

Healthwatch Sunderland (HWS) Executive Board
Minutes of the meeting held Thursday, 9 June 2022
St Luke's Terrace, Sunderland

Attendance - Executive Board Members

Paul Weddle	PW	Chair
Gavin Barr	GB	
Andrew Carton	AC	
Chris Colley	CC	

Attendance - Healthwatch Sunderland Staff

Tara Johnson	TJ	Project Lead
Wendy Hadlington	WH	Engagement Officer
Clare Render	CR	Administrator (Minute Taker)

Attendance - Other

Andy Fox	AF	Supporting Gavin Barr
Pauline Scott	PS	Attending as member of the public

		Action
1	<p>Apologies & introductions</p> <p>Apologies have been received from John Dean, Debbie Burnicle (member of the public).</p> <p>Pauline Scott has applied for Board membership. She attended this meeting as an observer before making a final commitment to Board membership.</p>	
2	<p>Declarations of interest</p> <p>PW informed the group he is no longer a local authority school governor at St Leonard Primary School. There were no other declarations of interest.</p>	
3	<p>Minutes of the previous meeting</p> <p>The minutes of the meeting were agreed as a true record.</p> <p>3.1 Pharmaceutical Needs Assessment - PW reported there will be one more meeting of this group. Any changes will be fed back to the Board.</p> <p>3.2 Easy read breast cancer screening letters - copies have now been received.</p>	

	Action
<p>The work with public health and the review of their sexual health services is also on hold due to their staff sickness leave.</p> <p>6.2 Treat Me Well Campaign, Changing Place facility - following our work with Sunderland People First (SPF) and other organisations as part of our Treat Me Well Campaign, it was highlighted that Sunderland Royal Hospital do not have a changing place facility.</p> <p>A changing place facility is somewhere that is an accessible place for people who are unable to use regular accessible toilets.</p> <p>This has been raised with the South Tyneside & Sunderland NHS Foundation Trust. As a result, the Sunderland Royal Hospital now has a changing place facility, which will be officially opened in a couple of weeks.</p> <p>6.3 Organ Donation Event - we are holding an event during Organ Donation Week to raise awareness of the need for families to talk about organ donation. This event will take place on Wednesday, 7 September 1000-1200 at Hope Street Xchange, Sunderland. All Board members are invited to attend.</p> <p>6.4 Engagement stats - the engagement stats were discussed.</p> <ul style="list-style-type: none"> • signposting - this has increased. The Engagement Team are now able to engage with the public more and are answering more signposting queries. • newsletter members - this has decreased. We are finding that not everyone wishes to receive newsletters every month and therefore we are focussing more on social media. • newsletter hits - this has decreased. This depends on how many newsletters that have been sent out in a month. At the start of COVID-19 we were sending out three or four a month. Now it might only be one or two. 	
<p>7 Work plan update</p> <p>7.1 GP access - TJ updated the group on a recent GP access meeting she attended with Philip Foster, All Together Better (ATB) around how we could work together on this piece of work. We have shared our survey with the PCN groups. Another meeting has been arranged with the Sunderland Clinical Commissioning Group to discuss this work further.</p> <p>WH briefed the group on the surgeries she has already visited, ie Millfield Medical Centre, The Broadway Medical Practice and South Hylton Surgery. We are arranging to visit more GP surgeries.</p>	

	Action
<p>7.2 Domiciliary care - we have attended a meeting with our commissioners to discuss how we progress this piece of work. We also have met with domiciliary care registered managers, and it was agreed we will produce a survey for the managers to share with staff, customers, and family members.</p> <p>7.3 Hospital discharge - we have visited the medicines discharge hub at the BIC to learn more about the service they offer in terms of patients getting the right medicines as part of the hospital discharge process. A planning meeting to discuss how to move this forward is to be arranged.</p>	
<p>8 NENC Healthwatch Network ICS operational protocol - working agreement</p> <p>The NENC Healthwatch Network ICS operational protocol papers were sent to the Board prior to the meeting.</p> <p>All local Healthwatch have been involved in the working agreement in how they work together and deliver the ICS activity. The Board now needs to approve this working agreement.</p> <p>After a discussion the Board approved this working agreement.</p>	
<p>9 Board governance/approvals</p> <p>9.1 Healthwatch Sunderland Chair - for personal reasons John Dean has decided to step down as the chair of the Healthwatch Sunderland Board. John's last Board meeting will be September 2022.</p> <p>9.2 End of first term of office - Paul Weddle and Gavin Barr's first term of office on the Board has come to an end and the Board needs to decide if Paul and Gavin should be re-elected for another three years. This was agreed by the Board.</p> <p>9.3 End of second term of office - Andrew Carton's second term of office on the Board will come to an end at the end of October 2022. Andrew will therefore step down as a Board member at the end of October as he has completed his final term of office. Some members thought that the terms of office should be increased.</p> <p>9.4 Exec Board application - we have received an application from Debbie Burnicle to become a Board member. Debbie's current role with the CCG comes to an end at the end of June 2022.</p>	

	Action
<p>9.5 Board development - we have now received the grant from Healthwatch England (HWE). TJ reported she is looking at Board development and will be attending a HWE webinar next week. Some Board members thought that the HWE online Board induction tool was a good tool that helped them to better understand the role of Board membership. It was agreed to send the link to this tool again to Board members.</p>	TJ
<p>10 Carers and the impact of COVID-19</p> <p>A copy of our report Carers and the impact of COVID-19, was discussed.</p> <ul style="list-style-type: none"> • Overall carers felt that during COVID-19 services had not changed with 54% rating services as very good. • Most carers were happy with GP access. • Carers are still unsure of the services available to support them. • Some carers were unaware they were entitled to a carers assessment, which would help them to navigate support that is available. <p>This report has now been published on our website and sent to the distribution list.</p>	
<p>11 Any other business</p> <p>11.1 Accessible taxis - AF raised the issue of getting access to accessible taxis in the Sunderland area. It is getting harder to obtain accessible taxis and some taxis are refusing to take customers that have access issues. TJ stated this is a national issue and might not be something we could get involved in however we will continue to monitor this situation.</p>	
<p>12 Date and time of next meeting</p> <p>The next meeting will be held Thursday, 8 September, 1330-1530. St Luke's Terrace, Sunderland.</p>	