

Committee minutes – Public

19th November 2024 – 3 pm to 4:30pm

Hybrid: at Boardroom (Age UK Gateshead) in person and via Zoom

Committee members present.

Michael Brown	(MB)	Chair (in person)
Mairi Cox	(MC)	(via Zoom)
Lyn Boyle	(LB)	(via Zoom)

In attendance

Yvonne Probert	(YP)	CEO of Tell Us North (in person)
Courtney Peel	(CP)	Business Services Manager (via Zoom)
Jack Tinkler	(JT)	Healthwatch Gateshead Lead Officer (in person)
Avish Johnson	(AJ)	Business Support Officer (in person)
Izzy Gray	(IG)	Observer (in person)
Gordon Wallace	(GW)	Observer (in person)
Peter Wilson	(PW)	Observer (in person)
Privilege Garaba	(PG)	Observer (via Zoom)

1. Welcome and introductions.

- 1.1. MB welcomed everyone to the meeting and introductions were made.
- 1.2. Izzy Gray and Gordon Wallace was introduced and welcomed to the meeting as observers.
- 1.3. Privilege Garaba and Peter Wilson was proposed to be co-opted to be committee members, and everyone agreed.

2. Apologies for absence.

Alan Guest (AG) Semande Ayihonbe (SA) Shamshad Shah (SS) and Gillian Hindson (GH) gave apologies for the meeting.

3. Minutes of previous meeting/matters arising.

- 3.1. Star awards – Healthwatch Newcastle committee have created a subgroup who are working on creating a process and is likely to be ready by New year. AG is the Healthwatch Gateshead representative of this subgroup.
- 3.2. MB has taken over as interim Chair for Healthwatch Newcastle until March 31st 2025

3.3. The minutes of the meeting held on the 24th of September 2024 were approved as a true record.

4. Electronic Decisions

4.1. None

5. Project Update

5.1. SEND Transitions Service – The final draft of the report is ready and has been sent to the committee for approval. Gateshead Council has also provided their statement.

Action – Committee members are to review the draft and share their comments by Monday, 25th November.

5.2. Hospital Discharge – The survey was live for 6 week and has now been closed and team is working on data dissemination and analysis. The report will be ready and shared at a future committee meeting.

5.3. Women's Health: The survey was live for 6 week and has now been closed and team is working on data dissemination and analysis. The report will be ready and shared at a future committee meeting.

5.4. Gateshead Autism – The project is facing difficulties in connecting with people with autism, as there are no support groups or community centre activities for adult individuals with autism in Gateshead. It has been proposed to expand the research to include families and carers of people with autism and to work with the Gateshead HDRC.

5.5. Safeguarding Adults Board (SAB) – YP/AB met with partners to discuss project plans. Further information is awaited from partners regarding context, question design, and the project timeframe.

5.6. Enter & View – REM/EVO met with Gateshead Adults Social Care partners and have provided a list of residential care homes for Healthwatch Gateshead to consider visiting. EVO is producing background research on the venues, and a pilot study is tentatively scheduled for early 2025. Enter & View training for committee, staff and volunteers is scheduled for 27th November.

5.7. Youthwatch – The team is in the process of piloting the first session/workshop with Youth Focus North East. Data has been gathered via surveys to identify common themes, which will be used to engage young people about their views on health and social care.

6. Chair Update

6.1. Healthwatch England Conference

- 6.1.11 The Lead Officers for both Healthwatch Newcastle and Healthwatch Gateshead, along with the TUN Chair and Healthwatch Gateshead Chair, attended the conference in London.
- 6.1.12 Discussions included the 10-year plan for Healthwatch and the ongoing national review of patient safety and carer support. Updates on these topics will be received soon from Healthwatch England.
- 6.1.13 The local Healthwatch commissioning process is under review. Going forward, local Healthwatch organisations may be commissioned directly by Healthwatch England rather than the respective councils or local authorities. This change aims to ensure consistency and equal treatment across all Healthwatch organisations.
- 6.1.14 Feedback on the Healthwatch 10-year plan can be submitted via the survey available on the Healthwatch England website. The deadline for feedback is early January 2025.

6.2. Visits:

6.2.1. Community Diagnostic Centre – The centre is open seven days a week from 8:00 am to 8:00 pm, offering advanced technology for imaging, cardiology, respiratory care, and blood tests. Its a joint initiative across the Newcastle and Gateshead NHS Hospital Trusts Electronic results are sent directly to patients.

6.2.2. RVI

6.2..1. Maternity Unit – The unit offers a range of advanced facilities and options to support both prenatal and postnatal care for parents.

6.2..2. Emergency unit – An expansion project is underway to build an Urgent Treatment Centre adjacent to the Emergency Unit. This development aims to reduce pressure on the emergency services and improve overall patient care.

7. CEO Update.

7.1. Regional Healthwatch update:

- 7.1.1 The Women's Health survey, initiated by the Integrated Care Board (ICB), has been completed, and the reports will be published soon.
- 7.1.2 The North East Ambulance Service (NEAS) survey has now closed. The report will be available soon. However, the number of responses was lower compared to other surveys conducted.
- 7.1.3 The Dentistry survey is in the sign-off stage, and the report will be published soon.

- 7.1.4 The Healthwatch Gateshead-led Women's Health project is currently under review.
- 7.2. Committee member recruitment adverts are currently on hold.
- 7.3. Staff Recruitment – Nooshin Shabani has been appointed as the new Enter & View Officer and Rebecca Neale has been appointed as the replacement for the Gateshead Engagement and Involvement Officer. The new Data & Research Officer is expected to start in mid-December.
- 7.4. GW appreciated Cheryl Wright the Engagement Officer for Gateshead, for her excellent work at a recent diabetes event.
- 7.5. The ICB now has a designated Place Director for Gateshead, who also leads the ICB sub committees for both Gateshead and Newcastle.
- 7.6. The Quarter 2 monitoring report has been shared with the committee. Any feedback or further questions should be directed to YP.

8. Locality working update

- 8.1. JT stated that the locality working was continuing successfully with drop-ins across Gateshead.
- 8.2. Quarterly report on locality work and signposting were presented showcasing the number of people the staff have engaged with in various ways and discussed emerging topics and focus areas.

9. Standing Items

- 9.1. No reported safeguarding concerns, health and safety issues, equality and diversity concerns, or freedom of information requests.

10. Finance Update

- 10.1. There has been overspending due to the printing of materials for multiple surveys we have been involved in, as well as expenses from the Annual Joint Meeting held in September. This is expected to balance out over the next quarter.

11. Enter and View update

- 11.1. The Enter & View training will be held on 27th November and it is expecting to do the first Enter & View visit at residential care home in January 2025.

12. Volunteering Review Update

12.1. The existing volunteers have chosen their preferred areas of interest, and new volunteers will be recruited in the New Year.

13. Priorities and targeted communities for 2024 /25

13.1. The committee agreed to continue focusing on the following target communities, with an increased emphasis on young people and expanding communication with the Jewish community.

- Refugee and Asylum Seekers
- Women
- Young People
- Jewish community

13.2. Based on the discussion, the following three topics were agreed upon as the top priorities for 2024-2025 along with Youthwatch as a carry over .

- Dementia Care
- Physiotherapy
- Autism And ADHD – with a focus on mental health: the time for diagnosis, post-diagnosis, and care plans.

Action – AB and the team will conduct research and prepare a report on the feasibility of research and potential target areas under each topic.

14. Any other business

14.1. None.

15. Date and time of next meeting.

15.1. Tuesday 14th January 2025 – 2 pm.