

# Committee minutes – Public

2<sup>nd</sup> April 2024 – 2pm to 4pm

Hybrid: at Milburn House in person and via Zoom

## Committee members present.

Michael Brown	(MB)	Chair (via zoom)
Shamshad Shah	(SS)	(via zoom)
Lyn Boyle	(LB)	(via zoom)
Mairi Cox	(MC)	(via zoom)
Semande Ayihonbe	(SA)	(via zoom)

## In attendance

Yvonne Probert	(YP)	CEO (in person)
Asana Begum	(AB)	Research and Engagement Manager (in person)

## 1. Welcome and introductions.

MB welcomed everyone to the meeting.

## 2. Apologies for absence.

gave apologies.

Jack Tinkler (JT) Healthwatch Gateshead Lead Officer Michelle Brannigan (MAB) Business Services Manager, Avish Johnson (AJ) Business Support Officer and Alan Guest (AG) Observer gave apologies for the meeting.

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

3.1. As the last meeting was not quorate and the minutes they could not be agreed. The meeting agreed them as a true record, and they had previously been circulated electronically to the committee members.

## 4. Chair's Update

4.1. Healthwatch Gateshead have been invited to be part of the Council of Governors for Gateshead NHS Foundation Hospital Trust. They meet 4 times per year. Concerns had been expressed by MB, YP and Tell Us North Directors about retaining independence and conflict of interests. However many other Healthwatch across the region sit as Governors.

Action: Agreed that MB would attend a Council of Governors meeting as an observer and report back to the next meeting.

## 5. Project Update.

- 1.1. AB updated the committee on the research and scoping that the team had done since the last committee meeting.
  - Accessible information standards. This is currently on hold until the new standards have been published.
  - Hospital Discharge. A discussion took place around hospital discharge and the joint project with Healthwatch Newcastle. Meeting has been held with representatives from Queen Elizabeth Hospital. It was agreed that this would be further investigated and brought to the next committee meeting.
  - SEND transition service. Engagement is about to start on this project with 16 participants identified by Gateshead Council. A final report is expected in August 2024.
  - Autism. This legacy project is still being explored with Gateshead Council.
  - Youthwatch. There currently is no clear direction for Youthwatch and the volunteers have subsequently disengaged. A session will be delivered to gain feedback from external partners on how we can better support young people to share their views on health and social care. An update will be sent out in due course.

### Action – A session with partners

- Women's health – menopause. Desktop research has been done by staff team and there are disparities between services. This would be further investigated and brought to the next committee meeting.
- Women's health – new mothers. There plenty of services available and the question is whether they are integrated. This would be further investigated and brought to the next committee meeting.
- Digital Exclusion. Contact has been made with Connected Voice who already have a project developing in this area. This would be further investigated and brought to the next committee meeting.

## 6. Locality Working update.

- 6.1. MB noted that the locality working was continuing with drop-in across Gateshead.

6.2. MB reported that the new links with the Jewish community have resulted in an opportunity to do a cultural awareness training session for committee members, volunteers and staff.

## 7. CEO Update.

- 7.1. YP gave an update on the staffing situation of Tell Us North CIC the host organisation. A full-staff team should be in place by the end of April 2024.
- 7.2. YP gave an update on the ICB with regard to their budget cuts and new staffing structure.
- 7.3. Gateshead Council wish to progress coproduction research on lived experience of the Safeguarding process. Further details will come to a future meeting.
- 7.4. YP updated the committee on the annual Quality Accounts that Healthwatch must review and provide comment on as part of the statutory role. Healthwatch Northumberland and Healthwatch North Tyneside have suggested reviewing the quality accounts jointly and offering a regional perspective. This was agreed.

Action – The draft response to each of the Quality Accounts will be circulated to the committee for approval as they are written.

- 7.5. YP gave an update on the recruitment of new committee members and MAB had previously circulated the finalised information packs electronically to the committee.

Action: To actively look for new committee members.

## 8. Volunteers

- 8.1. A discussion took place around revitalising our offer to volunteers. It was agreed that a sub-meeting with Healthwatch Newcastle would be a good way forward to do this review jointly.

Action – YP to invite Healthwatch Gateshead and Healthwatch Newcastle committee members to work jointly on a volunteer review and organise a sub-meeting.

## 9. Enter & View

- 9.1. YP updated the committee on the statutory role of Healthwatch Gateshead and the enter and view powers it has. The ICB has been showing an interest in enter and view and a discussion took place around when we would use these powers. The committee felt it was important as part of Healthwatch independence that we set the parameters of enter and view and we can agree or not to undertake this service. YP informed the members that we did not have protocols in place to offer an enter and view service and suggested that we establish these procedures

so that we are ready to undertake enter and view soon and with a view to do 1 every 2 months. This was agreed.

Action – YP to establish procedures and protocols for the enter and view service and bring back to the next committee meeting.

## **10. Healthwatch hosting agreement and checklist.**

10.1.YP updated the committee on the hosting agreement that had been previously circulated and signed off by the Tell Us North CIC Board. The committee accepted both documents.

## **11. Healthwatch Gateshead Q3 report.**

11.1. YP gave an update on the Power BI system which is still not producing the reports that we need, more work will be needed to get the Power BI to produce these reports and YP suggested she manually write both Q2 and Q3 reports, these will be circulated to the members as soon as possible.

Action: YP to write the Q3 reports and send them to Committee Members by email.

## **12. Finance Update Q3.**

12.1.YP informed the committee that there was no finance update as it was not the end of the quarter, but there were no current issues.

## **13. Standing Items**

13.1. There have been no safeguarding incidents to report in the last quarter.

13.2. There have been no Equality, Diversity, and Inclusion notices.

13.3. There have been no Health and Safety issues reported.

13.4. There have been no Freedom of Information Requests.

## **14. Any other business**

14.1. MB formally thanked MAB especially for the financial reports that she had provided to the Committee.

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

15.1.All times for the next meetings were agreed. LB gave advance notice of apologies for meeting on the 21<sup>st</sup> May 2024.