

# Minutes of the Meeting of the Healthwatch Tameside Board

2 November 2015

Venue: 131 Katherine Street, Ashton-under-Lyne

<b>Present:</b>	<b>Members:</b> Kailash Chand (KC) (Chair), Phil Spence (PS), Dorothy Cartwright (DC), Pamela Watt (PW), Murtaza Husaini (MH), Pauline Mottram (PM), Lyndsey Sims (LS) <b>In attendance:</b> Ben Gilchrist (BG) (CEO), Peter Denton (PD) (Manager), Julie Beech (JB) (minute taker)	<b>Action</b>
1.	<b>Welcome:</b> KC welcomed everyone to the meeting, especially the new board members – Murtaza Husaini and Pauline Mottram. Everyone introduced themselves.	
2.	<b>Apologies for absence:</b> Ian Young, Bernard Nagle, David Hoyle, Hanif Malik (HM), Frank Downs (FD), Cllr Gill Peet (Cllr GP) Cllr. Lynn Travis and Emma Varnem as observers.	
3.	<b>Declarations of interest:</b> None	
4. & 5.	<b>Minutes of the previous meeting:</b> <b>Accuracy</b> – meeting confirmed minutes accurate.  <b>Matters arising:</b> <b>Greater Manchester Devolution</b> – DC has already volunteered to be involved as required. The opportunity was offered to the new board members also. MH is also interested.	
6.	<b>Chair's update:</b> Brief comments were made highlighting the latest news about: <ul style="list-style-type: none"> <li>• Finance within the NHS</li> <li>• Manchester Devolution</li> <li>• Junior Doctors contract dispute</li> <li>• KC and BG recently met Steve Allinson at Tameside &amp; Glossop Clinical Commissioning Group (T &amp; G CCG).</li> <li>• KC, BG and PD have monthly meetings with Karen James at Tameside Hospital. PD explained about the recent report of mortality rates (HSMR) at the hospital, and how this was being addressed.</li> <li>• KC is very excited about the next Healthwatch Tameside debate – the Big Health and Care debate.</li> </ul>	
7.	<b>Manager's Update:</b> refer to tabled paper.  <b>Staff</b> – additional staff hours explained.  <b>Priorities and Delivery:</b> <b>GP/Hospital survey</b> – the results are being analysed. It is hoped headlines will be available by the end of November, with the full report in the New Year.  <b>2014 data report</b> – this has been presented to T & G CCG, and is being taken to the Health & Wellbeing Board shortly, with a view to using it when planning the next Joint Strategic Needs Assessment.	<b>PD</b>         <b>BG</b>

	<p><b>Deaf Health Champion</b> – a new champion has been recruited.</p> <p><b>Dental Care &amp; Universal Credit</b> – after receiving a number of enquiries, we have researched the position regarding obtaining free dental care. New guidelines have been issued effective 1 November 2015, as shown on the NHS Choices website.</p> <p>Comment – we need to make sure Citizen’s Advice Bureau and Job Centre Plus know about the guidelines.  Question – what can Healthwatch do?  Answer - Healthwatch has contacted NHS England to ensure all dentists locally are aware. Information will be put into the Healthwatch Champions packs, e-bulletins, etc.</p> <p><b>Hot Topics</b>  <b>Next survey</b> – Healthwatch hears few stories about adult social care, which is an area of interest to us, with current local authority funding pressures. The Champions found the last survey useful in starting conversations, so it is proposed the next survey cover this topic. It will give a baseline of information before any possible changes to services are decided.  Suggestion – make the survey available to care workers also.  Comment from KC – the Health &amp; Social Care Act has transferred responsibility from the Health Secretary to local CCGs, to provide services ‘where appropriate’.</p>	<p>PD</p> <p>PD</p>
8.	<p><b>Contract Update:</b>  BG confirmed there are currently no plans to cut Healthwatch Tameside funding in 2016. There is a statutory responsibility for the local council to procure the services provided by Healthwatch.</p>	
9.	<p><b>CVAT/VAO merger:</b> refer to paper 2 and Case for Change paper BG spoke about the AGMs and the overall unanimous decision to merge.  It is proposed to set up a sub-group of board members, to discuss any implications for Healthwatch, and to ensure governance matters are up-to-date. If any board member is interested in joining this sub-group they will let BG or PD know.</p> <p>Question – how does this fit in with Greater Manchester Devolution?  Answer – the merger is about sustainability in the long term. Looking ahead at opportunities, the two organisations will be in a stronger position by merging.  Comment – will be able to highlight the benefits of cross-border working.</p> <p>Question – if there is one new organisation, will there still be two Healthwatches?  Answer – Yes, they will stay separate. There are two councils and two contracts.</p> <p>Question – with the merger, do you see any risks or benefits for Healthwatch Tameside?  Answer – Benefits - opportunities to influence and protecting front line delivery. Risks - We do not know whether the councils will consider</p>	<p>All</p>

	bringing Healthwatch Tameside and Oldham together in the future. Need to state strongly the need for local Healthwatch presence and service requirements.	
10.	<p><b>Operational Plan update:</b> refer to paper 3a</p> <p>In addition to the details noted on the paper, note the following comments about specific points:</p> <p>1.3 and 1.4 – PD and JB attended a meeting at T&amp;G CCG directly before this meeting to discuss sharing data.</p> <p>2.1 – KC and PW to look into situation for Scrutiny meetings.</p> <p>2.6 and 2.7 – new work areas</p> <p>Comment – LS volunteered to work as part of a sub-group to look at 4.9.</p> <p>Response – maybe look at in the New Year</p> <p>Question – what do we mean by ‘inroads’ in 1.2?</p> <p>Answer – little data had been collected from users of mental health services, so Sue Pomfret arranged visits to groups whose members are users of these services, to find out about their experiences with all health and care services.</p> <p>Refer to paper 3b:</p> <p>Information for new board members (and a reminder for existing members) about how Healthwatch plans activity.</p> <p>Thanks to the team for the work done on the GP/Hospital survey. It is providing a rich source of data, and provided good momentum.</p>	<p><b>KC/PW/PD</b></p> <p><b>PD</b></p>
11.	<p><b>Big Health &amp; Care debate:</b></p> <p>Being held on the evening of 11 November at Stalybridge Civic Hall (District Assembly room). (A venue in Mossley was considered but the availability of public transport home was an issue.)</p> <p>Alan Dow (T &amp; G CCG), Amir Hannan (representing a large GP practice) and the Local Pharmaceutical Council have all confirmed they will take part on the panel. We are also speaking to NHS England and a GP of a small practice. Richard Bircher has agreed to help out also.</p> <p>The aim of the event is not about personal issues. With all the changes being planned for the next few years, the panel will be speaking about the challenges they are facing and how they can work with Healthwatch and the local population to resolve these.</p> <p>A Healthwatch volunteer will be videoing the presentations for You Tube/website use.</p>	<b>PD</b>
12.	<p><b>Greater Manchester Devolution Update (GM level):</b> refer to paper 4</p> <p>A response to the request for collective funding has not yet been received. In the meantime, Healthwatch in Bolton and Stockport are undertaking some work.</p> <p>Question – Is there a Memorandum of Understanding (MOU) in place for discussions cross Manchester?</p> <p>Answer – not yet. Healthwatch England have allocated some officer time to provide support.</p> <p>All GM Healthwatch to discuss working together on mental health.</p>	

	<p>The recruitment to local Patient Advisory groups for Healthier Together has been delayed to January 2016.</p> <p>The board agreed to all the recommendations.</p>	
13.	<p><b>Greater Manchester Devolution Update (Locality)</b> – refer to paper 5</p> <p>The contents of this paper are sensitive, and therefore confidential. Discussion followed about what stage planning is up to, and where Healthwatch may have influence.</p> <p>The board agreed to the recommendations.</p>	
14.	<p><b>Tameside Hospital Update</b></p> <p>Monitor have confirmed the hospital has come out of Special Measures, so can go forward with Care Together and the Locality Plan. Both Healthwatch and T &amp; G CCG are keen to ensure the quality of existing services is maintained whilst working towards the Integrated Care Organisation.</p>	
15.	<p><b>Tameside Council Budget Consultation</b> – refer to paper 6</p> <p>The public consultation is open until December 2015.</p> <p>Proposal for PD to prepare a short paper explaining the consultation, and encouraging people to take part.</p> <p>LS offered assistance from Active Tameside.</p> <p>Board agreed to the recommendations.</p>	PD
	<p><b>Any Other Business:</b></p> <p>Question – What happened to the representative from the Tameside Council Health &amp; Wellbeing Board (H&amp;WBB) on the Healthwatch Board?</p> <p>Answer – Cllr. Lynn Travis and Emma Varnem are involved as observers. They don't attend board meetings, but do have contact. Healthwatch reports to the H&amp;WBB – BG is the representative – and provides copies of any reports we produce.</p> <p>For information – Active Tameside are using a new customer feedback system – Listen 360. If anyone would like to see it, get in touch with LS.</p>	
	<p><b>Dates of future meetings</b></p> <p><b>21 January 2016 - 3.30pm</b></p> <p><b>21 March 2016 - 2pm</b></p>	