HWS engagement team and volunteers have fed back on some of the things that are being looking at and what they think would work.</p> <p>Concerns around individuals’ dignity and respect were raised by Liz. John replied that the programme team are very conscious of these concerns and have informed us that they are very careful to protect privacy and dignity. They are not suggesting cameras should be put in place. Anna reported that these concerns have also been fed back by the volunteers.</p>	
<p>9 Local Authority COVID-19 Control Plan</p> <p>John briefed the group on the Local Authority COVID-19 Control Plan. This has been drawn up to monitor where the COVID-19 cases are, how to organise a local shut down should this be necessary and how to ensure there is a track and trace on any individuals involved. It also sets out how to put support in place for those who need it.</p> <p>Andy Fox reported that his team has looked at this document and there doesn’t seem to be any detail of practical application of how vulnerable groups are going to be supported. It seems to be a very generic document.</p> <p>John replied that supporting vulnerable people in their own homes is a difficult situation as it will require voluntary help. The document does mention that GP services would be maintained right through and testing would be in place for staff and carers relatives who go and visit people in care homes. It also states that the on-going situation would be looked at.</p> <p>Andy Fox reported that Sunderland People First are part of the Keeping People Connected service in Sunderland. All GP practices have released their patient registers for people with learning disabilities and autism to the CCG. During some calls to GPs they are finding there is a lack of consistency of how members of the public can access services through their GP and what that looks like at a local level. For example wearing face masks when you go in for an appointment or some GPs are just offering on line consultations.</p>	

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10	<p><b>Board Governance</b></p> <p>Amanda Brown and John Dean’s first term of office on the Board has come to an end. The Board members present approved Amanda and John’s re-election for a second term of three years. Confirmation of this will be sent to the Board members not present.</p>	MC
11	<p><b>Any other business</b></p> <p>11.1 PPE for care homes - Mick Butler reported that in his councillor role he has tried to contact the care homes via email in his Southwick Ward to ask if they require any assistance from the local authority in obtaining PPE. He has not received any response and is unsure if he has the correct email addresses.</p> <p>Due to data protection regulations, HWS are unable to share these with Mick, however, Anne Wilson, our commissioner at the local authority, does have all these email addresses and Mick will approach Anne.</p> <p>11.2 Care home incidents - Liz reported that she has been informed of two different care homes giving clothes to residents which are not their own even though their clothes are marked with their names.</p> <p>Also one lady left the hospital and was taken to Farmborough Court but the hospital never told anyone, so no one knew where she was. Liz will encourage members of the public to report such incidents to us, so that we may register them on our system and enable us to feed back to the relevant providers and decision makers.</p>	
12	<p><b>Date of next meeting</b></p> <p>The next meeting will be held:</p> <p><b>Date:</b> 14<sup>th</sup> September 2020</p> <p><b>Time:</b> 2.00:4.00pm</p> <p><b>Venue:</b> to be confirmed</p>	