

# Minutes of the Meeting (virtual) of the Healthwatch Tameside Board (Part A)

19 November 2021

Venue: Virtual Board Meeting.

<b>Present:</b>	<p><b>Members:</b> Tracey McErlain-Burns (TMB), Camilla Guereca (CG), Jyoti Rao (JR), Glenis Lee (GL), Royce Goodier (RG), Slawomir Pawlik (SP).</p> <p><b>In attendance:</b> Peter Denton (PD) Healthwatch Manager, Imogen Shortall (IS) Healthwatch Project Support Officer.</p>	<b>Actions</b>
<b>1</b>	<p><b>Welcome and Introductions:</b> TMB welcomed everyone to the meeting and apologised for the continued use of virtual meetings, explaining that they have been deemed the safest option for now whilst Covid infection rates are high.</p>	
<b>2</b>	<p><b>Apologies for absence:</b> Maria Bailey &amp; Liz Windsor-Welsh.</p>	
<b>3</b>	<p><b>Registration of interests and declarations of interest to any agenda item:</b> TMB asked Board members to send back Registration of Interest forms to IS if they have not already done so, and to please ask for support if they are struggling with filling out or returning it.</p> <p>JR informed Board that she has used Miles of Smiles' services in the past, in case this caused a conflict of interests - PD confirmed that this is not a conflict but is good to have a note of.</p> <p>No declarations of interests were made relating to the agenda for this meeting.</p> <p><i>Slawomir was welcomed to the meeting.</i></p>	<b>Board members</b>
<b>4</b>	<p><b>Minutes of the meeting held on 14 September 2021:</b> TMB offered thanks to PD for taking and distributing the Minutes of the last Board meeting.</p> <p>TMB asked for an amendment to Item 8 - notes are slightly too concise considering Board did delve into two risks on the register (3.2 and 4.1) - Minutes to be amended by PD.</p> <p>Everything else in Part A agreed to be accurate.</p> <p><b>Decision Log:</b> PD ran through actions which had been taken since the last Board meeting. PD to remove completed tasks and add new ones after meeting.</p> <p>Board members happy with progress of Decision Log.</p>	<p><b>PD</b></p> <p><b>PD</b></p>
<b>5</b>	<p><b>Information - Quarter 2 monitoring</b> PD gave Board an overview of both Quarter 2 monitoring papers and highlighted key points:</p>	

	<p><b>Paper 1</b></p> <ul style="list-style-type: none"> <li>Community groups working with Healthwatch Tameside have increased in number and range due to Kay Robinson starting as Engagement Officer (e.g. Grafton Centre, Tameside Arts, groups from specific communities).</li> </ul> <p><b>Paper 2</b></p> <ul style="list-style-type: none"> <li>Shows increase in postcards/surveys/signposting distributed due to increase in engagement events.</li> <li>Still getting lots of dental enquiries.</li> </ul> <p><u>Questions:</u> Is there a reason behind the big rise of postcards/surveys distributed in August? PD - our new outreach worker started June/July so did lots of engagement over the summer, when outdoor events were opening up again.</p> <p>How do the numbers of respondents and participants in these surveys compare with pre-Covid levels? PD - will ask Julie Beech for 5 years of data on charts in report rather than 3 years, to allow for better comparison of pre and post Covid data.</p> <p><u>Comments:</u> TMB stated that it is good to see an increase in partners working with Healthwatch Tameside.</p>	PD
6	<p><b>Information - Operational update</b> PD gave the Board an update on the team's latest work regarding Outreach and Social Media:</p> <p><b>Outreach</b></p> <ul style="list-style-type: none"> <li>Shri Mandir Hindu Temple, Linda Fletcher Centre, Tameside Arts, Together Centre - dropping in regularly.</li> <li>Sixth Form colleges being contacted for outreach sessions/potential placements.</li> <li>Market stall booked for outreach event on Saturday 4th December.</li> </ul> <p><b>Social Media</b></p> <ul style="list-style-type: none"> <li>We now have access to someone on the Kickstarter social media scheme with Action Together - currently looking at different HW social media platforms and how they compare with ours, the age ranges they are engaging with, and the types of content they are creating.</li> <li>This will hopefully give us new ideas to implement for the future, particularly around increasing engagement with the 15-30 age range.</li> </ul> <p><u>Questions:</u> Should Board members retweet/share HWT content? PD - yes that would be good - you can use social media to promote our surveys and e-bulletins.</p> <p><u>Comments:</u></p>	

	TMB pleased to hear about positive developments. Any Board members on social media encouraged to watch out for changes to the HWT social media accounts over next few months.	
7	<p><b>Discussion &amp; Decision</b> - draft reports</p> <p>PD ran through key points from the three draft reports, inviting questions and comments from the Board. He asked for delegated authority from Board to publish finalised reports, and for members' opinions on sharing drafts with partners for comment - is it necessary to share the drafts pre-publication when we have already shared most of the data with them?</p> <p><u>Urgent Care draft report comments:</u></p> <ul style="list-style-type: none"> <li>• All very comprehensive, provided new information.</li> <li>• Talking News has restarted - members of the group were very pleased to be approached and included. Thanks were passed on to the Team.</li> <li>• Wanted to send out reports without asking for feedback first, as we would probably publish the same information regardless of partner feedback, and to get reports out as quickly as possible.</li> <li>• Agreed with views stated earlier - excellent report which again shows the prevalence and impact of digital exclusion.</li> <li>• Wanted to include some comments from partners without having to wait for feedback - feedback from partners will be put into annual report instead, which PD will action.</li> <li>• Thanked PD and team for pursuing other forms of contact alongside digital, and Julie Beech for creating the reports.</li> </ul> <p>No comments on other two reports.</p> <p>The Board gave their approval for delegated authority for the reports to be published.</p> <p>PD gave an update on reports still to come:</p> <ul style="list-style-type: none"> <li>• Mental Health survey is still open - report will be made once survey is closed.</li> <li>• Combined report based on generic questions also in pipeline.</li> </ul>	PD
8	<p><b>Information &amp; Discussion</b> - engagement about to commence</p> <p>PD ran through the team's Workplan for 2021/22 using a slideshow presentation - he will distribute slides to Board members after meeting.</p> <p>The two main areas of focus are: new ways of accessing care, and delays in non-urgent care. These surveys are about to go live and will run until approximately Feb/March. Draft surveys have been shared with partners for feedback, who said the questions were clear and will gather relevant and useful information.</p> <p>There was an initial debate amongst Team regarding the date in Question 1 of the 'New Ways of Accessing Care' survey ('have you tried to access care since _') - Team have since decided on July 2021. No concerns were raised by Board.</p>	PD

9	<p><b>Information - Integrated Care System development</b> PD delivered a slideshow presentation to Board regarding the current situation of the ICS. He will distribute slides to Board members after meeting.</p> <p>Key points were discussed, including the structure of the new System and how it affects Healthwatch Tameside. It was noted that some Glossopdale residents are not happy about potential changes that will result from Glossop being part of the Derbyshire ICS.</p>	PD
10	<p><b>Information - staffing update</b></p> <p>Ayesha is nearing the end of her maternity leave and will meet with PD in the next couple of weeks to discuss plans to return to the team. Karolina will end her maternity cover in January.</p> <p>PD was asked to pass on the Board's thanks to Karolina.</p>	PD
11	<p><b>Discussion - Chair's Role</b> PD asked 3 questions about role of Chair, using an online tool. The questions were:</p> <ul style="list-style-type: none"> <li>• What must the Chair do?</li> <li>• What could the Chair do?</li> <li>• What must the Chair not do?</li> </ul> <p>Members are encouraged to email over any other thoughts or suggestions regarding these questions. These would be used to help to draft a revised role description for the Chair</p> <p>PD informed Board that we are aiming for the role description to be signed off in the next Board meeting (January). PD welcomes input from Board regarding the recruitment process e.g. should we appoint from existing members or advertise externally?</p>	Board members
12	<p><b>Discussion - Board Development</b> TMB and PD had a meeting to discuss face to face meetings and peer support - ideas for Board development and support will be discussed further in the January Board meeting. Ideas include pairing Board members with staff to improve understanding between the Board and the team.</p>	PD
13	<p><b>Information - Updated Risk Log</b> TMB led discussion regarding two items on the register (2.2 and 8.3). PD had updated the register following the last meeting - amendments to the register are highlighted in yellow.</p> <p>2.2 (Governance - relationship between HW Tameside &amp; the Action Together Board)</p> <ul style="list-style-type: none"> <li>• PD - there are lots of procedures in place to mitigate risk.</li> <li>• CG offered to leave meeting in case her role as Action Together representative acted as a conflict of interest - no members had a problem with her remaining.</li> <li>• TMB ask whether probability should be lower - members agreed it was at the correct level.</li> </ul> <p>8.3 (Operational - evidence of performance)</p> <ul style="list-style-type: none"> <li>• PD - quality framework can be added as mitigating factor.</li> </ul>	

	<ul style="list-style-type: none"> <li>It was agreed that impact and probability scores were appropriate.</li> </ul> <p>No comments were raised regarding the rest of the register. The updated risk register was accepted by the Board. Two other risks will be reviewed in next meeting.</p>	PD
14	<p><b>Any other business</b></p> <p>SP shared his thoughts regarding the new NHS record sharing system, the ICS and its effect on Glossop residents, and structural changes to the NHS in an already difficult time. TMB acknowledged these comments and wished SP the best.</p> <p>No other business.</p>	