

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

26<sup>th</sup> September 2022

Venue: The Anthony Seddon Centre

Present:	Members:	Actions
1	<p><b>Welcome and Introductions:</b> TMB welcomed members and Action Together staff/representatives LWW, CG and AH to the meeting.</p> <p>AH made an announcement about the appointment of a new HWT manager. <i>Post-meeting note: The candidate has withdrawn and a further round of recruitment has commenced.</i></p>	
2	<p><b>Apologies for absence:</b> Apologies received from Fleur Piacentini.</p>	
3	<p><b>Registration of interests and declarations of interest to any agenda item:</b> Registration of Interest forms: Imogen has requested return of the form from Fleur. It is understood this will be received before the next meeting. Fleur has already flagged that she is an employee of Pennine Care.</p> <p>No Declarations of Interests.</p>	FP

<p>4</p>	<p><b>Information - Minutes of the meeting held on 29 July 2022</b>  TMB ran through actions agreed on from last meeting:</p> <ul style="list-style-type: none"> <li>• TMB reiterated the offer that Board members are welcome to present part of the meetings and ask questions to the HWT manager - she will ask people individually what they might be interested in doing via telephone, and welcomes any feedback on the idea.</li> </ul> <p>GL - good idea, but we should wait until new manager starts and settles in.  JR - interested in how we work/integrate with Healthwatch in Greater Manchester and HWE.  LWW - suggested appointing portfolio leads, so that each member has a specific area of work, and targets/aims for governance are clearly defined.  TMB suggested inviting the new manager to 31<sup>st</sup> October meeting with HWE, and picking up this discussion again afterwards - members agreed.</p> <ul style="list-style-type: none"> <li>• Postcard distribution - TMB handed out to members to give out to community contacts and hopefully raise awareness of HWT in the area.</li> <li>• MH services - Not heard from PD regarding contact with MH lead (was Pat McElvey, now Lynzi Sheppard) - AH said we are working closely with them already. Agreed to close the item.</li> <li>• Item 9 - syntax errors in document spotted by JR - will email TMB with corrections.</li> </ul> <p>The Minutes were accepted as accurate.</p>	<p>JR</p>
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<p>5</p>	<p><b>Discussion and Decision - HWE Quality Framework</b></p> <p>Members agreed to stick to the original timeframe, rather than delay self-assessment by 4-6 weeks (agreed that there would not be much benefit to doing this). Self-assessment to be completed and sent to Jon Turner by 24<sup>th</sup> October, so he can review before 31<sup>st</sup> October meeting.</p> <p>Three questions to answer today:</p> <ul style="list-style-type: none"> <li>• Is there any evidence missing, and would inclusion of that evidence change the self-assessment?</li> <li>• Have we overstated or understated our position on anything?</li> <li>• Can we reach agreement on Areas of Priority?</li> </ul> <p>Sheets were stuck onto wall for colleagues to write on and add comments/changes where they see fit (Imogen to get sheets back from TMB).</p> <p>Points of Discussion:</p> <ul style="list-style-type: none"> <li>• Mental Health - TMB and LWW both highlighted as an important area to focus on (e.g. following up on Mental Health surveys).</li> <li>• TMB suggested asking providers for information on how they are following up on the feedback we are giving them - LWW mentioned that Jaquie from HWO is working on a Report Tracker System, and that this could be useful for us.</li> <li>• HW in GM network have Jan/Feb piece of work in place to discuss each other's peer assessments and compare/share strengths and weaknesses - members think this is a good idea.</li> <li>• CG highlighted how groups we contact often haven't seen an improvement in services 6 months on, and that we need to measure impact more - AH added that impact measuring is often done via surveys, and asked if there were other ways this information could be gathered - LWW suggested Patient Opinion may be able to help (info goes directly to provider), but agrees there is more to do.</li> </ul> <p>Summary of points (TMB)</p> <ul style="list-style-type: none"> <li>• Couple of areas where we can use Action Together's existing policies.</li> <li>• Build on EDI.</li> <li>• Develop mechanisms for capturing impact of our work.</li> <li>• Work out how to enhance supervision/development/support for team members.</li> <li>• Governance - ensuring there are enough points of influence - Action Together are working on.</li> <li>• Developing and sustaining relationships with children and young people.</li> <li>• Academic sustainment (building relationships with colleges, schools etc - highlighted by JR).</li> </ul> <p>TMB to highlight these areas in Framework and suggest focusing on these things in 2023/24 Workplan. Members happy for TMB to make these changes and submit to Jon Turner. His feedback on our assessment in comparison to others will be very useful, and will be</p>	<p>IS/TMB</p>
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	added to by the HW in GM work in Jan/Feb - TMB to update members at the next meeting.	
6	<p><b>Discussion - Risk Register</b></p> <p>Risk 6.2 - very high</p> <ul style="list-style-type: none"> <li>• SharePoint OneDrive has been successfully rolled out. Copies of files saved on laptops will also be automatically saved to the drive, reducing risk of copies being lost.</li> <li>• This reduces probability from 5 to 2, lowering the overall score to 8 and taking it out of the red - members happy to accept.</li> </ul>	

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## Information - Healthwatch in Greater Manchester update

Meeting on 30<sup>th</sup> September (Jon Turner invited)

- Will decide on areas of focus within Mental Health and Children's Services, to facilitate discussions with ICS partners about how Healthwatch in Greater Manchester can meaningfully work with them on these issues.
- Jon Turner, and Karen Parker from Wigan and Leigh will facilitate.

ICS Strategy Phase Two work

- Not a great deal of support for the Phase 2 Big Conversations.
- One or two HWs may be willing to do some work in the community for the project, discussions ongoing.
- Invited Claire Connor to 30<sup>th</sup> September meeting to agree on what HW can meaningfully contribute to development of this piece of work.
- LWW - Action Together have been involved for a few months - their view is that it is an important piece of work as we need to work with the ICS so they can work better with local people and voluntary sector, but the methodology and resources available are not enough. They will talk to 8 voluntary sector organisations to gather their feedback on the process and will forward it to the ICS.
- Seem to be less resources available for HWs, and a lack of clarity of our role alongside the ICS e.g. who is running/organising community events. We want to ensure that Phase Three goes well, so we will work with them to ensure that we get the resources we need - we have a verbal commitment from the ICS that they will work with us on this. TMB agrees that we just need to work with them and prepare for Phase Three.

Case for Support:

- TMB met with ICS leaders last week to discuss Case for Support and Partnership Agreement for HW in GM.
- Six questions arose which need to be answered before the Partnership Agreement can be requested.
- Warren Heppolette organising meeting for us to discuss before meeting with Louise Ansari and Sir John Oldham on 19<sup>th</sup> October.

<p><b>8</b></p>	<p><b>Any other business</b></p> <p>AH will take paper on Cost of Living to Provider Partnership, and will raise issue at the upcoming Strategic Partnership meeting, where she will represent HWT. TMB thanked her for the update and for attending these meetings.</p> <p>Delays in Non-Urgent care report has been published, and sent out in our e-bulletin.</p> <p>HWT team have asked to extend the MH survey deadline - members agreed. Julie Beech can make the decision about how long it needs to be open for.</p> <p>LWW asked if there is any external deadline - not that TMB is aware of. AH will discuss with Lynzi Sheppard.</p> <p>TMB ended Part A of the meeting.</p>	<p><b>AH</b></p>
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