

**Healthwatch Sunderland (HWS) Executive Board
Minutes of Meeting held Monday, 9 September 2019
Hope Street Xchange, Sunderland**

Attendance - Executive Board Members

John Dean	JD	Chair
Gavin Barr	GB	
Amanda Brown	AB	
Michael Butler	MB	
Andrew Carton	AC	
Chris Colley	CC	
Liz Highmore	LH	

Attendance - Healthwatch Staff

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

Other Attendees

Philip Foster	PF	All Together Better
Andy Fox	AF	Supporting Gavin Barr
Toni McHale	TM	Project Development Manager, Pioneering Care Partnership (PCP)
Debbie Burnicle	DB	Attending as a member of the public
Pauline Taylor	PT	Attending as a member of the public
Susan Pinder	SP	Attending as a member of the public

	Action
<p>1 Apologies & introductions</p> <p>Apologies were received from Paul Weddle. Introductions were made for the benefit of new Board members, Gavin Barr and Chris Colley.</p>	
<p>2 Presentation Philip Foster, All Together Better</p> <p>Philip Foster attended the meeting and gave a presentation on All Together Better.</p> <p>All Together Better is part of the vanguard programme funded by NHS England to help improve health and care services. It is not an organisation but an alliance of partners of every health and social care organisation that has a contract with the Clinical Commissioning Group (CCG) to provide services in the community. The aim is for these organisations to work together equally in partnership to help transform services and to improve the health and wellbeing of people in Sunderland.</p>	

	Action
<p>This year three priorities have been agreed;</p> <ul style="list-style-type: none"> • Deliver more personalised and proactive joined up care. • Improve peoples’ experiences of using health and care services and their health outcomes. • Support people to live longer with a better quality of life. <p>It is a commitment that there are on-going consultations with people/patients in the service transformations and this is something where Healthwatch Sunderland can help. One of the challenges is that All Together Better (ATB) is already a group of partners who have consultation processes/ patient groups etc. Duplication of some of these processes needs to be avoided but equally there needs to be real patient involvement and the ATB team would welcome any ideas that Healthwatch Sunderland has to be involved in this process.</p>	
<p>3 Declarations of interest</p> <p>No declarations of interest were made.</p>	
<p>4 Minutes of previous meeting</p> <p>The minutes of the last meeting were agreed as a true record.</p> <p>4.1 Safeguarding - Liz’ safeguarding training is on-going.</p> <p>4.2 Primary Care Committee - meeting will be arranged with Dr Fadi Khalil regarding the local and national feedback questionnaire.</p> <p>Copy of the HWS general survey was sent to Pam Mann.</p> <p>4.3 Extended Access and Urgent Treatment - John gave an update with the meeting he had with Ann Fox. Upgrades have been made to the Pallion Urgent Care Centre. The HWS Engagement Team will be visiting the Urgent Care Centre site to take a look at what is happening, what the changes are and how they are expected to impact. We will also be holding some stalls there and getting patient feedback when the centre is up and running.</p> <p>The Extended Access promotional materials have been sent to Paul.</p>	CR
<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</p> <p>A copy of the list of HWS representation at key meetings/groups was handed to the group.</p> <p>6.1 Health & Wellbeing Board (HWBB) - we have been asked to take part in some new priority projects from the HWBB and the following Board members have agreed to be our rep on these groups;</p> <ul style="list-style-type: none"> • Alcohol group - Amanda • Healthy economy - Liz • Tobacco alliance - Paul • Young people 11 to 19 years - Andrew <p>However we do not have a rep for the following groups;</p> <ul style="list-style-type: none"> • Best start in life • Healthy weight • Mental health and wellbeing <p>Best start in life - John has been invited to the first meeting on 17th September however due to his other Board commitments is unable to be involved in this group. We are looking for a volunteer to attend this first meeting with John who may be interested in this particular area. Chris Colley volunteered to attend the meeting with John. Meeting details to be forwarded to Chris.</p> <p>6.3 Primary Care Commissioning Group - John gave a brief outline of what was discussed at this meeting.</p> <ul style="list-style-type: none"> • A presentation was given on social prescribing • The development of a community garden in the Houghton Primary Care Centre, themed on Health & Social Care • CCG finance report • CQC inspection report. 37 GP practices were rated as good, one outstanding and one rated as requires improvement. <p>Sharing patient experience stories with the Primary Care Commissioning Group was discussed and it was agreed to share patient experience stories that HWS receive provided permission to do so is received first.</p> <p>A copy of John’s feedback will be circulated to the Board.</p>	<p></p> <p>CR</p> <p>HWS</p> <p>CR</p>

	Action
<p>6.4 Scrutiny Committee - John updated the group on the Scrutiny Committee he attended. The HWS Annual Report was presented to the committee. It received good feedback and they were very supportive of what HWS were doing. The problem of public transport to South Tyneside Hospital was brought to the committee's attention.</p> <p>We have been asked how we engage with younger people. Anna reported that we have undertaken lots of activities with young people but are always looking at ways to increase young people's involvement. Amanda reported that the Carers Centre has links with Schools and suggested that HWS could work with their Engagement Worker. Anna to contact Amanda.</p> <p>A copy of John's feedback will be circulated to the Board.</p> <p>6.5 Healthy economy - Liz reported that the last two meetings have been cancelled and the date of the next meeting has not been finalised yet.</p> <p>6.6 Wellbeing Network - Liz attended this meeting last week. Feedback will be sent to the HWS office for circulation to the Board.</p>	<p>AG</p> <p>CR</p> <p>LH</p>
<p>7 Team update</p> <p>Margaret briefed the group on the team update, a copy of the paper was handed to the group for discussion.</p> <p>7.1 All Together Better - there are a couple of things we are involved in - the frailty work and wheelchair services.</p> <p>Social Prescribing - we have been asked to sit on social prescribing working group and the Board needs to decide if this is something we would like to get involved in. After a discussion it was agreed that this is something that we should get involved in.</p> <p>7.2 Sunderland Clinical Commissioning Group (CCG)</p> <ul style="list-style-type: none"> • Patient survey - meeting will be arranged with Dr Fadi Khalil. • Patient Transport System - a letter will be prepared to David Gallagher following public feedback that a lot of patients are increasingly needing to travel out of hours and at weekends when there isn't a patient transport system. • New Urgent Care arrangements - a site visit has been arranged for 24th September. • Sunderland City Plan - we have been asked to get involved in the engagement of this initiative, which we have agreed to, and are waiting for further communication. 	<p>CR</p> <p>MC</p>

	Action
<p>7.3 Integrated Care System (ICS)</p> <ul style="list-style-type: none"> • Digital transformation - we were asked if we could support with regards to user feedback however our services were not required. Hopefully we will get more opportunities with this work. • ICS meeting - there is a meeting on 23rd September for Healthwatch Chairs and Lead Officers to understand how ICS is progressing and how it is going to impact us all. John will be attending this meeting. <p>7.4 Integrated Care Partnership (ICP)</p> <ul style="list-style-type: none"> • The Chairs of Healthwatch Sunderland, Co Durham and South Tyneside have started to meet together on a regular basis. • Phase 2 update - there is a presentation from the Path to Excellence programme team at the next Healthwatch South Tyneside Board meeting on 25th September and all Board members have been invited to attend. • NHS Long Term Plan - our reports have been published. This was the engagement work the team undertook in March and our focus was around digital transformation. Our report has been shared with Helen Steadman at the CCG and a meeting has been arranged to discuss this. <p>7.5 Path to Excellence (PtE) Phase 2</p> <ul style="list-style-type: none"> • The consultation for phase 2 is now going to be in 2020 to make way for further clinical input, the NHS assurance process and also the inclusion of Durham. • Response to our feedback - this is now publically available on our website. • Travel and Transport - this will potentially be a big piece of work for us. <p>7.6 Voluntary and Community Action Sunderland (VCAS) - an event is being held on 10th September to discuss the wider range of health and social care in the community and the voluntary sector. The engagement team will be attending. We are also hoping to get some information on HealthNet.</p> <p>7.7 Care Home Life - we are continuing our visits around the care homes and also our work with Action on Hearing Loss.</p> <p>7.8 Carers - What it's like to be a carer - for the moment it has been decided that until we get something specific and can add value to we will be just keeping a watchful eye on this.</p>	

	Action
<p>7.9 Governance</p> <ul style="list-style-type: none"> • Enter and View documentation - based on Healthwatch England guidance we have updated our Enter and View documentation. • Some of the HWS Board policies are now due for review. These will be sent to all Board members for their perusal and presented at the next Board meeting in November for approval. <p>7.10 Patient Experience - North East Ambulance Service (NEAS) and Real Time Feedback at Sunderland Royal Hospital (SRH) - The NEAS patient experience work has now come to an end. We have met with Julie Porter, Lead Patient Experience Nurse at SRH to discuss patient engagement at the SRH.</p> <p>7.11 Primary Care - Good practice: GP websites/appointments - we have been doing some work looking at GP websites and looking at some of the good practices from our engagement with the public about what is important for them. We are arranging a meeting with Wendy Thompson, the locality practice lead and also Paul Weddle, our Board member to discuss how we can best use this information.</p> <p>7.12 Recovery College - the Engagement Team have been out doing the one to one surveys to evaluate this service. We hope that the work will be completed by the end of this month and a report hopefully next month.</p> <p>7.13 Key Themes - we have pulled together a summary of the key themes which have come from patient and service user feedback. Can all Board members take a look at this and let the HWS office know what sort of information they would like to see.</p>	<p>MC</p> <p>ALL</p>
<p>8 Meeting with Liz Davies</p> <p>John updated the group on the meeting he and Margaret had with Liz Davies, Head of Communications at the Sunderland Royal Hospital. A copy of the feedback document has been forwarded to Board members and HWS staff.</p> <p>We fed back our thoughts on the response from the path to excellence phase 2 team following our feedback document. It was indicated that there was insufficient detail of the Risk Management process and an example of a more detailed risk management process was given.</p> <p>We took up the concerns regarding people from Sunderland having to travel to South Tyneside District Hospital and we also mentioned that what was the point of having communication for Phase 2 Path to Excellence when it was already happening. We also said we thought the focus groups were biased towards South Tyneside.</p>	

	Action
<p>9 HWS involvement with All Together Better</p> <p>Following the presentation from Philip Foster today the Board needs to decide what involvement we should have.</p> <p>With regards to social prescribing - it was agreed that Anna should go along to the first meeting to find out more information with a view to a Board member representing. If any Board member is interested in this area to let the HWS office know.</p> <p>Some suggestions are;</p> <ul style="list-style-type: none"> • Hold some focus groups/road shows in the primary care networks for the public to tell us what All Together Better is doing. • A stakeholder/oversight group of how All Together Better is performing. • Questionnaires around what is changed and what impact it is having. Also questionnaires around social prescribing. • Utilise GP practice websites to get patient feedback. <p>These are just some suggestions. If any Board member has any more suggestions to let the HWS office know.</p>	<p>AG ALL</p> <p>ALL</p>
<p>10 Any other business</p> <p>10.1 Regional ICS meeting - John will be attending the regional ICS meeting in Gateshead on 23rd September. Healthwatch Newcastle and Healthwatch Gateshead use a system called Base Camp where information is shared, and this might be a useful tool for HWS in the future.</p> <p>10.2 Exec Board Meetings Venue - as the Board is increasing in number we might have to look for another venue. The meeting room we normally use at Hope Street Xchange is free but the larger meeting rooms would cost us £200. If anyone has any ideas around where we could hold our Board meetings to let the HWS office know.</p>	<p>ALL</p>
<p>11 Date of next meeting</p> <p>The next meeting will be held:</p> <p>Date: 11th November 2019</p> <p>Time: 2.00:4.00pm</p> <p>Venue: Hope Street Xchange</p>	