

**Healthwatch South Tyneside (HWST)
Public Board Meeting
23rd March 2018, 10.10 - 11.20 am
Living Waters**

Present:

Healthwatch

Peter Bower, Director
Linda Gibson, Team
Tara Johnson, Team
Arthur McKean, Volunteer
Jan Pyrke, Team (minute-taker)
Tracy Rawle, Team
Sue Taylor, Chair
Shobha Srivastava, Director

Public

Mark Blyth, NTW
Steve Burton, Blissability
Gerry Fionda, Patient Reference Group
Shawn H, South Tyneside Council
Mark Overton, Dementia Action Alliance
Claire Parker, Blissability
Marion Stead, Volunteer visual impairment

| Agenda Item | | Action |
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| 1 | <p>Welcome and Apologies / Declarations of Interest / Items for AOB</p> <p>ST opened the meeting, everyone introduced themselves. Apologies received from MB, GD and SS.</p> | |
| 2 | <p>Minutes of Previous Meeting / Matters Arising for Items not on the Agenda</p> <p>Minutes of meeting held 24th November 2017 agreed.</p> <p>Agenda item 6 - JP said that the Great North Record report should be out in April and that there had been good discussions in the focus group. MO said that he thought it had been a “fab day” and it was about joined up records between organisations. He said that he had made a plea for people to have access and be able to add their own information so that people were actively involved in their condition management and any decisions made.</p> | |

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| <p>3</p> | <p>Chair’s Update including Health and Wellbeing Board</p> <p>ST reported that she continues to attend the regular Health and Wellbeing Board meetings (HWBB). These are always well attended, and generally chaired by the leader of the council. Path to Excellence (P2E) is usually on the agenda and Dr. David Hambleton CEO of the CCG gives an update. This month Dr Hambleton reported on the outcome of the Joint Health Overview and Scrutiny Committee (JHOSC). Questions that followed that included one from the South Tyneside Director of Public Health with regard to the risk to patients coming out of the delay and possible overturn of the CCG’s decision regarding phase 1. Dr Hambleton replied that that risk was still there.</p> <p>ST said she had some concerns that as issues relating to changes at the hospital quite rightly take up much of HWST’s attention that consequently HWST may be taking the eye off the ball as far as social care is concerned. There are considerable changes there and HWST must ensure that the changes don’t leave anyone in South Tyneside at risk.</p> <p>ST reported that other items on this month’s HWBB agenda included updates on Child Obesity, the Alcohol Strategy and Homelessness and Rough Sleepers. There was also an update on the Alliance Business Group (where leaders from health and social care discuss and decide operational issues).</p> <p>ST said that the Deputy CE of the Foundation Trust updated on the CQC Report, saying that although there was need for improvement, the hospital was going in the right direction. It was very good to note the excellent inspection result re ‘care’. The trust is expecting an unannounced visit sometime this summer. Agreed to contact Trust re: requires improvement and to find out if there will be a summit meeting.</p> <p>ST reported to the HWBB that the HWST Urgent Care Hub Report was being published, and it was agreed that this should be on the agenda for the next meeting.</p> <p>ST said she was also pleased to note how well the work Healthwatch is doing aligns with the HWBB agenda and the considerable changes going on within statutory services in the borough.</p> <p>ST continues to have regular meetings with Ken Bremner CEO of the Trust, and senior staff from the CCG. ST said they are usually informal meetings were she is able to ask anything HWST feels is important. KB leads on changes to acute services regionally.</p> | <p>JP</p> |
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| <p>4</p> | <p>ST also attends the regular joint council meetings held in Gateshead where councillors receive updates on the Sustainability Transformation Plan (STP).</p> <p>ST said that she and others from the HWST team have regular meetings with chairs and other staff from neighbouring Healthwatch, and it is perhaps gratifying to find that they are all facing the same issues as us here in South Tyneside.</p> <p>South Tyneside and Sunderland Healthcare Group / Path to Excellence Update</p> <p>SS highlighted that Joint Health Overview and Scrutiny Committee were going to refer the P2E Phase 1 Consultation to the Secretary of State.</p> <p>JP said she had attended the P2E workshop in December around options decision-making representing HWST. JP said it was a useful meeting and it felt clear that no previous decisions had been made by governors - there were a lot of questions regarding transport and the North East Ambulance Service (NEAS).</p> <p>JP said there was work going on around Phase 2, emergency care, planned surgery and outpatient care. At present there is early engagement being undertaken with patients and staff.</p> | |
| <p>5</p> | <p>Enter and View / Check the Pulse</p> <p>Enter and View - LG reported that there had been two meetings with South Tyneside Council (STC) about the It's My Home findings and recommendations. STC is leading on this work and HWST is in a supportive role.</p> <p>LG said they are looking at teasing out minimum standards and trying to engage the third sector in the first instance to develop these.</p> <p>JCP said she was really pleased that STC is running with this and that will happen and be reflected in provider contracts as this will elicit improvements. LG agreed that it is good to see it going somewhere.</p> <p>AM felt it was well worth all the work he had put in with it being recognised.</p> <p>MO who attended the launch event considered HWST had produced a powerful video and the impact for attendees was not insignificant, a good piece of work he said.</p> | |

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| <p>6</p> | <p>Check the Pulse - LG gave a quick overview of the Urgent Care Hub report saying that: the Hub was regularly unavailable, patients were very positive about the Hub staff; and that NHS 111 would still signpost people to the Hub despite being informed it was unavailable. LG said the Shields Gazette had featured the story on their front page and that the CCG had acknowledged that they knew there had been problems.</p> <p>SS said that we are short of doctors and nurses, recently she had been poorly, the GP couldn't offer her an appointment for 48 hours, she knew she needed antibiotics and these were unavailable at the pharmacy so ended up going to A&E.</p> <p>PB said that this is the type of work that HWST should be doing and that it is important that it does not get lost and we follow through with a meeting with those who can improve the service. PB said there had always been a GP available at the Jarrow Walk in Centre (JWIC). He asked that the report be sent to CQC.</p> <p>MS said the work was really good and really explained the issues at the Hub. She was horrified that someone is paid to provide a service and that this is not being delivered.</p> <p>LG said HWST can go back. That we will revisit and do an unannounced Enter and View to see any progress.</p> <p>MO highlighted that the public were told at the close of JWIC that there would be a better service, this has clearly failed. He asked how people can trust what CCG says re P2E when it can't deliver Urgent Care.</p> <p>MS said it hasn't been operating, if you go in at a weekend it is standing room only.</p> <p>GF said that at the Patient Forum they understood that the JWIC saving was the same as the budget deficit. The Hub was only a stepping stone. He thinks they are not trying to make it excellent. He said if you phone your GP you're given an appointment a week away. NHS111 call receivers trying to do their best.</p> <p>JP said HWST will get the meeting sorted to drive improvement.</p> <p>Volunteers Update</p> <p>PB highlighted that volunteers are like gold dust. Thank you to current volunteers and those coming on stream.</p> <p>TR said that GF is joining as a Community Link volunteer, the new role for HWST. But that she would continue to promote the Enter and View</p> | <p>JP</p> |
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| <p>7</p> | <p>role. Hoping volunteers for that over the next few months. TR continues to attend the ST Volunteer Co-ordinators Meeting which is useful.</p> <p>SS suggested recruiting at Apnar Ghar. TR said she was trying to connect with Crest. TR said two new volunteers were going through the process as well as someone interested in becoming a board member.</p> <p>Young Volunteers</p> <p>TJ said she has researched what other Healthwatch do to engage young people particularly around “Young Healthwatch”. She has done work around branding producing leaflets and posters, she has networked across the borough. The website is not up and running and she is looking to recruit 16 - 25 year olds with an interest in health services.</p> <p>TJ is working with Your Voice Counts and is chairing a Transitions Group for people with Learning Disabilities and others going through transitions.</p> <p>ST said that transitions for young people with visual impairment doesn’t happen in South Tyneside.</p> <p>The first Transitions Group will be on 25th April.</p> <p>TJ said that through promotional work at the college through careers week there are two young volunteers in the pipeline.</p> <p>MO said that the dementia alliance had worked with Chrissy Hardy re work with young people. TJ has linked in with Chrissy, who has proved a useful contact.</p> | |
| <p>8</p> | <p>Any Other Business</p> <p>SB talked about “Weigh to Go” which provides flatbed scales for people with mobility issues and wheelchairs he said the service is private and accessible. They are housed at Bliss but he can take them out to care homes and events. The service is being launched at Bliss on 17th April 10 am to 2 pm. TJ will also be promoting this service at the Idea Forum.</p> <p>PB wondered about the emergency of Digital GP services, and how these are regulated if registered outside the UK.</p> <p>MS requested that when HWST undertakes Enter and View they look look at the main entrance to the building as you often can’t get in.</p> <p>MO talked about the Dementia Option Alliance, Hebburn is Dementia Friendly now working on Jarrow. MO wants ST to be dementia friendly and all people to encompass this for example taxi drivers. The Alliance</p> | |

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| 9 | <p>is looking at changing the environment and culture for example cancer used to not be talked about and now it is, he wants dementia to be that open.</p> <p>TJ asked if Dementia Awareness can be delivered to young people. MO said yes it has been delivered in schools and to other young people it is Certified dementia awareness.</p> <p>Date and Time of Next Public Board Meeting</p> <p>Friday 22nd June, 10 - 12, Hebburn Central</p> | |
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