

Minutes of the Meeting of the Healthwatch Tameside Board

6 May 2020

Venue: Virtual Board meeting

Present:	Members:	Actions
	<p>Members: Kailash Chand (KC), Tracey McErlain-Burns (TM), Glenis Lee (GL), Jyoti Rao (JR), Royce Goodier (RG), Slawomir Pawluk (SP). Liz Windsor Welsh (LWW) (Action Together Chief Executive).</p> <p>In attendance: Peter Denton (PD) Healthwatch Manager, Carolyn Shaw (CS), note taker.</p>	
1.	<p>Welcome & Introduction</p> <p>KC welcomed everyone to the meeting.</p> <p>KC spoke briefly about COVID-19 pandemic and thanked the Healthwatch team for their continued work.</p>	
2.	<p>Apologies for absence:</p> <p>Babs Allen (BA), Anna Wardle (AW). Best wishes are sent to the Anna for a speedy recovery.</p>	
3.	<p>Registration & Declarations of interest:</p> <p>No board members had any interests to declare relating to the meeting's agenda.</p>	
4.	<p>Minutes of the previous meeting:</p> <ul style="list-style-type: none">The minutes were agreed as a true and accurate record.	
5.	<p>Discussion - Healthwatch Tameside activities and role during COVID-19 pandemic.</p> <p>Discussion points:</p> <ul style="list-style-type: none">Action Together are working to support the Tameside community during the COVID-19 pandemic.	

	<ul style="list-style-type: none"> • The vacant post in the Healthwatch team is on going and will go out to advert once budgets are confirmed. • Risk assessments, insurance and security mechanisms are in place to allow colleagues to take case files home. • PD is liaising with colleagues at Tameside Hospital and the Healthwatch Team to look at alternative ways to commence 2 of the topics that are identified as a priority in the 20/21 operational plan. • Healthwatch Tameside have been liaising with colleague in other Healthwatch regions, looking at trends, intelligence, best practice, and information sharing. • Early trends that are emerging in the feedback Healthwatch are receiving but is not limited to: <ol style="list-style-type: none"> 1. Pharmacies - waiting times to access medication. 2. GP service - the service offered varies at different practices. 3. Home Care staff and PPE equipment. • The COVID-19 Healthwatch questionnaire is live on survey monkey. A paper version is available. (Close monitoring of responses, and feed back to Commissioners and Providers will take place). 	
6.	Decision - Board nominations <ul style="list-style-type: none"> • Following a successful application to join the Healthwatch Tameside Board, Board members are in favour of Maria Bailey joining the Board. PD to look at skills gap and if necessary, Board recruitment will continue. 	
7.	Decision - Chair and Deputy Chair 2020/21 <ul style="list-style-type: none"> • The current Chair is to stay in post for a further 12months. Board members agreed with this decision. 	

	<ul style="list-style-type: none"> The board agreed that there should be a role of a deputy chair. TM was elected to the role as deputy chair for a 12month period (including representing Healthwatch Tameside at Greater Manchester Healthwatch meetings). TM is happy to take on this role. 	
8.	<p>Information - Operational update and annual report</p> <ul style="list-style-type: none"> The Board is happy with PD to prepare the annual report based on monitoring information and previous practice. The deadline date is 30 June 2020. The report will be emailed to Board members. Monitoring report for Q4 - PD talked through the comparative data and explained how the Healthwatch team are continuing to work with outreach groups by telephone or electronic means. PD explained how Healthwatch will continue to manage their workload post lockdown. E.g. the recruitment to the vacant post to support the outreach work. The Complaints team are regularly reviewing the case files. The development of a Healthwatch Tameside Facebook page is currently being worked on. 	PD
9.	<p>AOB</p> <ul style="list-style-type: none"> Talking News for the Blind has stopped temporarily however, volunteers are contacting listeners by phone. The next date for the Healthwatch Board meeting is to be confirmed and if required this will be virtual. 	