



**Business Board Meeting**  
**Wednesday 20<sup>th</sup> December 2023**  
**Unit 7, Witney Way, Boldon Business Park**

**Present:**

John Lowther (JL)	Chair	Nafizah Ahmed (NA)	Director
Arthur Mckean (AM)	Director		
Tracey Grainger (TG)	Director		
Sheila Scott (SS)	Operations Manager		
Bev Cook (BC)	Business Support/Engagement Officer (minute taker)		

Agenda Item		Actions
1	<p><b><u>Welcome and apologies for absence.</u></b></p> <p>JL welcomed all to the meeting, apologies were received from Angela Murray and Barbara Tennet.            CB arrived towards the end of the meeting.</p>	
2	<p><b><u>Declarations of Interest</u></b></p> <p>CB - Director Urban River            TG - NHS England</p> <p>As both of the above are on HWST Register of Interest, there is no need to declare at every Board meeting.</p>	
3	<p><b><u>Minutes of the last meeting held on 27<sup>th</sup> September 2023</u></b></p> <ul style="list-style-type: none"> <li>• The minutes were agreed as a correct record of the meeting.</li> <li>• No matters were raised.</li> </ul>	

4	<p><b><u>Finance Report</u></b></p> <p><b><u>Management Accounts</u></b>  SS circulated the updated management accounts prior to the meeting via email.  Staff moved into the new premises in October 2023.  The organisation is in a very good financial position. Some underspend due to reduced staffing levels.</p> <p>SS meets Hazel Cuthbertson, Service Manager Early Help at South Tyneside Council, on a six-weekly basis. HC confirmed that the contract for Healthwatch South Tyneside will no longer be going out to tender. Hazel will draft a report for procurement purposes.</p> <p><b><u>Income and Expenditure</u></b></p> <p>Podiatry work carried out will see a payment of £750.</p> <p>ICB and the Trust requesting help with surveys more from the team. Should this be paid work?</p> <p><b><u>TSB - HWST Bank</u></b></p> <p>The Board agreed at the last meeting to remove previous signatories from the TSB account and replace with all board members to match companies house information. SS having problems with online banking, a new Board Resolution has to be signed by JL.</p> <p><b><u>Additional Bank Account</u></b></p> <p>It was agreed SS would look into opening the new bank account for contingencies before the start of the new financial year.</p>	<p>JL</p> <p>SS</p>
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5	<p><b><u>Items for Information</u></b></p> <p><u>Chairs Update</u></p> <p>In the last twelve months Healthwatch has rebuilt its Board of Trustees, displaying a wide range of expertise. Tripled its staff team from one to three and moved into new premises. Everyone involved are pleased with the progress.</p> <p>JL attended the Healthwatch Central Areas meeting. A report was circulated to Board members via email. The dental recovery plan and priorities for the region were discussed.</p> <p>Concern over closing pharmacies e.g. Boots. Dissatisfaction over access to crisis services e.g. Talking Therapies.</p> <p>There was talk of Healthwatch Lead Officers providing quarterly reports. SS confirmed Sunderland, Durham and South Tyneside Healthwatch use a template which is routinely forwarded to Gail McGee, Project Lead at HW Durham who then collates the three to send to Christopher Akers-Belcher who then feeds into the ICB.</p> <p>JL was unable to attend the last Health and Wellbeing meeting. A Healthwatch update was forwarded prior to the meeting.</p> <p>Connections made with the Head of ICA, (Independent Complaints Advocacy). Following changes in their team two members of ICA are keen to visit the new Healthwatch office to update the team on ICA changes.</p> <p>SS to ask whether feedback can be received on referrals made.</p> <p>JL was contacted by Sharon Barbour, Health Correspondent for the BBC regarding stories of patients who have spoken up about problems and affected change.</p> <p><u>Operations Managers Update</u></p> <p>A report was emailed to the Board prior to the meeting.</p> <p>Following on from the Living Well Alliance SS has recently joined the Falls Working Group. First meeting to be held in January.</p> <p><u>Feedback from the Board development session</u></p> <p>Margaret Curtis delivered the session. Very good feedback. Presentation shared with the staff team. Margaret to be</p>	<p>SS</p> <p>SS</p>
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	<p>asked back to offer the same session for those who were unable to attend.</p> <p><u>ICB Dentistry Involvement Activity</u></p> <p>SS met with the NENC Healthwatch lead officers. This piece of work is now starting. A survey has been sent out to those patients who accessed the additional appointments offered by the ICB. Survey closes on 7<sup>th</sup> January 2024, a report will be generated. HWST will be involved in the second strand, mystery shopping element. A call out for volunteers to cover NENC has been given. SS to put forward the names of any Board members wanting to take part. The third strand will be a general survey which will be added to the website and social media.</p> <p>There is £13,000 to be shared between NENC Healthwatch depending on population size.</p> <p>One Healthwatch will be chosen to coordinate this piece of work. Information will be sent to volunteers who could be contacting dentists anywhere in the country.</p> <p><u>Engagement Work</u> - covered in Operations Manager's report</p> <ul style="list-style-type: none"> <li>• Yellow Boxes</li> <li>• Nutrition</li> <li>• MSK</li> </ul> <p>Plan to recruit volunteers to start early 2024. This includes young volunteers.</p> <p>A Working group to be developed to look at recruitment, roles, responsibilities, and work to be carried out by volunteers.</p> <p>Gail Tunstall, Quality Improvement Facilitator - TOPIC at STSFT has been contacted to discuss having regular Healthwatch information stalls at ST Hospital, Cleadon Park PCC and Palmers Hospital. It would be useful to have a regular slot for the new volunteers to attend.</p> <p>Enter and View programme looking at Care Homes could re-start once volunteers are in place.</p> <p>Caring for the carer. 2000 young carers in South Tyneside. Discussion took place around their health and wellbeing and the impact this has on a young person's health.</p> <p>Care provision to be considered as a priority for 2024.</p>	<p>SS</p> <p>SS</p>
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7	<b><u>Any Other Business</u></b>  The meeting was brought to close to welcome Christmas guests.	
8	<b><u>Date and Time of Next Meeting</u></b>  Wednesday, 28 <sup>th</sup> February 2024	