

Business Board Meeting

Wednesday 27 November 2019

Hebburn Central

Present:

Peter Bower	Co-Chair	Ged Dixon	Director
Sue Taylor	Co-Chair	Sheila Scott	HW Manager
Joy Curry	Director	Tara Johnson	HW Team
Steve Burton	Director	Sarann Valentine	HW Team (Minute taker)
Marilyn Stidolph	Director		

In attendance: Margaret Curtis, Project Lead, Healthwatch Sunderland
 Dr John Dean, Chairperson, Healthwatch Sunderland

Guest speaker

Ken Bremner (Chief Executive, South Tyneside and Sunderland NHS Foundation Trust)

Agenda Item		Actions
1	<p><u>Welcome and apologies for absence</u></p> <p>All attendees were welcomed by Sue and Peter and apologies were given as follows;</p> <p>Apologies: Shobha Srivastava, Paula Lowson, Margaret Adams</p>	
2	<p><u>Minutes of the Last Meeting</u></p> <p>The minutes were agreed as a correct record.</p> <p><u>Matters Arising from the Minutes</u></p> <p>There has been no confirmation as yet as to whether Shobha has made a decision about retiring from the Board.</p> <p>It was acknowledged that this was Sue’s last Board meeting and all attendees reported that they were sorry to see her leave the Board.</p>	

3	<p><u>Finance Report</u></p> <p>Sheila presented the management accounts advising that all is going as predicted and budgeted for.</p> <p>With regards to the HWST website, Sheila informed the Board that meetings have taken place between Chris and Sheila in order to move the service from the EKKO Group to Urban River, (Peter added that the Board had a paper detailing such circulated to them earlier this year detailing this), but that Urban River would require half of the costs up front before undertaking the work. Sheila also updated the room that a few tweaks to the website will be taking place and Healthwatch's Young Volunteers are to be involved in the process to HYV pages.</p> <p>The Board approved the payment.</p>	
4	<p><u>Items for Information</u> <u>Co-Chairs Update</u></p> <p>HTR Project Sue will continue to work, in a voluntary capacity, with Sarann on the Awards for All 'Hard to Reach' project and is confident that we won't only meet the targeted outcomes of the project, but also put HWST in a very good place for all future consultations. She will continue to work on this Project until the work is completed, currently planned for June 2020.</p> <p>Report on Think Pharmacy First - Marilyn went through the report and informed the Board of the main findings.</p> <p>Report on South Tyneside Extended Primary Care Service (STEPS) - Joy went through the report and informed the Board of the main findings.</p> <p>Peter, Sheila, Joy and Marilyn to meet regarding the reports.</p> <p>Manager's Update Phase 2 Path to Excellence Autumn 2019 Campaign - The engagement work is now complete, thanks to Tara, Sarann and volunteers.</p> <p>GP Patient Survey for The Glen Medical Group - Staff and volunteers attended The Glen over a period of two weeks and completed 118 patient questionnaires which exceeded the target. HWST have entered the survey results onto a spreadsheet which will be shared with The Glen Medical Group in the coming weeks. Sheila told the meeting that Stanhope Parade Health Clinic and Wawn Street surgery would like us to complete the same process with them but Joy agreed that if we do, HWST should charge for doing the work. Peter said that Healthwatch will look at future workload and staff capacity to discuss it further.</p>	<p>SV/ST</p> <p>SS/JC/ MS/PB</p>

	<p>Peter stated that although he felt that we were ahead of the game in general by completing most of the Work Plan through the reports on Primary Care, PCN, Path to Excellence and the work with The Glen Street Medical Group we still have 2 reports outstanding - Domiciliary Care and Palliative and End of Life care. These issues will be discussed in the coming months.</p> <p>Sue raised the issue of possible skills gaps within the staff team - Sheila and the Board will have a future meeting and discuss this.</p> <p>The TONIC group work has now been completed involving the groups listed; Apna Ghar - Your Voice Counts - Carers Association.</p> <p>TONIC, a research organisation was asked by the NHS to talk to people across the North East and Cumbria about health and wellbeing. This will help to shape the way health and care services are delivered across the region.</p> <p>An invoice for £1,800 has been raised and sent to Newcastle HW for payment.</p>	<p>PB/SS</p> <p>Board/SS</p>
<p>5</p>	<p><u>Items for discussion</u></p> <p>Christmas Break The Board agreed that the Christmas break will run from Friday 20th December 2019 at 5pm with staff returning on Thursday 2nd January 2020.</p>	
<p>6</p>	<p><u>Any Other Business</u></p> <p>Sheila shared that Margaret Adams attended the ST Com Care Collaboration event. It was agreed that Joy and Marylyn are going to discuss this and take it forward with one of them attending the 22nd January 2020 meeting on behalf of Healthwatch.</p> <p>Sue and Peter stated that they would attend a meeting with John Dean with regards to Generic Risk and Path to Excellence Transport, following the joint Board meeting, across the ICS, hosted by Healthwatch South Tyneside - although no date had been arranged for the meeting.</p> <p>Transport in the area was raised with the point that Matt Brown, (Executive Director of Operations) has stated that at the moment new public transport systems to and from medical facilities can't be put in place due to local authority competition/tenders. Joy clarified the fact that at present only staff transport exists.</p> <p>Sheila updated the meeting on Ged's planned departure and has signed up to Trustee Finder.</p> <p>Ged stated that in his opinion the finances are healthy and suggested the amount received from Access to work be shown as income.</p>	

	<p>The Hard to Reach Project is being re-evaluated with Sue continuing to work with Sarann on the final outcomes. Ged agreed that the money has been spent well and Sheila stated that it will be re-evaluated in the New Year.</p> <p>Sheila updated the board on various staffing matters and should any Board Member wish to clarify - please contact her directly.</p>	
7	<p><u>Date and Time of Next Meeting</u></p> <p>Wednesday 29th January 2020 at Hebburn Central, 10.00 am-12 noon</p>	
8	<p><u>Guest Speaker</u></p> <p>Ken Bremner - please see the attached briefing that Ken used for his presentation.</p> <p>Sue welcomed Ken, Margaret and John to the meeting.</p>	
	<p><u>Finally</u></p> <p>Sheila presented a bouquet and gift to Sue and thanked her, on behalf of the Board and the staff team, for all of her hard work and commitment to Healthwatch.</p>	