

# Committee minutes – Public

17<sup>th</sup> January 2024 – 11am – 12:30

Hybrid : at Milburn House in person and via Zoom

## Committee members present.

Michael Brown	(MB)	Chair (in-person)
Semande Ayihonbe	(SA)	(via zoom)

## In attendance

Yvonne Probert	(YP)	CEO
Michelle Brannigan	(MAB)	Business Services Manager
Asana Begum	(AB)	Research and Engagement Manager
Jack Tinkler	(JT)	Healthwatch Gateshead Lead Officer
Avish Johnson	(AJ)	Business Support Officer

## 1. Welcome and introductions.

MB welcomed everyone to the meeting. Introductions were made by the new members of the team; Jack, Afsana, and Avish

## 2. Apologies for absence.

Shamshad Shah, Lyn Boyle and Mairi Cox gave apologies, the meeting therefore was not quorate.

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

- 3.1. As the meeting was not quorate the minutes could not be agreed. The actions from the minutes were discussed.
- 3.2. YP noted that the follow-up 'hold the date' to the Healthwatch England conference was circulated to members, and when the official invite to attend the online conference arrives it will be circulated to members via email.

## 4. Project Update.

- 4.1. AB gave an update on the Outer-West Gateshead – the user voice on GP services in Crawcrook, Rowlands Gill, Grange Road and Blaydon practices. The survey had over 3000 respondents and the project worked well in collaboration with the GP practices. The report has been sent to the ICB and will be published on our website and in the newsletter soon. The ICB has been very supportive of the report.

## 5. Locality Working update.

- 5.1. JT noted that the locality working was set up with one drop-in in each area. As Gateshead is a very diverse community with rural and urban areas, it may be beneficial to have 1-2 drop-in sessions in more rural areas. As the current drop-ins are pilot schemes, we can monitor the footfall through manual clickers and change the location when needed.
- 5.2. All information that is captured through feedback at localities is monitored through the signposting forms the staff complete and feeds into the quarterly reports.
- 5.3. The drop-in sessions are currently at:
  - Mondays: Gateshead Central Library 10 – 12,
  - Tuesdays: Blaydon Library 11 – 1
  - Wednesdays: Deckham Family Hub 10 – 12
  - Thursdays: Birtley Hub 10 – 12

## 6. Priorities for Healthwatch Gateshead 2023 – 2024

- 6.1. A discussion took place around the priorities for this year, the targeted communities, and the cross-cutting themes.
- 6.2. Priorities were set to include Mental Health:
  - in young people – it is proposed to scope a project around 'confidence in counselling'. This builds on the 2022/23 Youthwatch survey feedback and would look at how young people think about counselling. Also, to be explored is raising awareness of what happens during counselling, and another project around why young people aren't accessing mental health services.

**Action: As part of the scoping, AB would look at recent research and anecdotal evidence to find trends and present our findings back to the committee in March.**

- in women. The Director of Public Health's report and the women's hub in Gateshead (which was recently supported by Healthwatch Gateshead) have evidenced the inequality in women's health. We aim to scope out projects around supporting new mothers and supporting women going through menopause.

**Action: AB was tasked with bringing 3-4 different options back to the committee once the women's hub had opened in April.**

- 6.3. Priorities were set for social care:
  - The impact of the right care, right person. At the end of January, the police will no longer respond to people who are facing a mental health crisis.

Action: It was suggested to scope out a project around the impact this has had for service users as well as other services, however, it was suggested to look at this in 6 months so that there is enough evidence to look at the impact.

- Home care services – domiciliary care in the community and promoting independence centres contracts have changed in Gateshead in 2023. Based on the new ways of commissioning the services.

Action: AB to look at whether there were any examples of good practice or gaps in the services and to scrutinise this way of working, this was set for 6 months once the Sister Winifred Laver centre was opened

- Digital inclusion – Connected Voice is already doing digital projects in Gateshead as well as other VCSE organisations and it was felt that we could look at this work either collaboratively or independently as a critical friend.

Action: AB to bring an options paper back to the March meeting.

6.4. Priorities were set to include Youthwatch – this is an ongoing piece of work.

Action: AB to look back through the survey find any themes and bring these back to the committee for further discussion.

6.5. The cross-cutting themes will run through all the above topics, with each topic looking at the targeted communities agreed.

Action: It was decided that MAB would send out the above information by email to the committee members who could not attend for agreement by electronic means so that work could start before the next committee meeting.

## **7. CEO Update.**

7.1. YP gave an update on the recruitment of committee members and MAB circulated a committee member recruitment advert. The finalisation of the process of recruiting members and the information packs will be shared electronically.

Action: It was proposed for MAB to ask for an electronic decision from all committee members to agree on the advert and to actively look for new committee members.

7.2. YP gave a staffing update; there is now a full Healthwatch Gateshead committee team, with only 2 vacancies left to fill; a part-time Business Services Manager and a part-time Communications and Involvement Officer.

7.3. YP gave an update on the ICB, which has seen a budget reduction, this may impact Healthwatch Gateshead as the engagement staff are reduced.

## **8. Healthwatch Gateshead Q3 report.**

- 8.1. 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 Q2 and Q3 reports and send them to Committee Members by email.

## **9. Finance Update Q3.**

- 9.1. MAB gave a finance update for quarter 3. There had been a slight increase in employee costs due to an NJC uplift.

## **10. Standing Items**

- 10.1. There have been no safeguarding incidents to report in the last quarter.  
10.2. There have been no Equality, Diversity, and Inclusion notices.  
10.3. There have been no Health and Safety issues reported.

## **11. Any other business**

- 11.1. MB updated members on the potential collaboration with the Care Quality Commission, producing assessments and inspections. More details will follow.

Action: YP and AB to attend the CQC quarterly meetings.

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

- 12.1. MAB had circulated a DRAFT committee meeting set of dates and it was discussed and agreed that a set day worked better with a Tuesday preferable.

Action: MAB to circulate new dates to the committee members not present and agree electronically on future dates.