

# Committee minutes – Public

23<sup>rd</sup> July 2024 – 2pm to 4pm

Hybrid: at Milburn House in person and via Zoom

## Committee members present.

Michael Brown	(MB)	Chair (in person)
Lyn Boyle	(LB)	(in person)
Shamshad Shah	(SS)	(via zoom)
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)
Avish Johnson	(AJ)	Business Support Officer (in person)
Alan Guest	(AG)	Observer (Via Zoom)
Peter Wilson	(PW)	Observer (in person)

## 1. Welcome and introductions.

- 1.1. MB welcomed everyone to the meeting and introductions were made.
- 1.2. Alan was proposed to be co-opted to be a committee member, and everyone agreed. He will be officially proposed for elected at the upcoming AGM.

## 2. Apologies for absence.

Mairi Cox (MC) gave apologies for the meeting.

## 3. Minutes of previous meeting/matters arising.

- 3.1. The minutes of the meeting held on the 10<sup>th</sup> of June 2024 were approved as a true record.

## 4. Electronic Decisions

- 4.1. The Annual Report was approved and is now available on the website and has been uploaded on to Healthwatch England

4.2. The Annual Report was kept on hold as per the instruction from Healthwatch England and was uploaded post the General Election.

## 5. Project Update

- 5.1. Accessible Information Standards – has been on hold for some time, all agreed to removed it from the project list and include it back when there is an update regarding the standards.
- 5.2. SEND Transitions service – first draft of the report has been completed and is being reviewed by partners. AB is awaiting feedback and looking to publish it in August, the committee will see the final version prior to it being publish.
- 5.3. Hospital Discharge – This scoping brief has been shared with partners and AB is awaiting feedback as this is a joint project. In the meantime, the staff team have met to discuss project design and are working on survey development. The focus is the Queen Elizabeth hospital and Gateshead Carers.
- 5.4. Women’s Health – Menopause scoping document has been shared with the partners and the staff team are working on developing the project design and survey questions.
- 5.5. Gateshead Autism – this is in the scoping phase, looking at defining the project focus.
- 5.6. Safeguarding adults is a project initiated by the Gateshead Safeguarding Adult board (SAB) and Healthwatch Gateshead is to undertake the project which will commence in September 2024, the report is to be produced by January 2025.
- 5.7. Enter & View is a proposed project in partnership with Gateshead Council, with a focus on residential care with a primary emphasis on lower levels of care and user experience. This is still in early stages of project scoping.
- 5.8. Discussions around issues with accessing GP appointments issues highlighted were, the professional incompetence in supporting patients and access to e-consultation, digital literacy and the lack of choice to individuals to opt for different methods of consultation. This was suggested as a possible future research topic.
- 5.9. YP informed the meeting that GP access is a topic being looked at regionally by Healthwatch, between now and March 2025. The results and reports from this work could inform us to look to see if this can also be looked at locally.
- 5.10. Youthwatch – a stakeholders session was held recently and ongoing discussions with partners to identify focus areas continues; a scoping document to be produced.
- 5.11. AB introduced the project process pathway explaining the various stages and actions in the project cycle for better understanding of the duties and responsibilities of Committee Members, staff team and partners.

5.12. Action – project status tracker to be updated and present in every meeting going forward.

Action – YP to send the presented project pathway document to the committee members electronically

## 6. Locality working update

6.1. JT stated that the locality working was continuing with drop-ins across Gateshead, and five new localities being added to the list, which will have monthly drop-ins.

6.2. Action – JT to update the committee on Jewish Community involvement.

6.3. 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.

6.4. To bring in consistency to the information for the future the committee proposed to have drop down option and remove free text where possible in the webform.

6.5. Proposed to re-introduce the Star Awards was discussed to bring in more positive views about health and social care services.

Action – YP to identify a plan of action for Star Awards and present it in the next committee meeting.

6.6. A file on social media presence and activities was shared with the committee.

## 7. CEO Update.

7.1. Regional Healthwatch Network is conducting research on women's mental health and grants have been allocated to support the research. The committee felt that this aligns to their priorities and agreed that Healthwatch Gateshead would be willing to lead on a future women health project (e.g. menopause).

7.2. Access to GP services and Community Pharmacies are research areas at regional level.

7.3. Committee member recruitment adverts are live and are actively looking to recruit new members.

7.4. ICB has completed its restructuring, this is not affecting our work.

## 8. Enter and View update

8.1. Some staff and committee members have attended training on Enter and View through Healthwatch Northumberland and AB will be able to deliver training to the rest of the team.

8.2. Committee decided to set residential care homes as a theme for Enter and View, this also falls under the Safeguarding adults board current themes for Enter and View.

8.3. Three of the committee members along with staff will have Enter and View training.

Action – AB to confirm the date for the Enter & View training.

## **9. Volunteering Review Update**

9.1. The Volunteering subgroup came up with 3 roles to engage new volunteers in areas of their interest which are Research, Engagement & Outreach and Information & Communication the role descriptions for these are being created.

9.2. Lead officer to go back to the active volunteers and discuss these new roles and areas in which they like to get involved.

Action – YP to confirm the outcome of subgroup meeting at the next meeting.

## **10. Healthwatch England – Shared Values.**

10.1. Healthwatch England have updated their shared values, which are similar to the current values of Healthwatch Gateshead, and everyone agreed to adopt these new shared values from Healthwatch England.

## **11. The Nolan Principles Training**

11.1. Nolan Principal discussion taken place and completed.

## **12. Finance Update**

12.1. CP presented the financial report no issues or questions raised.

## **13. Standing Items**

13.1. No Standing items.

## **14. Any other business**

14.1. None.

## **15. Date and time of next meeting.**

15.1. 24.09.2024 at 2:00 pm.