

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

**30 September 2020**

**Venue: Virtual Board meeting**

<b>Present:</b>	<b>Members:</b>	<b>Actions</b>
1.	<p><b>Members:</b> Kailash Chand (KC), Royce Goodier (RG), Anna Wardle (AW), Maria Bailey (MB)</p> <p>In attendance: Peter Denton (PD) Healthwatch Manager, Carolyn Shaw (CS), note taker.</p>	
2.	<p><b>Welcome &amp; Introduction</b></p> <p>KC welcomed everyone to the meeting.</p>	
3.	<p><b>Apologies for absence:</b></p> <p>Liz Windsor Welsh (LWW) (Action Together Chief Executive), Tracey McErlain-Burns (TMB), Glenis Lee (GL), Jyoti Rao (JR), Slawomir Pawluk (SP), Camilla Guereca (CG).</p>	
4.	<p><b>Registration &amp; Declarations of interest:</b></p> <p>No board members had any interests to declare relating to the meeting's agenda.</p>	
5.	<p><b>Minutes of the previous meeting:</b></p> <p>PD presented an action log to Board members. A copy of the log and minutes from the previous Board meeting is to be forwarded to Board members.</p>	<b>PD</b>
5.	<p><b>Chair's Introductory comments.</b></p> <p><b>Discussion points:</b></p> <ul style="list-style-type: none"> <li>• Tameside is in the media regarding the number of COVID related deaths.</li> <li>• Tameside residents still having difficulties obtaining COVID test, however, this is also a nationwide issue.</li> <li>• Reiterated the Governments message of 'Hands', 'Face' 'Space' to help stop the spread of C-19.</li> <li>• Tameside Hospital working on the backlog of elective surgery.</li> <li>• Board members expressed concern with the new Test &amp; Trace App, KC to seek clarification about the issues with the App and feedback to Board members.</li> </ul>	

6.	<p><b>Contract monitoring - April to June 2020</b></p> <p>PD talked through the comparative data. Board members referred to a copy of the quarterly monitoring pro-forma. PD confirmed that Julie Beech will shortly commence work on the June - September data, a report to follow.</p>	<p><b>PD - report at next Board meeting</b></p>
7.	<p><b>Healthwatch Tameside COVID-19 Survey update including key messages - influence and feedback from partners.</b></p> <ul style="list-style-type: none"> <li>• The COVID-19 Healthwatch questionnaire is still live on survey monkey. However, the survey has undergone slight changes to some questions to support the changes directed by the Government to remain relevant and appropriate. E.g. Test &amp; Trace, Face coverings, Social distancing.</li> <li>• Close monitoring of responses to the survey is highlighted in the individual reports produced. Board members please refer to handout for the titles of the reports published to date.</li> <li>• Reports are shared with local partners.</li> <li>• PD spoke briefly about non COVID health conditions/issues: B12 injections, Dental appointments - mixed messages about accessing services by telephone or online. HW are currently analysing the data and preparing a report to support the impact of the non COVID health conditions.</li> <li>• (Agenda item 8) RG confirmed the issues he has experienced trying to get his B12 injection during the pandemic. This message seems to be a common theme and will be reported on in the report produced.</li> <li>• <b>The Board agreed:</b> *To sign off the August Access &amp; Technology COVID survey report. *Confirm that the HW manager has delegated authority to circulate future COVID survey related interim reports. *Agree that the survey should remain open until response levels fall off and/or local partners tell us that it is no longer useful. (To be reviewed in December 2020).</li> </ul>	<p><b>HW Board members</b></p>
8.	<p><b>Access to vitamin B12</b></p> <ul style="list-style-type: none"> <li>• See RG comments in agenda item 7</li> <li>• National guidance on Vitamin B12 injections has changed since many people were prescribed injections - there is now evidence that B12 tablets are effective (in the right dose) for many people with pernicious anemia but this has not been well communicated to patients.</li> <li>• The Healthwatch team have taken this to Tameside's Integrated Medicines Optimisation Group who have</li> </ul>	<p><b>PD - to update</b></p>

	agreed to escalate it to the Greater Manchester Medicines Management Group.	
9.	<p><b>Discontinuation of Priadel</b></p> <ul style="list-style-type: none"> <li>• Priadel is to be discontinued and will no longer be available to the NHS. This is likely to affect approximately 200 people in the Tameside area. The decision to discontinue Priadel has a cost implication.</li> </ul>	
10.	<p><b>New website for HW Tameside</b></p> <ul style="list-style-type: none"> <li>• Healthwatch Tameside is liaising with colleagues in Healthwatch England and are working on the development of a new HWT website.</li> </ul>	
11.	<p><b>Risk Register</b></p> <ul style="list-style-type: none"> <li>• PD reviewed and reassessed the Risk Register. TMB offered comments to the changes, these are noted.</li> </ul> <p>PD explained the changes to document. (Board members please refer to handout). Increased risk scores identified in <b>red text</b> and reduced risk scored identified in <b>green text</b>.</p>	
12.	<p><b>Towards a new work plan</b></p> <ul style="list-style-type: none"> <li>• <b>Short term plan to continue with COVID focus</b></li> <li>• <b>2021/2022 Topics for consideration</b></li> </ul> <p>Due to the Pandemic, Healthwatch Tameside were unable to work on the latter half of the agreed work plan/previously suggested work areas for 2020/2021. Examples:</p> <ol style="list-style-type: none"> <li>1. A focused piece of work on the Stamford Unit</li> <li>2. Mental Health Impact Review</li> <li>3. Primary Care Public event</li> <li>4. Specific targeted engagement work with the residents of Tameside.</li> </ol> <p>As a result, HWT focused on work linked closely to the Pandemic. They are, but not limited to:</p> <ol style="list-style-type: none"> <li>1. Asking people about their experiences of accessing Health &amp; Social Care services during the pandemic.</li> <li>2. Asking people about their mental health.</li> <li>3. Asking people for their views and experiences of any new service delivery models that have been implemented during the Pandemic.</li> </ol> <p>As a result of the emerging topics from the COVID 19 survey, the HW Team will collectively discuss the topics for potential work areas, PD will report to the Board the outcome.</p>	

	<p><b>Recommendations</b></p> <p>The Healthwatch Board is asked to agree five recommendations, (refer to the handout).  (NB: TMB and GL comments to support this work are noted).  Board members are welcome to email additional thoughts to PD after the meeting.</p>	<p><b>HW Board members</b></p>
<p>13</p>	<p><b>AOB - None</b></p> <ul style="list-style-type: none"> <li>• The next date for the virtual Healthwatch Board meeting is to be confirmed.</li> </ul>	