

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

Attendance - Executive Board Members

John Dean	JD	Chair
Andrew Carton	AC	
Chris Colley	CC	
Paul Weddle	PW	
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

Kevin Doran	KD	Practice Manager, Sunderland GP Alliance
Debbie Burnicle	DB	Attending as a member of the public

	Action
<p>1 Apologies & introductions</p> <p>Apologies were received from Amanda Brown, Gavin Barr & Mick Butler. Introductions were made for the benefit of Kevin Doran.</p>	
<p>2 Presentation Kevin Doran, Sunderland GP Alliance</p> <p>Kevin Doran attended the meeting and gave a presentation on Sunderland GP Alliance.</p> <p>Sunderland GP Alliance is a not for profit federation based in the City and was formed in 2015. In 2016 it was awarded the contact to run The Galleries, Barmston and Pennywell GP practices and the Special Allocation Service.</p> <p>In November 2017 Barmston Medical Centre, one of Sunderland GP Alliance's GP practices, had their first inspection by the Care Quality Commission (CQC) and was rated requires improvement. They were given 12 months to improve their processes/work streams and making sure patients were safe. In November 2018 they were inspected again by the CQC and was rated Overall Good with an area of Outstanding for safety.</p> <p>Kevin shared work undertaken in the community and a lot of engagement with patients, primary schools, local community groups etc.</p>	
<p>3 Declarations of interest</p> <p>No declarations of interest were made.</p>	

	Action
<p>4 Minutes of previous meeting</p> <p>The minutes of the last meeting were agreed as a true record.</p> <p>4.1 Best Start in Life - both John and Chris attended the first meeting. Copies of their feedback were circulated to Board members.</p> <p>4.2 Primary Care Commissioning Group - any examples of patient experience stories that HWS receive to be fed back to the group, provided permission to do so is received first.</p> <p>John's feedback notes were circulated to the Board and HWS staff.</p> <p>4.3 Wellbeing Network - due to IT problems Liz' feedback has been delayed. It has now been provided to the HWS office for circulation to the Board.</p> <p>4.4 Sunderland Clinical Commissioning Group (CCG) Patient Survey - the meeting with Dr Khalil was held on 6th November. The CCG will be developing questionnaires and it was agreed that the HWS question will be included.</p> <p>4.5 NHS Long Term Plan - the meeting with Helen Steadman has taken place and the information has been shared with her. Helen is discussing with David Gallagher the future structure of meetings between HWS and the CCG.</p>	<p>HWS</p> <p>CR</p>
<p>5 Safeguarding</p> <p>Margaret reported that no safeguarding issues were raised in the last two months.</p>	
<p>6 External board meetings attended</p> <p>A copy of the list of HWS representation at key meetings/groups was handed to the group.</p> <p>It is very important that when we attend meetings that we complete the feedback form and return to the HWS office. What we are looking for from Board members is to make the connection of how does what you have heard in the meeting impact on what we do, what is in our work plan, or is there something new that we should be looking at.</p> <p>6.1 Health Summit - John and Liz updated the group on this meeting. Aspects covered were poverty, food banks, social care and health care. It reflected very much the feelings of the Health & Wellbeing Board.</p>	<p>ALL</p>

	Action
<p>It showed that there are some employers in the City that are keen to look at having a healthy workforce with having Health Champions and advocates in their organisations. The hardest thing is getting smaller organisations to come on board.</p> <p>Project Choice, which is to help and encourage people with learning difficulties to get employment with the health service, is now being extended to people with disabilities.</p> <p>6.2 All Together Better Social Prescribing - Anna has attended the first meeting which was very strategic. We are looking for a Board member, who can represent HWS at future meetings once the developmental stages have been agreed. These meetings are held every fortnight and will be a heavy commitment for anyone to subscribe to. A meeting is being held on 21st January where this will be discussed in a lot more detail. After a discussion it was agreed that Margaret should also attend this meeting.</p>	<p>ALL</p> <p>MC</p>
<p>7 All Together Better Involvement</p> <p>We have received a drawdown pot of £10,000 which is to help us with engagement/communication on behalf of All Together Better. This is not set up yet but we will be drawing up a contract.</p>	
<p>8 Team update</p> <p>Margaret briefed the group on the team update, a copy of the papers were handed to the group for discussion.</p> <p>8.1 Sunderland Clinical Commissioning Group (CCG)</p> <p>Patient Transport System - we are receiving increasing feedback regarding the patient transport system being a 9 to 5 weekday service and many hospital appointments are now outside these times. This was mentioned at a recent North East Ambulance Service meeting and they have agreed in principle to support us with any work we might do.</p> <p>We have raised this issue with other local Healthwatch. The chairs of Healthwatch South Tyneside, Healthwatch Co Durham and Healthwatch Sunderland will be meeting shortly to decide if this could be a more regionally based piece of work.</p> <p>We will also be raising this issue at a meeting to be held on 27th November with Ken Bremner, South Tyneside & Sunderland NHS Foundation Trust.</p> <p>Andrew asked how much information we had which shows how many people are moving around the area for hospital treatment.</p>	

	Action
<p>John replied that this will be discussed at the local Healthwatch chairs meeting and the question of submitting a joint response from the three local Healthwatch to obtain this information will be raised.</p> <p>Observational Study - we have been asked by the CCG to support the Funded Care Team in an observational study of their patient and carer meetings.</p> <p>The details from the CCG will be circulated to the Board once they have been received.</p> <p>8.2 Regional Healthwatch: Integrated Care System (ICS)</p> <p>John asked the Board for their thoughts on whether the Integrated Care System (ICS) is an area that HWS should get involved in or should we concentrate our efforts on the Integrated Care Partnerships (ICP). After a discussion it was agreed to concentrate on ICP rather than ICS at the present time although we would still attend the regional ICS meetings.</p> <p>8.3 Path to Excellence (PtE) Phase 2 - the PtE team are currently delivering an Autumn Road Show. Essentially this is an information giving process from the programme to members of the public.</p> <p>We haven't taken part in these road shows but our colleagues in South Tyneside have been able to support.</p> <p>We are waiting for the feedback.</p> <p>8.4 Treat Me Well Campaign - we are involved in this campaign supporting the Changing Places locations.</p> <p>8.5 Care Home Life - we have now finished our second year visits to all the care homes in the Sunderland area and have around five reports left to finalise.</p> <p>One theme which came out of the visits last year was Action on Hearing Loss. We have been speaking to Mary Spearman, All Together Better and they are doing an independent piece of work on audiology. Anna has been invited to a meeting due to take place in January.</p> <p>The question of how the HWS Care Home Life reports can be better publicised to the public was raised, in particular whether a link to our reports could be included on the Care Quality Commission (CQC) website.</p>	<p>MC</p>

	Action
<p>We are always looking at ways in which we can promote our reports to the public and would welcome Board members ideas. We will raise this issue with the CQC and also with the commissioners at the Local Authority.</p>	<p>ALL / MC</p>
<p>8.6 GP website review - we have been looking at the quality/content of Sunderland’s GP websites. We have raised our findings with Wendy Thompson, locality Practice Manager at the CCG. The idea of a ‘best practice guideline’ for GP websites has also been raised with the New Consultation Types Group.</p> <p>We have included in our newsletter an article asking the public what they think of their GP practice website.</p>	
<p>8.7 Recovery College - we are currently working on our report and a draft copy of the report will be sent to the Board before the next Board meeting. This has been a very positive experience from the feedback we have received from the people who have used the Recovery College.</p>	
<p>8.8 Star Awards - we have presented our Star Award to Dr Stephenson & Partners reception team and Herrington Medical Centre.</p>	
<p>8.9 PLACE Inspections (Patient Led Assessments of the Care Environment) - the team have participated in the NHS PLACE inspections in the Sunderland Royal and the Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust premises.</p> <p>Liz mentioned that she wasn’t contacted when these PLACE inspections were going to be held and would like to attend the next PLACE inspections.</p> <p>Margaret responded that PLACE inspections are not set up through Healthwatch, and any contact should be direct with the hospital.</p>	
<p>8.10 Easy Read documentation - Anna has undertaken some training and as a result of that training has produced an easy read version of our Privacy Policy.</p> <p>This has made us think again of the accessibility of our information and the possibly putting a software package like Recite Me on our website, which would make our documentation on our website more accessible.</p>	

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	<p>It would also be very helpful if we could subscribe to the easy read graphics package. Both Healthwatch Co Durham and Stockton are looking at subscribing to the graphics package and after a discussion it was agreed to add this to the agenda of the next local Healthwatch Chairs meeting.</p>	MC
8.11	<p>Complaints material - Healthwatch England have promoted our NHS complaints and Mental Health Services complaints pathways on our website as examples of good practice, to the national Healthwatch teams.</p> <p>John reported that the Primary Care Co-Commissioning Group (PCCG) might be interested in this and asked if this could be passed to the PCCG team.</p>	MC
8.12	<p>Volunteer Recruitment - we have several volunteers currently going through the volunteer process. Hopefully this will boost our volunteer numbers.</p>	
8.13	<p>Care in your own home / domiciliary care - we are looking at domiciliary care and are currently researching if there is anything in this area where we can influence. We will provide more information at the next Board meeting.</p>	
9	<p>Policies for sign off</p> <p>A number of Policies are now up for review. Copies were circulated to the Board before the meeting for their approval at this meeting.</p> <ul style="list-style-type: none"> • HWS Expenses & Finance Policy • Enter & View Policy • HWS Complaints Policy • HWS Code of Conduct Policy • HWS Board Terms of Reference • HWS Register of Interest Policy <p>These were all approved by the Board.</p>	
10	<p>Board member - second term appointment for Andrew Carton</p> <p>Andrew Carton's first term of office on the Board has come to an end and the Board approved Andrew's re-election for a second term of three years.</p>	

		Action
11	<p>Newsletter members</p> <p>Less than half of our Board members are subscribed to our Newsletter. We would like to encourage those who have not signed up for our Newsletter to please do so. This will enable Board members to be kept informed in between Board meetings of what we are doing.</p>	ALL
12	<p>Volunteer Christmas Celebration</p> <p>Our volunteer Christmas celebration is to be held on Thursday, 5th December, 12 noon till 2pm, at Hope Street Xchange. All the Board members are invited to attend.</p> <p>Liz asked if she could have a supply of resources for a stand for the Ageing Well Event due to take place on the same day at Bede Tower, Sunderland, 1pm till 5pm. This was agreed.</p>	HWS Staff
13	<p>Any other business</p> <p>13.1 Purdah - being politically neutral - we have been asked by Healthwatch England to remind every Board member that we are now in Purdah and have to remain politically neutral. Any board member involved in political campaigning should contact Margaret or John to discuss. An email will be sent to the Board for the benefit of those who are not present at this meeting.</p> <p>13.2 New prospective Board member - we have received an application from a member of the public to be a Board member. A meeting to be arranged for John and Margaret to have a discussion with them.</p> <p>13.3 Wound treatment hubs - Paul briefed the group on the new wound treatment hubs. Patients at the present time go to their GP surgery to get their wound dressings changed however from the 4th January 2020 patients will have to attend treatment hubs located throughout the Sunderland area.</p> <p>District Nurses are going to be removed from GP surgeries and put into treatment hubs/certain buildings whereby they can then specialise in wound care and management.</p> <p>Paul will keep the board informed of progress.</p>	<p>ALL to note</p> <p>MC</p> <p>CR</p>
14	<p>Date of next meeting</p> <p>The next meeting will be held:</p> <p>Date: 13th January 2020</p> <p>Time: 2.00:4.00pm</p> <p>Venue: to be confirmed</p>	