

Minutes of the Meeting of the Healthwatch Tameside Board

18 January 2017

Venue: Volunteer Centre, Penny Meadow

Present:	Members: Kailash Chand (KC) (Chair), Murtaza Husaini (MH), Hanif Malik (HM), Dorothy Cartwright (DC), Frank Downs (FD) In attendance: Ben Gilchrist (BG) (CEO), Peter Denton (PD) (Manager), Julie Beech (JB) (minute taker)	
1.	Welcome: KC welcomed everyone to the meeting, and brief introductions were made.	
2.	Apologies for absence: Lyndsey Sims (LS), Pamela Watt (PW), David Hoyle (DH), Phil Spence (PS) The meeting received the resignation of Phil Spence as a Healthwatch board member. Also, Pamela Watt will be taking maternity leave from February 2017. Cllr. Ged Cooney and Emma Varnem as observers.	
3.	Declarations of interest: None	
4. & 5.	Minutes of the previous meeting: Accuracy – meeting confirmed minutes accurate. Matters arising: all items are covered by the end of the agenda.	
6.	Contract Update: BG confirmed there will be a joint tendering process for the Tameside and Oldham Healthwatch services. An initial meeting was held with both local authorities present. The process will take place during the next financial year, with the new contract starting in April 2018. BG has stressed the value of Healthwatch (HW) to each locality, and is pushing for no reduction in spending. Question – will there be any reduction in Tameside staff with the re-tendering? Answer – We are trying to protect against this. It will depend on the contract requirements and what services they want to buy. There is a legal requirement to commission a Healthwatch in each borough. Jon Rouse (Chief Officer for Greater Manchester (GM) Health & Social Care Partnership) has told the GM Healthwatch network that he is keen to ensure Healthwatch across GM is adequately funded – and he is keen to talk to commissioners if the network feel commissioners aren't investing sufficiently in their local Healthwatch.	BG
7.	Board matters: refer to paper 1 1) Chair's tenure – board agreed to an extension to July 2018. Board requested their thanks to KC be recorded in the minutes. 2) Board membership – PS has resigned. Contact to be made with IY and BN after this meeting regarding attendance. Board agreed to the proposals regarding new appointments.	BG

	<p>Question – in the constitution, if people do not attend meetings, can the board not ask them to step down? Answer – We will be enacting the constitution. We will be appointing (not electing) new board members to fill the places up to the end of the next financial year, when the new contract begins. PW has asked about the process of selecting a replacement for her from the local authority. PD will contact.</p> <p>3) Community Interest Company – board agreed to proceed with the winding up, as proposed in the paper. There are not enough voting members present to pass the resolution, so will check whether this can be done by email. Forms will need signing.</p>	<p>PD</p> <p>PD</p>
8.	<p>Chair’s update:</p> <ul style="list-style-type: none"> • KC continues to write articles in the national newspapers (in a personal capacity), and described 2016 as ‘annus horribilis’ for the NHS. • KC worried about cuts to the NHS and social care in 2017. HW met Karen James from Tameside Hospital last week. Staff & management are working hard to manage the crisis. • The CQC report for Tameside Hospital is not available yet. HW has been invited to the CQC Quality Summit when it is released. 	
9.	<p>Manager’s update:</p> <ul style="list-style-type: none"> • Pennine Care received their CQC report in the autumn, and ‘Require Improvement’. There is a Quality Summit next week – PD going to represent HW Oldham and JB for HW Tameside. • HW close to completing a draft mental health report which covers all the data HW have collated during the last 3 years, with a focus on 2016. There are some strong messages. The next HW event will be about mental health. KC gave his thoughts on mental health care. 	<p>HW team</p>
10.	<p>Help with NHS Complaints Service: refer to paper 2 There is an increasing workload. The current contract specification is not adequate, providing for 2 meetings only. This is not enough for complex cases. Even when averaged out with cases where all discussions are by phone, or email, it is still not enough. Board wished to thank Karen and the team. BG has flagged this up with the commissioner, especially bearing in mind the tender. It is an important service, but we need to make sure HW does not become just a complaints service. Board agreed to the recommendations.</p>	
11.	<p>GM Devolution Update (GM level – including Healthier Together): Healthier Together is still happening, and there will be further phases in the future. Since the launch, the management team at Tameside Hospital has changed, which presents some challenges. A patient voice group is being set up for the South East Sector, including four CCGs. Stockport CCG will be leading. This will include representatives from HW, the voluntary sector and patient representatives (roles to be advertised) from each CCG area.</p> <p>GM HW meetings – thanks to HW Bolton, Wigan & Leigh and HW Stockport for their work regarding the liaison officer. There is a GM HW mental health group which Tameside HW attends. BG attends the</p>	

	voluntary sector reference group on behalf of GM HW. BG recently heard Andy Burnham speak.	
12.	<p>Proposal for GM Healthwatch support (for information): refer to paper 3</p> <p>Congratulations to PD in being appointed to this role, subject to funding. Discussions are taking place to cover the local HW work. It will be a fully funded post, so there will still be money for a local HW manager. Question – when PD changes role, what will happen in Tameside? Answer – it has been made clear to the GM HW network, that there needs to be flexibility and support round the period of the handover. There is dialogue with the teams in both Tameside and Oldham. We will ‘replace’ the role with backfill. There are options around the management function, with support from Action Together & the GM network. PD will still be involved in the tender process.</p>	
13.	<p>GM Devolution Update (Locality – including Care Together): refer to paper 4 and the tabled paper</p> <p>HW will provide support for Care Together and promote opportunities for the local population to get involved.</p> <p>Comment – HM attended a meeting at his local GP Patient Participation Group (PPG) at which Chris Easton spoke. Chris seemed to find it difficult to explain to the PPG members what all the buzz words meant, and where it is happening in the community.</p> <p>Answer – BG is optimistic that there will be opportunities for detailed input. There are so many things happening, it is hard to summarise.</p> <p>Transformation funding – there is new work to be developed, involving working with communities to improve services and save money.</p> <p>Anticipating a formal consultation process, with a number of events.</p> <p>Delivery to start in the new financial year.</p>	
14.	<p>Work programme: refer to paper 5</p> <p>The programme enables the team to continue working throughout the period of manager changeover.</p> <p>For information - there is to be an additional full-time officer post (12 month contract) working across both Tameside and Oldham, joint funded from reserves.</p>	
15	<p>Any Other Business:</p> <p>1) National NHS initiative regarding the number of BME staff in the workforce. Brief discussion held.</p> <p>2) Phone system – there have been a number of challenges with the phones. The plan is for all HW calls to go direct to the HW team, or a voicemail.</p> <p>3) Ward at Tameside Hospital being converted into clinics for long-term conditions – does anyone know what is happening?</p> <p>Answer – HW have not been made aware of any changes.</p>	
	<p>Dates of future meetings</p> <p>The next meeting is Thursday 30 March at 1pm. The venue is the Training Room at the Volunteer Centre, Penny Meadow.</p>	