

## Minutes of the Meeting of the Healthwatch Tameside Board

11 December 2018

Venue: Action Together, Ashton-under-Lyne

Present:	Members:	Actions
1.	<p><b>Welcome:</b> Chair welcomed everyone. Viki introduced herself as the interim manager (until April 2019), working two days per week.</p>	
2.	<p><b>Apologies for absence:</b> Kailash Chand (following a family bereavement). Board expressed their condolences.</p> <p>Board member Hanif Malik passed away recently. Condolences have been sent to his family. The Board wanted to record their thanks for his contribution to Healthwatch Tameside.</p>	
3.	<p><b>Declarations of interest:</b> None</p> <p>For the record, DC and MH are governors at Tameside and Glossop Integrated Care NHS Foundation Trust</p>	
4.	<p><b>Minutes of the previous meeting:</b> Accuracy - all correct Matters arising: Items all covered on the agenda.</p>	
5.	<p><b>Performance Report:</b> refer to paper This is the quarterly report up to 30.9.18, produced by the team, and which forms the basis for feedback to the commissioners about Healthwatch Tameside work. It has been updated to ensure it covers all the outcomes which form a part of the new contract.</p> <ul style="list-style-type: none"> <li>• Face-to-face contacts increase over the summer when the team do extra outreach at summer fairs, open days, etc. The number of visits to community groups reduces over the summer when it is the holiday period.</li> <li>• Some of the volunteers are currently unable to help, due to poor health. Additional volunteers are being recruited.</li> <li>• The team have completed a project and produced a report, based on the experience of users of a GP practice, after receiving feedback from the public. The practice has produced a lengthy action plan, in acknowledgement of the Healthwatch recommendations.</li> </ul> <p>At this point in the meeting other staff members briefly joined the meeting to be introduced to the board - Karen and Elaine. Karen outlined the complaints work. The board thanked them for their work.</p>	

6.	<p><b>Team staffing and recruitment:</b> Advertising for two posts: a 12 hour per week support with complaints role and a 10 hour per week project support role. Interviews will be early January. Once all staff in place, team can start looking at 2019/20 workplan.</p>	
7.	<p><b>Board membership proposals:</b> refer to papers The original Healthwatch Board was set up before Action Together was formed and became the host organisation for Healthwatch Tameside. Being a hosted Healthwatch is beneficial (providing finance, HR functions, etc) and extending the terms of existing board members has provided continuity. Legislation requires there to be a separate impartial board.</p> <p>The papers set out the process for establishing a new board. Existing board members are eligible to nominate themselves for re-election if they wish.</p> <p>VP keen to contact local community organisations, especially in areas of need or under-representation, to see whether they have any members who may be interested. If any board members have any suggestions, please let us know.</p> <p>For GDPR we undertook an exercise to obtain permission to send people information. Not all the previous members signed up again, so reducing the number of people eligible to vote. People can still ask to sign up, and therefore receive papers for election, if one is held.</p> <p>The timeline on the papers will be pushed back slightly, so the closing date is after a Trustees event arranged by Action Together in February.</p> <p>FD confirmed he will not be standing for re-election and explained his reasons. The board noted their thanks for his service.</p>	All
8.	<p><b>Healthwatch in Greater Manchester (GM):</b> refer to paper There has been an independent review of the Healthwatch in Greater Manchester. There are some important positives at both local and GM level. There are some concerns over interpretation. It talks about local, GM and footprint areas.</p> <p>The review paper has short deadlines for responses. Do the board agree to sending papers by email (paper copy to DC) if their approval is needed before the next meeting? Answer - yes.</p> <p>The joint GM response to the review will be sent to the board for general approval, with specific details being picked up locally with commissioners later.</p> <p>In parallel with the review, a GM proposal is being put together by the 10 local Healthwatch about future work. This is a work-in-progress. There is hope for investment. May need to consider how boards collaborate for GM-wide work in addition to local work.</p>	BG

	<p>Information about GM generally - on the back of the Healthier Together work, there are still changes to be made to hospital services. Details are not yet available, as they are still working through the options.</p> <p>Our future local workplan will need to allow for an increasing level of ‘footprint’ work (where a service covers more than one Healthwatch area).</p> <p>Question - ‘footprint’ work - can we as a local Healthwatch work in the whole area?  Answer - We would work collaboratively with the relevant local Healthwatch as shared work.</p> <p>An example is mental health where part of the pathway of care is provided by Pennine Care across several Healthwatch areas. This is an area of GM priority. Tameside - we can use our intelligence to influence locally. We have been doing this since the production of the mental health report last year, being involved in the process of setting up a Step 1 service. This was awarded to the Big Life Group and will be operational shortly. We are also involved in the Living Well Programme, and the 3 year programme which has recently started. Tameside, in conjunction with the Innovation Unit, have been selected to be one of four lottery funded projects. In the New Year, the work that was started during 101 days for mental health in the summer, will start to be rolled out, starting with a small area in Hyde, reaching the whole of Tameside and Glossop over the next 12 months.</p>	
9.	<p><b>Any Other Business:</b></p> <ul style="list-style-type: none"> <li>• On 19 December 2019, it will be the 1000<sup>th</sup> community outreach session, and the venue is Tameside Hospital Hartshead South entrance. All board members are invited, along with our other volunteers and hospital representation. There will be a cake, and photographs.</li> <li>• Healthwatch England are providing money nationally to fund local events and activities and GM co-ordinated events to mark the 10-year plan. Details awaited. GP Federations have a strong focus.</li> <li>• Brooke Surgery, Hyde - have received funding to create a community garden. It will be open on Thursdays for patients to work in, or enjoy, from February.</li> <li>• Thank you to GS, who is retiring at Christmas. New contact details for the TMBC representative to be forwarded.</li> </ul>	
	<p><b>Dates of future meetings:</b>  To be confirmed</p>	