

Healthwatch Sunderland (HWS) Executive Board
Minutes of the virtual meeting held via Zoom Monday, 9 November 2020

Attendance - Executive Board Members

John Dean	JD	Chair
Paul Weddle	PW	Vice Chair
Gavin Barr	GB	
Amanda Brown	AB	
Andrew Carton	AC	
Chris Colley	CC	
Liz Highmore	LH	

Attendance - Healthwatch Staff

Anna Gillingham	AG	Project Lead
Wendy Hadlington	WH	Engagement Officer
Clare Render	CR	Administrator (Minute Taker)

Attendance - Other

Andy Fox	AF	Supporting Gavin Barr
Debbie Burnicle	DB	Attending as a member of the public

	Action
<p>1 Apologies & introductions</p> <p>Apologies were received from Mick Butler and Susan Pinder.</p>	
<p>2 Declarations of interest</p> <p>Andrew Carton reported that his declaration of interest has changed. The company he is director of has changed its name and is now called The Little Company of Calm. Papers to be amended accordingly.</p>	CR
<p>3 Minutes of previous meeting</p> <p>The minutes of the meeting were agreed as a true record.</p> <p>3.1 Domiciliary Care - John has raised this at the Outbreak Control Board and it has been passed on to the providers in the city to make sure the correct actions are taken.</p> <p>3.2 COVID-19 survey reports - draft email was sent to the providers who had not responded requesting an official response. We have now received all responses, apart from the South Tyneside & Sunderland NHS Foundation Trust. The responses we have received are on our website.</p>	

	Action
<p>3.3 Issues of concern - Liz reported that she has asked people to contact HWS with any health and social care concerns they may have.</p> <p>3.4 Assistive technology for patients with sight loss - this was circulated to the Board for their opinion and it was agreed that we cannot support this.</p>	
<p>4 Safeguarding</p> <p>Anna reported that no safeguarding issues were raised in the last two months.</p>	
<p>5 External board meetings attended</p> <p>5.1 Primary Care Commissioning Committee - John briefed the group on the last meeting he attended. This included;</p> <ul style="list-style-type: none"> • The Local Quality Group report. • Safeguarding. • Incident reporting. • Feedback from GP practices following a north east regional survey that was undertaken. This survey showed GPs are under severe pressure. • Flu vaccine uptake. This has been much higher this year than in previous years. • COVID funding. The additional primary care COVID funding has been received from the government. <p>5.2 Healthy Economy Working Group - feedback from the last meeting Liz attended has been sent to HWS office for circulation to the Board and HWS staff.</p> <p>5.3 Family Carer & Care Recipient Groups ASC Connected City Core Platform Improvements - Wendy briefed the group on this meeting.</p> <p>This is to support family carers through use of technology in the homes of the people they looking after, helping these people to not only do the things they are able to do but also highlight if they do something that is unexpected for them.</p> <p>An App called Sheila is used to monitor what is happening in a person’s home and also other IT systems such as Alexa to help people undertake day to day activities around their homes.</p> <p>Feedback from the last meeting has been circulated to the Board and HWS staff.</p>	<p>CR</p>

	Action
<p>5.4 Involvement Strategy meeting - HWS will be involved in the development of the Clinical Commissioning Group’s (CCG) new involvement strategy and Wendy, Andy and Liz attended the first meeting on 3rd November. Discussion took place around the content and the usefulness of the first meeting. Anna will attend the second meeting which is due to take place on 12th November.</p>	
<p>6 Team Update</p> <p>Anna briefed the group on the new items in the team update. A copy of the team update paper was sent to the group.</p> <p>6.1 CCG mental health strategy - a meeting will be held on 13th November to finalise the details and iron out the timescales when this work has to be completed. The funding will be used to purchase the new Healthwatch England website which will bring us in line with other national Healthwatch.</p> <p>6.2 Care Homes - Andrew reported the care home life work is a good piece of work and is one of the best things we do in Healthwatch Sunderland. He thanked the HWS engagement team for all the work they have put in.</p> <p>Anna reported our care home life work has received a highly commended award in the Healthwatch England 2020 awards.</p> <p>However due to the COVID-19 pandemic we are unable to continue this work but have developed two new pieces of work involving our local care homes. One is looking at how care homes are keeping connected with friends and family during the pandemic by using their social media platforms. The other is how care homes can still connect with the local community during the pandemic via virtual activities the VCS is able to offer them. Updates on this work will be shared with the board in due course.</p> <p>Andy Fox reported that he has come across a national Pen Pal scheme which may be useful and will pass the details on to the HWS office.</p> <p>Amanda shared that some of her young carers would also be keen to link into this too. Engagement team to liaise with Amanda.</p> <p>If anyone comes across anything they think could be used or adapted by a care home please pass this on the HWS office.</p>	<p>AF</p> <p>ET</p> <p>ALL</p>

	Action
<p>6.3 Learn and share sessions with local groups - Andy Fox thanked the engagement team for all the work they have done with regards to the learn and share events held with Sunderland People First. This is a useful way of working together and has been beneficial in tackling some of the issues that people have been experiencing.</p> <p>If anyone knows of any other groups that we can engage with in a similar way to let the HWS office know.</p> <p>6.4 Self-care week 16-22 November 2020 - we have organised a series of events throughout the week. This includes;</p> <ul style="list-style-type: none"> • A Zoom event - let's talk about cancer which will be facilitated by colleagues at the Norther Cancer Alliance. This event is open to the public • A quiz with Sunderland People First. • A quiz and relaxation/meditation session courtesy of Andrew, with the Essence Service, their users and carers. • A self-care discussion session with Headway. 	<p>ALL</p>
<p>7 Healthwatch England quality framework</p> <p>Anna briefed the group on the Healthwatch England quality framework. Healthwatch England have issued a quality framework that all Healthwatch need to complete by March 2022. This is to ascertain that all Healthwatch are operating at a consistent level. There are a number of categories, one of which is around leadership and decision making, and the Board will need to lead on this and also be involved in sections the framework covers. A working group will be set up to discuss this.</p> <p>A brief outline of what is involved has been sent to the Board for their awareness of what we will have to complete.</p>	
<p>8 Digital Accelerator Board</p> <p>John briefed the group on the last meeting he attended.</p> <p>The Digital Accelerator Project's role is to roll out eConsult to all the GP practices in Sunderland. The pilot is with the Washington PCN practices.</p> <p>Not all medical conditions are suitable for this method but they looking into what would be suitable.</p> <p>They are training practice nurses in the pilot GP practices on how to use the self-care app tools which might be used by patients, MyCOPD, MyStroke etc.</p>	

	Action
<p>They are also looking at the possibility of producing a generic GP practice website as most GP practice websites differ greatly.</p> <p>The use of eConsult and what GPs/patients thought of the concept of eConsult was discussed by the group.</p> <p>Feedback from the meeting has been circulated to the Board and HWS staff.</p>	
<p>9 Outbreak Control Board</p> <p>John briefed the group on the latest meeting he attended and gave an outline of the current COVID-19 situation in key areas relevant to the city and how the Board and partners and managing the situation.</p>	
<p>10 Any other business</p> <p>10.1 Time to change - Liz briefed the group on an email she has received from the Time to Change charity. This is a charity funded by the department of health and social care. One of their main aims is to reduce the stigma of mental health. They have had their funding removed and they are closing down at the end of March 2021 but they are still having the Time to Talk day on the 4th February. Liz reported that she has taken this up with her MP who has taken this issue up with the minister concerned.</p>	
<p>11 Date of next meeting</p> <p>The next meeting will be held:</p> <p>Date: 11th January 2021</p> <p>Time: 2.00:4.00pm</p> <p>Venue: to be confirmed</p>	