



Business Board Meeting
Monday 15th December 2025, 13.30-15.30
Unit 7, Witney Way, Boldon Business Park

Present:

John Lowther (JL)	Chair	Tracey Grainger (TG) Director
Arthur Mckean (AM)	Vice Chair	Carl Buckley (CB) Director
Angela Fahey (AF)	Director	
Sheila Scott (SS)	Operations Manager	
Bev Cook (BC)	Business Support/Engagement Officer (minute taker)	

Agenda Item		Actions
1	<p><u>Welcome and apologies for absence</u></p> <p>JL welcomed all to the meeting.</p>	
2	<p><u>Declarations of Interest</u></p> <p>No new declarations of interest declared.</p>	
3	<p>Rebecca Cairns – Quantum Accountancy Ltd</p> <p>The Chair welcomed Rebecca who had been asked to attend the meeting to give insight to the Board regarding Healthwatch accounting systems.</p> <p>When discussing the management accounts Rebecca explained that the accounts are broken down to show all expenditure, which is above standard procedure. SS provides bank statements and purchase invoices and any additional expenditure to Quantum to enable the accounts to be produced monthly.</p> <p>JL asked how much direct access Quantum have to be able to provide the financial reports and does this include access to the bank account. Rebecca responded that all financial information is forwarded by SS which includes bank statements. She reassured directors that as our accountants the accounts are scrutinised as this is public money.</p> <p>SS commented that all financial information forwarded to Quantum matches exactly with the bank statements.</p> <p>CB questioned that we have vatable costs. Rebecca clarified, HWST is classed as a Micro entity, is not VAT registered and absorbs these costs.</p> <p>She also confirmed that Quantum notify HMRC of the company’s financial situation under corporation tax, though no corporation tax is paid. This cost is incorporated under fees paid to Quantum Accountancy Ltd.</p> <p>TG apologised and confirmed that she would complete the information for Companies House by the end of the day.</p>	TG

7	<p><u>Items for Discussion:</u></p> <p><u>Draft Operational Plan 2026-2027</u></p> <p>The draft Operational Plan was shared prior to the meeting. It was proposed and agreed to remove Key Priority 3 - Waiting Times for Procedures to enable Hospital Discharge to be a much bigger piece of work.</p> <p>Enter and View visits to be planned when capacity allows, to be carried out in local care homes.</p> <p>Priorities for 2026-2027 will be - Adult Mental Health and Hospital Discharge.</p> <p>Following regular updates from a South Tyneside resident regarding their relative's incident at South Tyneside Hospital SS gave an update to the Board. Due to the serious nature, it was agreed that SS would send details JL who agreed to draft a letter to the Chief Executive of STSFT, Anna Hargrave and the Patient Experience Group.</p> <p>Through regular meetings with the CQC where information and intelligence is shared SS updated the board regarding issues on Ward 8 and 3 at South Tyneside Hospital. Professionals on the Wards have made contact with the CQC to raise concerns around:</p> <ul style="list-style-type: none"> • Medically unsafe discharge • Patients being readmitted within 12-24 hours • Pressure sores • Frailty and poor practice <p>The CQC are monitoring the above and any progress will be shared with Healthwatch.</p>	SS JL
8	<p><u>Any Other Business</u></p> <p>SS informed the Board that she would be attending hospital on 12th January and would need to work from home for the first two weeks afterwards. She would keep the Board informed of any changes to the date of admission to hospital.</p> <p>Marketing costs to be included as an agenda item for the next Board meeting.</p> <p>Meeting Value – The meeting ran over leaving insufficient time for discussion.</p>	
9	<p><u>Date and Time of Next Meeting</u></p> <p>Monday 16th February 2026, 13.30 - 15.30</p>	