

Minutes of the Meeting of the Healthwatch Tameside Board

12 June 2015

Venue: 131 Katherine Street, Ashton-under-Lyne

Present:	Members: Kailash Chand (KC) Chair, Dorothy Cartwright (DC), Hanif Malik (HM), Pamela Watt (PW), Lyndsey Whiteside (LW), Ian Young (IY) In attendance: Peter Denton (PD) Manager, Julie Beech (JB) minute taker	Action
1.	Welcome: Everyone introduced themselves.	
2.	Apologies for absence: Cllr. Gill Peet (Cllr. GP), Ben Gilchrist CEO (BG), Phil Spence (PS), David Hoyle (DH) Cllr. Lynn Travis and Emma Varnem as observers.	
3.	Declarations of interest: None	
4. & 5.	<p>Minutes of the previous meeting: Accuracy – meeting confirmed minutes accurate.</p> <p>Facebook – the communications plan is still being worked on, and is included in the work priorities for 2015/16. PD has got Twitter analysis based on ‘Tweet impressions’. There were 381,000 of these. There have been 2500 tweets, split 500 signposting, 300 public health, 180 engagement, 400 policy, 200 partnership and the rest conversations.</p> <p>CCG Winter campaign – the CCG decided to do their own evaluation of this. Healthwatch signposted.</p> <p>Greater Manchester Social Value Network – PD has not actioned this yet, with time constraints and prioritising work.</p> <p>Added Value Examples – all Healthwatch staff have been asked to look for examples from within our work, to include in the annual report. There is an action in the operational plan to measure impact. PD has already spoken to Tameside Hospital for feedback on Patient Opinion stories. A walk round the hospital is being arranged to look at the impact and any changes implemented following our Enter & View report.</p> <p>Care Homes – this will be a project later in 2015/16.</p> <p>Janet Fenton – a letter has been sent to Janet from the chair on behalf of the board.</p> <p>Any other matters arising from the minutes are included in agenda items.</p>	<p>PD</p> <p>PD</p> <p>PD</p>

6.	<p>Chair's update:</p> <p>Healthier Together – updated board on any discussions KC has knowledge of. PD confirmed the decision should be made next week whether there will be 4 or 5 specialist hospitals. Tameside already confirmed to be a general hospital. A further decision in terms of which specific hospitals will take on 'Specialist' status is expected in mid-July.</p> <p>Tameside Hospital – general update provided for the board.</p> <p>Devolution Manchester – Tony Lloyd has been appointed by the council to be interim mayor until an election is held in 2017. It should be noted that the Mayor will not have powers to veto GM Devolution decisions concerning health and social care. He is to meet with KC and is keen to hear the views of Healthwatch.</p> <p>KC met Simon Stevens from NHS England. Simon says prevention is key to reducing costs to the NHS. He has agreed in principle to meet with all local Healthwatch in Greater Manchester and the BMA jointly at the end of September.</p>	
7.	<p>Manager's Update: refer to tabled paper.</p> <p>The areas covered in this paper are staffing, priorities and delivery, and hot topics.</p> <p>The benefits of co-ordinated engagement and communication activity across Tameside have been identified. A partnership approach is looking at three operational groups – social marketing, consultation & engagement and traditional communication with the media.</p> <p>Following discussions with the Healthwatch Chair and Chief Executive, PD submitted a response to Tameside Hospital's draft Quality Account on behalf of HW Tameside. He tried to balance positive comments with areas where there is room for improvement. He feels there are three main areas for the future, and these are listed in the Next Steps at the end. A copy of the response was included in this tabled paper.</p>	
8.	<p>Devolution Manchester: refer to paper</p> <p>Greater Manchester Healthwatch has a seat on the strategic partnership board.</p> <p>A paper was circulated in advance of the meeting which included five recommendations, which the board agreed to. Any board members who are interested in being the nominated lead for HW Tameside should contact PD by the end of next week.</p>	All board members
9.	<p>AGM, Annual reporting and elections: A paper had been sent to Board members in advance of the meeting</p> <p>Annual report – this will be produced by the staff team, using the HW England template. The final draft will be emailed to board members during the 3rd week of June, for feedback before the end of June.</p> <p>Board agreed to the proposals for the annual report, the AGM and the elections, as outlined in the paper.</p>	PD

	<p>Question – are Healthwatches in Tameside and Oldham now joined together?</p> <p>Answer – PD explained they operate independently, with separate boards and funding – he is the common link being operational manager of both. Staff may speak to each other, but work in their own areas to priorities that are set independently by each Board.</p>	
10.	<p>Work priorities to March 2016: refer to paper</p> <p>The priorities are based around the three ‘I’s – insight, influence and information.</p> <p>PD proposes to bring an updated plan to each board meeting. It will be emailed before the meeting.</p> <p>There is an appendix attached to the paper produced by Lesley Surman. This summarises the complaints service performance, and will be used to inform the review of staffing.</p> <p>There needs to be an IT review. HW England have a new database, which uses the same platform as that being used by HW Tameside. Can we use this in any way? Also, the website has been up and running for a couple of years now. It has been updated regularly with information, but the format needs a review.</p> <p>Initial short term projects will cover:</p> <ul style="list-style-type: none"> • Healthier Together • Appointments, communication & staff – we have a lot of data from 2014 but not enough detail. We have started targeted work to collect information which relates to the last six months. 	<p>PD</p> <p>PD</p>
11.	<p>Healthier Together: refer to paper</p> <p>Board agreed to the recommendations proposed in the paper.</p> <p>PD left the room briefly while the board discussed suggestions as to who could act as the independent chair. They felt this was a strategic role, and would be best filled by BG, with PD as deputy.</p>	PD/BG
	<p>Any Other Business:</p> <p>Future meetings – dates have not been agreed for future meetings. We have tried different days and times for the past few meetings. After discussion, it was agreed the next meeting will be a Tuesday evening towards the end of September. After the election, the full board will be asked for their preferences/availability again and a series of dates set.</p>	
	<p>Dates of future meetings</p> <p>To be confirmed</p>	