

Healthwatch South Tyneside

**Business Board Meeting
Friday 31 August 2018
Jarrow Community Centre**

Present:

Sue Taylor	Co-Chair	Sheila Scott (minute taker)	HW Team
Ged Dixon	Director		
Peter Bower	Co-Chair		
Shobha Srivastava	Director		
Joy Curry	Director		
Marilyn Stidolph	Director		

Apologies:

Mary Butler Director

Agenda Item		Action
1	<p>Welcome and Introductions ST welcomed everyone to the meeting.</p> <p>The Board agreed that JC and MS become Directors of Healthwatch South Tyneside.</p> <p>ST asked JC to give the Board a brief background. JC has worked as a nurse/Practice Manager/Paediatrics/Primary Care. She is interested in Primary Care.</p> <p>MS has similar background but without the nursing element. She retired this year after 35 years. Her interest is in Primary Care.</p> <p>ST commented that it is good that you are both joining us as you will bring knowledge to us that we do not have at present.</p> <p>SS said there may be a conflict of interest if JC or MS were asked to visit GP practices.</p> <p>MS commented that HW profile is non-existent in some GP practices.</p>	
2	<p>Items for Any Other Business</p> <p>None.</p>	

3	<p>Minutes of the last meeting The minutes were agreed as a correct record.</p> <p>Matters Arising from the minutes</p> <p>Pg 1) PB asked if the letter that JP was to send had been sent. ST had sent an email.</p> <p>Pg 2) JP had not sent a revised budget to GD. GD revised the budget. The salary increase for staff has been done. GD to look at Tara's contract which needs updating.</p> <p>Pg 3) GDPR - since Jan has left nothing has been done around GDPR, a plan is in place to start working on this after the Planning Day. It was decided to stay with TSB. PB is now on the PCPEC mailing list.</p> <p>Chair's Update</p> <p>ST had attended the HWWB Board in July where she presented HW annual report, Ian Malcolm (Chair) congratulated HW on our continuing good work.</p> <p>North East Lead Officers Group - ST has set up meetings with Kate Johnston (Engagement Lead NEHW) and Julie Turner (HW England) on 5th September.</p> <p>ST is meeting ST Hospital Trust re Communications. We need to agree who will take the lead (this is not only about the proposed merger but also changes with service provision).</p> <p>Inspire, Funding Net. ST sits on the Board and represents Healthwatch ST on this. The role is twofold, one looking to attract outside funding for HW, and also our impartial role around voluntary organisations developing partnerships to attract Joint Commissioning funding re Prevention.</p> <p>Check the Pulse - Accessible Information. To be presented to the HWWB in September, an excellent piece of work led by Tracy Rawle. Hopefully partners will agree to implement some or all of the recommendations.</p>	
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<p>4</p>	<p>ST meeting with Derry Neugent at Northumberland HW. We will be having a joint meeting to share expertise.</p> <p>Staff have had separate meetings with Newcastle HW and Sunderland HW and will be reporting on them.</p> <p>Path to Excellence Phase 2, long planning period includes virtually all ‘other’ hospital services. Will include real involvement with staff. Public consultation does not start until September 2019.</p> <p>Alliance Business Group, very much working towards genuine integration and joint commissioning, also investment in Prevention.</p> <p>ST will follow up re the urgent care contract as we have had no further communication regarding this from David Hambleton/Ken Bremner.</p> <p>ST and LG met with Janet Evans (Lead Joint Commissioner). Spoke about the contract and its total focus at the moment on Enter and View. They acknowledged that our work on Enter and View was first class but agreed with us that the contract needs to reflect other work. (ST explained Enter and View to new Board members).</p> <p>HW will be completing a self-assessment process in the next few weeks and having further discussions with the Commissioner in September. All South Tyneside contracts will automatically be going through this process. Our contract will then be renewed (hopefully for three years).</p> <p>The annual CQC report for Healthwatch ST has been completed. All reports can be viewed on the CQC website.</p> <p>PB commented on Tara’s visit to Leeds HW.</p> <p>Three new Board members have completed application forms, we need Board members to take the lead in different areas.</p> <p>Update on Development Day</p> <p>This will be held on 7 September 2018, starting at 12.30 until 4.00 pm.</p>	<p>ST</p>
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<p>5</p>	<p>Mark Overton will facilitate the day, he is Strategic Ambassador for Inspire and Chair of the Dementia Alliance Group.</p> <p>He knows the roles of the staff at HW, sees outcome to be agreed/priorities and better outcomes.</p> <p>He will produce a Workplan from the day, his fee will be £16 per hour, 6 hours inclusive.</p> <p>PB asked that Board members come to the Day with 3 ideas and 3 ideas in reserve in order of priority.</p> <p>Local A & E Delivery Board</p> <p>PB attended the meeting on 15 August 2018 which is chaired by David Hambleton. Concerns around winter pressures and are preparing plans. Discussed the Urgent Care Hub (UCH) and they have set up a Rapid Improvement Group RPIW (Rapid Performance Improvement Workshop) to look at the issues. There has been one meeting and a second is scheduled for end of September/early October. The report issued with the papers, called a Highlight Report, was so high level and perfunctory making it difficult to understand if you were not involved with the work. PB to contact Donna Watson, Project Lead for a more detailed explanation.</p> <p>Work around arrivals at A & E has been done, graphs produced have proved that work they did has made improvements.</p> <p>ST commented that waiting times are better than most, and are achieving standard most of the time.</p> <p>In case of Delayed Transfer of Care (DToC), although the numbers are small per reason for delay: 20 to 40, most people assume it is because there are not enough social care beds in the community but there are in-house, reasons that could be addressed by the Trust to reduce delayed transfer.</p>	<p>PB</p>
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<p>6</p>	<p>Patient, Carer & Public Experience Committee (PCPEC)</p> <p>PB attended the meeting on 16 August 2018.</p> <p>Agenda item 5 at the meeting was recorded as the Jarrow Walk in Centre, should have been Urgent Care Hub (UCH) which PB was to talk about. He said HW expectation that the availability of the UCH and GP cover was to be reported to the PCPEC, he was then told it was not a patient experience issue it is an operational issue. PB to have a discussion with Melanie Johnson, Executive Director Nursing and Patient Experience to resolve the impasse.</p> <p>Carole Harries, Director of Corporate Affairs confirmed that the physical works to improve patient flow to the UCH were underway but would not be complete until November.</p> <p>A senior member of nursing staff wanted to give something back to the NHS, she has made a YouTube video of her journey with breast cancer.</p> <p>PB to continue attending the above meeting.</p>	<p>PB</p> <p>PB</p>
<p>7</p>	<p>Any Other Business</p> <p>GD presented the management accounts up to July 2018.</p> <p>Finance to go back on to the Agenda as a standing item.</p> <p>Wages were showing overspent due to a non-recurrent spend.</p> <p>TSB balance was £15,932 as of today's date. The invoice for next quarter funding has been submitted and is expected in next 2 weeks.</p> <p>Looking at end of year surplus of £12,000.</p> <p>PB had responsibility of finance for the last three years, now GD has taken over the portfolio temporarily. PB thanked GD.</p>	
<p>8</p>	<p>Date and Time of Next Meeting</p> <p>Friday, 26 October 2018 at 10.00 am at Healthwatch office.</p>	

