

Minutes of the Meeting (virtual) of the Healthwatch Tameside Board

12 July 2021

Venue: Virtual Board Meeting.

Present:	Members: Kailash Chand (KC), Tracey McErlain-Burns (TMB), Camilla Guereca (CG), Jyoti Rao (JR), Glenis Lee (GL). In attendance: Peter Denton (PD) Healthwatch Manager, Kay Robinson (KR) Healthwatch Engagement Officer, Imogen Shortall (IS) Healthwatch Project Support Officer.	Actions
1	<p>Welcome and Introductions: Members and new staff members (IS and KR) introduced themselves to one another.</p> <p>At this point KR left the meeting.</p> <p>KC welcomed everybody and briefly mentioned England's success in the Euros, and the importance of celebrating diversity within our community and the country.</p>	
2	<p>Apologies for absence: Received from: Anna Wardle, Maria Bailey, Royce Goodier, Liz Windsor-Welsh.</p> <p>TMB and GL may be leaving early/dropping in and out.</p>	
3	<p>Registration of interests and declarations of interest to any agenda item: None were declared.</p> <p>New registration of interest forms to be distributed to members.</p>	PD
4	<p>Minutes of the meeting held on 7 May 2021: The minutes had been circulated with the agenda. They were accepted for accuracy apart from one spelling mistake in 'Board' (a missing), noted by TMB. PD will correct.</p> <p>Updated action log was noted.</p>	PD

<p>5</p>	<p>Chair’s introductory comments: KC shared his concerns about the upcoming ‘Freedom Day’ on July 19th:</p> <ul style="list-style-type: none"> • He worried that the restrictions are being lifted too soon, noting the high infection rate and increasing hospitalisations across Tameside and the country as a whole. • He stated that the economy seems to have been prioritised over health and believes the government should have waited for the 75% mark of vaccinations to be reached before lifting restrictions, to increase herd immunity. He hoped that PM Johnson would remind the public to keep taking common sense precautions (e.g., mask wearing, social distancing) in his speech later that day. <p>KC also mentioned the Health and Care Bill’s upcoming second parliament reading on July 14th and the importance of being aware of how this will affect Health and Social Care in Tameside.</p> <p>Other views shared: TMB enquired as to whether the Horizon Three Covid-19 booster jab will be given alongside flu jab (KC confirmed that it will).</p>	
<p>6</p>	<p>Formal sign off on Annual Report Feedback from the Board was very positive:</p> <ul style="list-style-type: none"> • KC thanked PD for an excellent and very comprehensive piece and asked for a letter of thanks to be sent to those instrumental in putting together the report. • CG congratulated the team, praising the breadth and depth of the report and the impressiveness of creating such a piece in the difficult circumstances created by Covid restrictions. • GL passed on the appreciation of Talking News clients in regards to Karen and Julie contacting them to gather their views, as no one else had been in touch to ask for their insight. <p>PD shared further feedback from Alan Dow, who praised Healthwatch Tameside for increasing the number of community groups we work with, and highlighted our positive work within the community. Other partners also shared positive feedback.</p> <p>PD thanked Board members for their support and offered many thanks to Karen Whitworth and Julie Beech for their extensive work in gathering data from surveys, data analysis, and sharing information with partners. PD highlighted the good work done by the team on reaching people without internet access, something which many other organisations didn’t do during the pandemic.</p> <p>Report sent to CCG, Secretary of State, Healthwatch England, Council Chief Executive, Council Leader, Local Medical Committee, ICFT, Pennine Care. KC suggested sending to Health and Social Care Board and Mayor’s office. PD will check if report sent to Tameside and Glossop MPs.</p>	<p>PD</p> <p>PD</p>

7	<p>Staffing update: PD pleased to announce we now have a full staff team. He offered thanks to MB for her work on the recruitment panel.</p> <p>PD also informed the Board that reduced costs due to the previously vacant post and home working has reduced financial pressure, providing a surplus of £9000 for the last financial year.</p> <p><i>TMB left the meeting at this point for approx. 30 minutes.</i></p>	
8	<p>Risk Register: PD presented updated Risk Register. It was noted risks around funding were likely to reduce as a result of greater clarity now the Health and Care Bill has been published. PD will bring updated risk register to next meeting.</p>	PD

<p>9</p>	<p>Covid survey report discussion and sign off in principle: PD highlighted the great work of HW Tameside team, particularly Julie Beech, and provided some highlights of the report:</p> <ul style="list-style-type: none"> • 957 responses across all surveys, 30% on paper/6% over phone (this highlights the importance of using other forms of data collection and not relying solely on digital means). • Quotes in speech bubbles are useful for understanding emotional impact alongside quantitative data (this is an important role for HW, as people can tell us things they feel they can't say to other medical professionals). • Recommendations broad to allow flexibility. <p>Report sent out to partners ten days ago for feedback (they have until Wednesday to respond) - Karen James acknowledged receipt but no other responses yet (team members chasing up).</p> <p>Feedback from Board members was very positive:</p> <ul style="list-style-type: none"> • TMB described it as a 'fantastic piece of social history'. • GL agreed with TMB's description and liked how the personal insights reinforce the statistics. She described it as excellent and very comprehensive, and hopes it is appreciated and taken forwards. • CG described it as tremendous and insightful, and stated that a positive legacy needs to come from it. She highlighted the importance of communication and awareness of digital exclusion, suggesting that these points need to be at the forefront of new policy making to ensure clear and straightforward messaging (GL echoed this sentiment, referencing the lack of accessibility to the Buy With Confidence scheme for older people/blind people/those without internet access). <p>Going forwards:</p> <ul style="list-style-type: none"> • PD will send report directly to HW England and other partners. • Utilise information gathered when engaging with community groups (e.g. providing alternatives for those without digital access). • Increase engagement with seldom heard groups including people with learning difficulties (e.g. via Tameside Arts). • Maintain good relationships with partners to ensure findings from report are acted upon. <p>KC ended the discussion by describing the report as an important piece of work, encouraging everyone to make the best of it and create some positive change.</p> <p>The Board confirmed that the chair, deputy chair, chief exec and manager have delegated authority to sign off the final report.</p>	<p>PD</p> <p>HW team</p> <p>HW team</p> <p>PD</p> <p>PD</p>
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<p>10</p>	<p>Information - operational update: PD gave a spoken update, as the meeting was close to the end of the previous quarter and data for the written report was still being compiled.</p> <p>Engagement - Back doing face to face group engagement with Covid safeguards in place, and currently looking at Covid safe options for summer events e.g. outdoor market places.</p> <p>Tameside office: Small groups will be able to work in the office soon, with the team aiming for every member to have at least one working day in the office with another team member. This will be in line with Action Together’s working policies and procedures.</p> <p>Lots of dental enquiries (3 or 4 a week):</p> <ul style="list-style-type: none"> • A historic national challenge made worse by Covid restriction difficulties (e.g. length of sanitation period in NHS contract). • HW England trying to solve, HW Greater Manchester echoing sentiment and providing data - report coming today/tomorrow with recommendations for a wholesale review of how dentistry is commissioned, as the problems are wider than individual dentists. <p>Board confirmed they were happy to receive a written monitoring report by email from PD.</p>	<p>PD</p>
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<p>11</p>	<p>Integrated Care Systems: PD on Legislation changes:</p> <ul style="list-style-type: none"> • Little change to commissioning legislation for Healthwatch - there should be no wholesale changes to the way Healthwatch works. • Transfer of CCG responsibilities to GM NHS Board will change how they work with HW - GM must now respond to HW reports/provide information/engage with us in planning. • The legislation does not explicitly require the 10 GM HW organisations to work together and doesn't provide additional funding for this. Work is being done at a GM level to discuss a solution to this. • National push for HW to move into wider determinants of health - again, this doesn't fit within our statutory framework and we would need more funding to deliver it. • Effects on Tameside: Unclear if Glossop will be part of the Greater Manchester ICS - this is the Health Secretary's decision, NHS England will offer recommendations. • Provider Partnership Alliance will make many decisions locally - we are involved in conversations. <p>There was a discussion about whether changes in ICS funding would have implications for HW budget.</p> <p>PD also highlighted the importance of neighbourhood and Primary Care Networks and our plan to connect with them further. Our 5-year plan to strengthen our relationships with PCNs is going well and good relationships are being formed.</p> <p>PD will send written update to the Board in August.</p>	<p>PD</p>
<p>12</p>	<p>Any other business: PD informed the Board that despite the delay, it was anticipated that a Greater Manchester Healthwatch Dentistry report would be ready for publication shortly.</p> <p>He thanked TMB for her significant input into this piece of joint work, as our Deputy Chair.</p> <p>No other business.</p>	