

**Healthwatch Sunderland (HWS) Executive Board
Minutes of Meeting held Monday, 11 March 2019
Hope Street Xchange, Sunderland**

Attendance - Executive Board Members

Alan Patchett	AP	Chair
John Dean	JD	Vice Chair
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

Carol Gaskarth	CG	Chief Executive Officer, Pioneering Care Partnership (PCP)
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	Action
<p>1 Apologies & introductions</p> <p>Apologies were received from Mick Butler and Amanda Brown.</p>	
<p>2 Declarations of interest</p> <p>No declarations of interest were made.</p>	
<p>3 Minutes of previous meeting and matters arising</p> <p>The minutes of the last meeting were agreed as a true record.</p> <p>3.1 PLACE Inspections City Hospitals Sunderland - Liz reported that PLACE inspections will still be going ahead.</p> <p>3.2 HWS funding - the board had broad discussions with Carol Gaskarth regarding the treatment of funding and HWS generated income.</p> <p>Carol confirmed HWS has its own cost centre and any income, either from the commissioner or other funders goes into that cost centre.</p> <p>3.3 Prescription Ordering Service - Alan reported that he still hasn't heard from David Gallagher if we should have a seat on the relevant Boards where decisions such as these are made. This issue to be raised with the lay member for user voice at Sunderland CCG.</p>	

	Action
<p>3.4 Potential new work - see item 8</p> <p>3.5 External Board meetings attended - feedback is now being supplied to the HWS office.</p> <p>3.6 Health Economy meeting - Liz reported that she has raised the issue around health and inequalities in the City. Details of the feedback from the group will be circulated.</p> <p>3.7 Vacancies - we are looking to increase the Board membership so hopefully these vacancies will be filled.</p> <p>3.8 New Consultation Types - John reported this is going quite well and has been recommended for a national award by the HSJ. It has been rolled out to 12 GP practices - a list of these practices will be given to the HWS office. A study has found more people have access to Broadband than was originally thought. An area where HWS might want to get involved in at some stage is patient feedback. This concept has also been raised with City Hospitals Sunderland.</p> <p>3.9 Promotion of HWS - John suggested that we could run a surgery for the voluntary groups in Sunderland to help raise awareness of HWS, tell them what we do, ask what their interests are and what they would like us to do.</p> <p>Liz reported that the DIAG is running a workshop on 13th May and it could be beneficial for HWS to attend.</p> <p>Anna briefed the group on Sunderland HealthNet. The chair of VCAS, has said VCAS plans to keep HealthNet running and there will be a HealthNet meeting on Thursday, 14th March. She will be looking at how VCAS is going to be run in the future. A lot of voluntary groups attend this meeting and this is a meeting we also attend.</p>	<p>HWS staff</p> <p>JD</p>
<p>4 Safeguarding</p> <p>Margaret reported that no safeguarding issues were raised in the last two months.</p>	
<p>5 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 to please submit written feedback for all the meetings they attend for circulation to Board members and HWS staff.</p>	<p>ALL</p>

	Action
<p>5.1 A&E Delivery Board - Liz reported that there will be a debrief meeting over the Winter Plan on Thursday, 14th March. One of the main issues is the implementation of Urgent Care and the work to be done at Pallion Health Centre regarding the access/signage issues. A copy of the feedback to be circulated.</p> <p>John briefed the group on his experience of using the Urgent Care Centre recently. Signage was a severe problem. With regards to the GP Extended Access Service the doctor was not able to organise scans/x-rays etc and had to refer the request to John's own GP. However the information did not reach his GP due to system problems.</p> <p>After a discussion it was agreed to write to Ann Fox asking how the issues raised re the Urgent Care Centre and GP Extended Access Service are going to be addressed.</p>	<p>HWS staff</p> <p>HWS staff</p>
<p>6 Presentation on P2E phase 2 and/or NHS Long Term Plan</p> <p>The Path to Excellence (PtE) Programme has asked HWS to undertake some engagement activity as part of the PtE phase 2 'listening phase'. They have asked us to undertake focus groups and hold engagement stalls to get feedback from the public to help them move to the next stage of the process, and help develop the evaluation criteria.</p> <p>They were meant to provide us with all the promotional material/ leaflets/banners and all the background information. However the first groups that were planned we had to cancel because the paperwork was not provided in time. With the group that we have done we were asked to trial some paperwork and see what the feedback was. Our feedback was that the easy read document, which is the document that everything is based on, does not give enough information for people to be able to comment and give their views (a copy was handed to the group).</p> <p>We have started holding our stalls. The delivery of promotional material was delayed and the team have done a great job in coming up with ways to try and help the public understand and encourage them to get involved.</p> <p>We will be feeding back to the programme every bit of feedback that we have however the Board needs to decide if we take action at a strategic level to flag with the programme that this isn't meaningful engagement.</p> <p>After a discussion it was agreed to raise all these issues, via email, with Peter Sutton.</p>	<p>HWS staff</p>

	Action
<p>7 Team update</p> <p>A copy of the team update paper was handed to the group for discussion.</p> <p>7.1 Age UK Advocacy Steering Group - this is a new group we have started attending. We think this could be useful in general and tie in with our care home life work.</p> <p>7.2 Screening - we have met with Emma Golightly from the Gateshead Screening Service. Sunderland is low down on the list for the number of people taking up screening opportunities therefore we have offered to help promote the screening programme. We have asked Emma to share with us the worst five GP practices for screening so that we can target those practices with stalls. Emma has offered to come to a future Board meeting if the Board wishes. After a discussion it was agreed to wait until we have more information before we make a decision.</p> <p>7.3 NHS Long Term Plan - we are expecting to hear within the next week or so exactly what is going to be required of us. We need to get 250 surveys and hold two patient focus groups to gather feedback.</p> <p>7.4 Path to Excellent (PtE) Phase 2 - this was discussed under item 6.</p> <p>7.5 Mental Health - a meeting will be arranged between Margaret and Andrew to discuss the next steps. Andrew reported that all providers need to provide a paper of their plans to the Mental Health, Learning Disabilities and Autism Programme Board meeting on Wednesday. Following the meeting with Michelle Turnbull recently it was agreed the way forward was to engage with the providers themselves to understand more about what they doing in terms of their own engagement activity before we see if there are any gaps that we could fill.</p> <p>7.4 Front Door Service (FDS) - following the presentation at the last Board meeting the engagement team have been able to do quite a few referrals.</p> <p>7.5 Star Award - our latest star award was presented to Dr Bhate & Partners.</p> <p>7.6 Signposting - as a result of some of our signposting activity we have produced lists of accessible dentists, accessible opticians, accessible pharmacies and a list of care homes that offer day care and respite care. These are on our website and we are looking at ways to promote them.</p>	<p>HWS staff</p>

		Action
7.7	Volunteers and staff - we have received five Board member applications and we plan to interview next week.	ALL
7.8	North East Ambulance Service (NEAS) - we have started gathering the patient experience feedback at the Sunderland Royal Hospital on the ambulance service. We have been into the discharge lounge twice however on both occasions there were no patients. We will try again however if there are still no patients we will have to think about how we can access patients.	
7.9	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.	
7.10	Enter and View: Care home life - what it's really like! - following our recommencement of the care home life work the engagement team have found it more difficult to find residents that have the capacity to talk to us. One Care Home Manager has told us that people are staying in their own homes for longer. We do however ask family and friends for their views which are put into our reports.	
7.11	Safeguarding service user feedback surveys - Margaret and Alan met with the Safeguarding Team. They were very pleased with the work the engagement team did with the safeguarding interviews. We also agreed ways to work more closely through social media and our newsletter.	
8	<p>Priorities work plan 2019/2020</p> <p>A list of the agreed and potential work plan items were handed to the group. The Board needs to decide which potential work plan items they wish to put on the work plan and after a discussion the following was agreed:</p> <ul style="list-style-type: none"> • Carers • Accessible information standards - Sunderland Royal Hospital • Mental Health • Sunderland People First - Health Charter • Urgent Care • Screening • Path to Excellence 	

	Action
<p>Assistive technology - John briefed the group on a potential work plan item, the assistive technology initiative. This is being trialled at the moment and is about using smart technology such as, Amazon Alexa, and Google Home in people’s homes and linking it with sensors to help people keep their independence and improve their quality of life. The people who are running this are looking for some help in terms of getting feedback from people who are using this technology to find out how effective it is in their homes.</p> <p>The aspect of security was raised by the group as a concern and after a discussion it was decided that we would need more information before we agree to undertake any work in this area. To this end David Coyne to be invited to the next Board meeting in May.</p> <p>Schools - John briefed the group on a potential work plan item. The idea is to promote healthy living to young people in schools, further education colleges and the university. The hope is that this will percolate back into the family from the young people and get healthy living across the population of Sunderland in a different way to what we are doing now.</p> <p>After a discussion it was agreed that whilst it wasn’t our job to undertake this kind of work we could make a suggestion to incorporate this idea into the JSNA. John said he will raise this at a Safeguarding Conference he is attending at Rainton Arena.</p>	<p>Margaret</p>
<p>9 Governance</p> <p>9.1 Liz Highmore reappointment - Liz Highmore’s term of office on the Board has come to an end and the Board needs to decide if Liz should be re-elected for another three years. This was agreed by the Board.</p> <p>9.2 Photography consent - if Board members are happy to sign the image consent form can they please do so and return to the HWS office.</p>	<p>ALL</p>
<p>10 Any other business</p> <p>10.1 Keep our NHS Public (KONP), future Board presentation. KONP have asked if they could attend a future Board meeting and give a presentation on their work. As we have guest speakers for our next two board sessions we will revisit this request at a later date.</p> <p>10.2 Legal framework - John Dean reported that there is a plan to have a legal framework behind the long term plan. He will monitor this at his meetings and bring it back to board if there are any areas of concern for HWS.</p>	

	Action
10.3 Thank you - As it was Alan's last Board meeting as Chair, Carol Gaskarth wished to place on record her thanks to Alan on behalf of the Board members and HWS staff for his contribution to the Board over the past few years and wished him every success in his future endeavours.	
11 Date of next meeting The next meeting will be held: Date: 13 th May 2019 Time: 2.00:4.00pm Venue: Hope Street Xchange, 1-3 Hind Street, Sunderland	