

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

24th January 2022

Venue: Virtual Board Meeting.

Present:	Members: Tracey McErlain-Burns (TMB), Jyoti Rao (JR), Glenis Lee (GL), Royce Goodier (RG). In attendance: Peter Denton (PD) Healthwatch Manager, Imogen Shortall (IS) Healthwatch Project Support Officer.	Actions
1	Welcome and Introductions: TMB welcomed Board members to the meeting.	
2	Apologies for absence: Camilla Guereca, Slawomir Pawlik, Maria Bailey & Liz Windsor-Welsh have sent apologies.	
3	Registration of interests and declarations of interest to any agenda item: Still some registration of interest forms waiting to be returned - TMB/IS to chase up/offer help to members who have not yet returned their forms. PD raised his role as Action Together Data Protection Officer as a declaration of interest.	IS/TMB

<p>4</p>	<p>Minutes of the meeting held on 18 November 2021:</p> <p>Minutes TMB thanked PD and IS for new style of minutes (particularly the comments and questions section).</p> <p>TMB raised concern around accuracy of agenda item 13 - the risk register points discussed were not the highest and lowest points. IS will amend this.</p> <p>The rest of Minutes were approved as accurate.</p> <p>Matters Arising Monitoring data (also discussed later in the meeting):</p> <ul style="list-style-type: none"> • PD: We can provide five years of monitoring data going forwards. • Would the Board like any other changes to monitoring data included in future reports? Ideas to be discussed at March meeting to enable a decision to be made in time for the new financial year - TMB welcomed this proposal. <p>Future Board meetings:</p> <ul style="list-style-type: none"> • PD suggested that our first in-person meeting should be in May - TMB agreed. • A discussion can be had about the March meeting being held in-person if members feel strongly that this would be the best option. <p>Decision Log No questions or comments.</p> <p><i>Note - the presentations PD gave in the last Board meeting were attached with this meeting's papers.</i></p>	<p>IS</p>
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Information - Quarter 3 monitoring

PD led a discussion about the October to December 2021 service delivery data.

Paper 1 (paper with no graphs):

- Outreach: Team member Kay Robinson has made links with a local Sixth Form Student Council, which has helped develop positive connections with younger people - a group we do not often reach via outreach work.
- The three reports discussed at the last meeting have now been published - there have been no formal responses from partners yet, but we will ask for their comments as part of our annual report process.

Questions:

JR - enquired about Enter and View data.

PD - gave more information about Enter and View visits, their importance, and our recent history with them - we last undertook a visit at the request of the CQC in 2013/14, but the data must be included in the report regardless, as it is a statutory power.

Comments:

TMB noted that it is helpful to have both papers to compare between them - they offer different perspectives on issues e.g. the closure of complaints cases.

GL expressed her approval that complaints cases are available to reopen regardless of time limit - people are often upset when social/adult care files are closed and staff refuse to reopen them.

PD agreed, and explained that we archive files for several years so that if complainants return we have some information available to help us provide further action/emotional support.

Paper 2 (paper with graphs):

- Seasonal variation around how much data is collected (e.g. stories) - this increases in summer because of events we can attend (e.g TechNo event). A five-year data trend will show this more clearly - the numbers of the past few years have been skewed by the effects of Covid lockdowns.
- Information and Signposting provided saw a spike over Summer and Autumn - this is partly due to ongoing problems with access to dental care, and a change to Tameside General Hospital's PALS page which led to a mix up with our phone number on Google.
- We would like to gather more data about visitors to our website, but this is difficult as we currently cannot differentiate between staff and visitors from the general public - we are pursuing a solution with Healthwatch England (who run the website). If this data can be accessed, we will add it to subsequent monitoring data.
- If there is any other data members would like to be included in future reports, let PD/IS know by the end of

<p>6</p>	<p>Information - Operational update</p> <p>PD provided a spoken update on the team’s work and future plans:</p> <p>Current work:</p> <ul style="list-style-type: none"> • Surveys on accessing care and delays in non-urgent care are now live. We have had relatively low response rates over Christmas, but have received some paper responses back. • Demographics gathered from surveys are useful for informing us which areas of the community are struggling, and those which we could potentially reach out to. • The surveys will be live until the end of March - the team will review in mid-March if we think this deadline needs to be extended. • 50 surveys have recently been sent out with a community group providing meals to local people. We will continue to promote the surveys at outreach sessions and events. <p>Future workplan:</p> <ul style="list-style-type: none"> • The next two Board meetings will ideally be used to develop and sign off on the Team’s workplan for the new financial year. • PD will bring a formal recommendation regarding the work plan to the next meeting, which is to follow up on our 2016/17 mental health work which led to the Living Life Well programme being rolled out- is the service filling the gap we identified five years ago? <p>Operational update:</p> <ul style="list-style-type: none"> • New working model in Action Together - most other teams have no office base and will be working from community venues. We will still have an accessible office base as this is part of our contract - moving to Age UK on Catherine Street. • Covid restrictions: We are currently balancing working from home with community and outreach work - face-to-face meetings have been suspended in the short term, but may be resuming from next week. PD can still approve face-to-face meetings based on a risk assessment for each individual meeting. • Karolina has finished her maternity cover and has been sent a card and flowers. We can pass on thanks from Board members. • Ayesha returning in February - still unsure of exact date as she needs to use up her remaining annual leave. <p>Questions:</p> <p>GL - would Julie like Talking News to advertise the two new surveys in newsletter? - IS to liaise with Julie.</p> <p>PD - we are planning to call Talking News members (those who gave us consent to contact them) in order to complete surveys with them via phone.</p>	<p>IS</p>
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	<p>GL - will we have an accessible front door at Age UK? PD - may be by appointment only, but we will have a space in which we can have confidential meetings with members of the public.</p> <p>Comments: TMB - Lovely to hear about surveys going out with meals to vulnerable people, and our continuing work with Talking News. Happy for PD to pass on thanks to Karolina from the Board.</p>	<p>PD</p>
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<p>7</p>	<p>Discussion & Decision - Chair's role description & appointment</p> <p>PD briefly discussed the draft Chair's role description sent to members prior to the meeting:</p> <ul style="list-style-type: none"> • Used words/input from Flinga board in the last meeting to draw up role description. • The role of HWT Board Chair is different to that of many other Healthwatch branches, as we are part of Action Together rather than a separate entity. <p>TMB led the Board through each heading on the draft role description, to get feedback on each one:</p> <p>Purpose: No feedback.</p> <p>Accountability:</p> <ul style="list-style-type: none"> • PD - assurance rather than accountability. CG is on our Board to assist with this, as a representative of Action Together. <p>Functions: No feedback.</p> <p>May agree to:</p> <ul style="list-style-type: none"> • JR - do we have a Deputy Chair currently? PD - no, as Tracey was the deputy and is currently Acting Chair. There is room for flexibility around who can chair meetings if the Chair is unavailable, so we do not need to have an official Deputy Chair. • TMB - Demands of HWinGM may require a Deputy Chair to be appointment to assist Chair - changing 'Deputy Chair may be appointed' to 'will be appointed' would be appreciated - PD agrees and will do so. • RG - no strong opinions so far - not set in stone until new Board members are appointed. <p>Attributes:</p> <ul style="list-style-type: none"> • TMB - broad range but they are all relevant. • PD - point on 'feedback from members about the chair's performance' is deliberately vague to generate open/non-judgmental dialogue. <p>Exclusions: No feedback.</p> <p>Qualification:</p> <ul style="list-style-type: none"> • PD - the new Chair will undergo the same 'fit and proper persons test' as other Board members. <p>Term of Office:</p> <ul style="list-style-type: none"> • PD recommends using March meeting to discuss recruitment and Term of Office (before TMB steps down as Acting Chair). • TMB - Term of Office is a particularly important point to agree on if we are recruiting from outside the Board: PD - in that case it is also important to let them know that it is an unpaid role. 	<p>PD</p>
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<p>8</p>	<p>Discussion & Decision - Board recruitment</p> <p>Recruitment Update: PD gave a spoken update on the progress of the Board member recruitment process:</p> <ul style="list-style-type: none"> • Three enquiries -two from local people, one from Tameside Council senior officer. • Conflict of interest from Tameside Council officer deemed too great to have a voting seat on HWT Board - he could join as non-voting rep once Slawomir’s role changes due to CCG ceasing to exist, or as a co-opting non-voting member. <p>Questions and Comments: GL - maybe non-voting membership would be best, so that experience they could bring would not go to waste. How far up in the council could someone be before it becomes a conflict of interest for them to be a voting member? (RG posed the same question and comment). PD - cabinet members in council and executives in social care/NHS organisations would definitely not be allowed, roles below this are a greyer area. We can’t have anyone who would jeopardise our independence (those people line manage people who do similar work to us, and could therefore influence our work for the gain of the departments they manage).</p> <p>TMB - acknowledged usefulness of having people with relevant experience in a non-voting role.</p> <p>PD suggested going back to this person and asking them to apply to be a non-voting member of the Board, rather than offering a place straight away - members agreed that this was the best course of action.</p> <p>TMB - highlighted importance of ensuring this person goes through a recruitment process. RG - informal interview would be good, alongside application form. PD to complete agreed upon actions stated above.</p> <p>Fit and Proper Person test: PD recommends that current Board members confirm previous answers to fit and proper person test, rather than completing it again.</p> <p>Risk Register: PD suggested adding lack of diversity and representation on the Board to the Risk Register.</p> <p>Panel for recruitment interviews:</p> <ul style="list-style-type: none"> • Possible options: LWW/MB/CG/SP, PD plus two others? Open to suggestions. 	<p>PD</p>
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	<ul style="list-style-type: none"> • JR asked who has acted as an interviewer in the past; PD informed us that Vicky (CG's predecessor) used to act as interviewer. • PD and IS to arrange date for interviews and see who is available on that date. <p>Two Board members to step down: No members have volunteered to step down. To make the process as fair as possible, two names were picked randomly from envelopes by IS.</p> <ul style="list-style-type: none"> • JR and RG were the two members whose names were picked from the envelopes. • RG stated that he would like to stay on as a Board member - this has been recorded in these Minutes as an official request to stay on. PD happy for him to stay on - values his input as well-connected member of the community. TMB echoed Peter's sentiments and welcomed RG back to the Board. • JR can still ask to stand for second term if she wishes to do so (JR to send email to PD/TMB if this is the case). • PD offered to open the other two envelopes in the interests of fairness and clarity, but Board members did not deem this to be necessary. 	<p>PD/IS</p> <p>JR</p>
<p>9</p>	<p>Information & Discussion - updated risk log</p> <p>TMB, LWW and PD had a prior discussion about the two risks being discussed today - 2.4 and 6.2 (one high scoring, one low scoring relating to Board membership and diversity).</p> <p>2.4 - Data security PD at this point reiterated his declaration of interest as Action Together's Data Protection officer, and gave a spoken update on the Team's IT situation:</p> <ul style="list-style-type: none"> • A new IT system has been implemented, which currently doesn't have enough bandwidth - it works very slowly. • The slow speed makes it difficult to access documents while in virtual meetings - this is a risk as it could lead to multiple versions of same document being saved due to copying documents onto laptop to use during meetings, and data potentially being lost. • PD is meeting with Action Together's Head of Finance and Operations to discuss this issue. <p>Comments: TMB - this is an important risk to be aware of, as a data loss could lead to significant reputational damage.</p> <p>6.2- Board membership and diversity Comments: PD - This could be reviewed after recruitment process is complete, for a more accurate assessment of the situation: mitigation factor to be added until then.</p>	<p>PD</p>

10	<p>Information - ICS developments update</p> <p>PD gave a short spoken update: Deadline of changeover moved from 1st April to end of June/start of July at the earliest (this has been delayed by Christmas and the pressures caused by the Omicron variant of Covid-19.)</p>	
11	<p>Discussion - future meeting dates</p> <p>TMB highlighted the importance of holding a meeting at end of March, so that the Board can discuss important documents from HWinGM.</p> <p>IS to organise meeting every two months (towards the end of each month) for the remainder of 2022 - if members know there is a regular time or day they cannot attend, let IS know.</p> <p>RG stated that avoiding 3pm would be best for him, and that a variety of different meeting times would be good.</p> <p><i>RG stated at this point that he had to leave 5 mins before the end of the meeting.</i></p>	<p>IS Board members</p>
12	<p>Any other business No other business.</p>	