

Committee minutes – Public

24th September 2024 – 2pm to 3:30pm

Hybrid: at Milburn House in person and via Zoom

Committee members present.

Michael Brown	(MB)	Chair (in person)
Alan Guest	(AG)	(in person)
Semande Ayihonbe	(SA)	(via zoom)

In attendance

Yvonne Probert	(YP)	CEO of Tell Us North (in person)
Courtney Peel	(CP)	Business Services Manager (via Zoom)
Afsana Begum	(AB)	Research and Engagement Manager (in person)
Jack Tinkler	(JT)	Healthwatch Gateshead Lead Officer (in person)
Daniel Milburn	(DM)	Healthwatch Newcastle Lead Officer (in person)
Avish Johnson	(AJ)	Business Support Officer (in person)
Privilege Garaba	(PG)	Observer (in Person)

1. Welcome and introductions.

- 1.1. MB welcomed everyone to the meeting and introductions were made.
- 1.2. Privilege Garaba was introduced and welcomed to the meeting as an observer.

2:05 pm YP joined the meeting

2. Apologies for absence.

Mairi Cox (MC) Shamshad Shah (SS) and Lyn Boyle (LB) gave apologies for the meeting.

3. Minutes of previous meeting/matters arising.

- 3.1. Star awards – Healthwatch Newcastle committee has created a subgroup who are working on establishing a process, which can be adopted with necessary adjustments.
- 3.2. AG volunteered to join the Healthwatch Newcastle subgroup to assist in creating the Star Awards process.
- 3.3. Enter & View training will be conducted once the new Enter & View Officer is trained and up to speed.

2:18 pm SA joined the meeting

3.4. The minutes of the meeting held on the 23rd of July 2024 were approved as a true record.

Action – AJ to send the Project Flow Chart to PG.

4. Electronic Decisions

4.1. No electronic decision made.

5. Project Update

5.1. SEND Transitions Service – Awaiting partner feedback to proceed further.

5.2. Hospital Discharge – The survey questions have been developed and sent to the committee for review and feedback. The next phase is expected to commence by early October.

5.3. Women's Health: Menopause – The survey questions have been developed and sent to the committee for review and feedback.

Action – AJ to re-send the survey and remind committee members to provide feedback by the end of next week.

Action – AJ to send project update document to PG.

5.4. Gateshead Autism – No scoping brief yet. The project needs to be re-defined. Awaiting further information from Gateshead Council as it may move from Adulat Social Care over to Health Determinants Research Collaborations (HDRC) service.

Action – YP to send the HDRC link in the weekly coms.

5.5. Safeguarding Adults Board (SAB) – AB and YP are meeting with Gateshead SAB at the end of the month to discuss the scope and project plan, and will update the committee at the next meeting

5.6. Enter & View – TUN has agreed to the new Enter & View Officer role, and an internal posting for the job has been made. The selected candidate will undergo training soon. Committee members who expressed interest in taking the Enter & View Training will have their training in the coming weeks.

6. Locality working update

6.1. JT stated that the locality working was continuing successfully with drop-ins across Gateshead.

6.2. 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.

Action – JT to present only major themes at the next meeting.

7. CEO Update.

7.1. Regional Healthwatch update:

- 7.1.1 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 is currently live, with a closing date of 21st October. Healthwatch Darlington is leading the project, and it will be promoted in our region.
- 7.1.3 Healthwatch Gateshead has expressed interest in leading the Menopause and Women's Health project, which is expected to commence in November 2024.

Action – YP to include NEAS survey details in the weekly coms.

- 7.2. Committee member recruitment adverts have closed as new members have been recruited.
- 7.3. Staff Recruitment – TUN has approved two new roles: Enter & View Officer and Data & Research Officer. One of the existing Healthwatch Engagement & Involvement Officers, has been appointed internally as the Enter & View Officer. Adverts for their replacement and the Data & Research Officer role are live, with applications closing on 30th September.
- 7.4. The ICB has completed its restructuring, forming a joint team for Gateshead and Newcastle. There is no major impact on current work plans.
- 7.5. Healthwatch Gateshead Monitoring Report for Quarter 1 was submitted, and the report had been shared with the committee.
- 7.6. The three-year Gateshead contract will end in March 2025. There is no update on a new tender or the possibility of an extension. YP is awaiting a response from Gateshead Council on this matter.
- 7.7. The Annual Joint Meeting was successful, with positive feedback from attendees. A formal feedback survey will be sent to all participants. The priorities discussion feedback from the AJM will be circulated to committee members.

8. Enter and View update

- 8.1. As discussed, a new role has been created, and training for the team, committee, and volunteers will be scheduled soon.

9. Volunteering Review Update

9.1. The handbook and role descriptions have been prepared in alignment with Healthwatch England templates. The volunteering subgroup will meet again to provide further update.

9.2. Volunteers who choose the Research role will be required to undergo the Enter & View training if they wish to support Enter & View visits.

10. Finance Update

10.1. No updates to report on, next committee meeting will be quarter 2 end financials

11. Standing Items

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

12. Any other business

12.1. None.

13. Date and time of next meeting.

13.1. 19th November 2024 at 2:00 pm.