

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

23 November 2020

Venue: Virtual Board meeting

Present:	Members:	Actions
	<p>Members: Kailash Chand (KC), Royce Goodier (RG), Anna Wardle (AW), Tracey McErlain-Burns (TMB), Glenis Lee (GL), Camilla Guereca (CG), Slawomir Pawlik (SP), Liz Windsor Welsh (LWW) (Action Together Chief Executive),</p> <p>In attendance: Peter Denton (PD) Healthwatch Manager, Tamoor Tariq (TT) Healthwatch Manager Oldham, Observer, Carolyn Shaw (CS), note taker.</p>	
1.	<p>Welcome & Introduction</p> <p>KC welcomed everyone to the meeting.</p>	
2.	<p>Apologies for absence:</p> <p>Jyoti Rao (JR), Maria Bailey (MB)</p>	
3.	<p>Registration & Declarations of interest:</p> <p>No board members had any interests to declare relating to the meeting's agenda.</p>	
4.	<p>Minutes of the previous meeting:</p> <p>Minutes from the Healthwatch Board meeting(s) on 23 August and 30 September 2020 accepted as correct.</p>	
5.	<p>Decision log - Paperwork shared on screen for all Board members to view.</p> <p>PD confirmed that external partners are happy with the reports and the delivery of work by the Healthwatch team they are meeting their statutory obligations.</p>	
6.	<p>Chair's Introductory comments.</p> <p>Discussion points:</p> <ul style="list-style-type: none"> • The Chair confirmed he has been offered an Honourable position as Professor of Health & Wellbeing - congratulations to Chair from all members of the Healthwatch Board. • Karen James, Chief Executive of Tameside and Glossop Integrated Care NHS Foundation Trust, will 	

	<p>provide leadership support to Stockport NHS Foundation Trust. Karen will retain Chief Executive responsibilities across both trusts.</p> <ul style="list-style-type: none"> • COVID remains prevalent in the borough of Tameside with an infection rate of approx. 300/100,00. • KC reinforced the need for Test & Trace, face coverings, Social distancing, 'hands', 'face', 'space'. • COVID vaccines - KC confirmed there is approx. 200 organisations (worldwide) working on COVID vaccines, however, 10/11 organisations are active with 3 vaccines to rolled out - dates to be confirmed as directed by the Government. The logistics of storage of the vaccine and how and who will administer the vaccines for Tameside residents is still in the discussion stages. • (AW a retired nurse confirmed that she has put her name forward to be a vaccinator should her services be required). 	
7.	<p>Contract monitoring - July - September 2020. Paperwork shared on screen for all Board members to view.</p> <ul style="list-style-type: none"> • PD thanked colleagues at Action Together Wellbeing Team for working cohesively with Healthwatch staff sending out over 600 postcards and flyers to Tameside residents promoting the work of Healthwatch, in particular the COVID survey. • PD talked through the comparative data, explaining variations in data supporting the ongoing changes during the Pandemic e.g. working from home, reduced face to face contact, temporarily stopped visiting community groups, increase in NHS complaints, (as the 1st lockdown was eased). It was agreed that the data reflects the hours staff work on projects. • KC asked for a comparative figure on NHS complaints from this time last year. PD to look at the data and report back to Board members. • TB asked about the challenges linked to the Dentistry report. PD confirmed that whilst the challenges are noted and recorded as part of HW routine data they are not logged as an NHS complaint, unless otherwise instructed by the client. 	PD

	<ul style="list-style-type: none"> • GL thanked the HW team for their work with the visual impaired residents. • Thanks, conveyed from Chair to Healthwatch staff for all their hard work. 	
8.	<p>Staffing Update</p> <p>1 x Maternity cover vacancy advertised. CD 9 December 2020. S/L and IV date TBC (I/V will be via Zoom.) The IV panel will PD, Karen Whitworth and 1 member of the HW Board.</p> <p>1 member of the Healthwatch team has temporarily increased their hours.</p> <p>HW have one vacancy and the recruitment to this post to commence April 2021.</p>	
9.	<p>Healthwatch Tameside COVID-19 Survey update including key messages - influence, feedback from partners and next steps.</p> <p>Two reports published: Paperwork shared on screen for all Board members to view</p> <p>COVID 19 communications, rules and guidance data 22.9.20. - Discussions took place - in particular those who answered the following question and have not had a test?</p> <p>‘Possibly had COVID/Symptoms, but not been tested’</p> <p>Q.2. asked - Have you found it easy to find clear and understandable information and about what to do to keep yourself and others safe during the pandemic? And, where people obtained information e.g. Government website, NHS website and ‘free writing’ comments their overall views, in particular the negative comments.</p> <p>Mental Health and Wellbeing update. - PD referred to the data on the report showing as the Pandemic continues the data shows the impact on people’s mental health and wellbeing.</p> <p>Plans for December 2020 and early 2021. The current COVID survey will close in December 2020, it was agreed that an interim report will not be produced. A new COVID-19 related survey will launch in January 2021 (draft copy to be sent to the Board prior) and a full report will be produced in Spring 2021. The new survey will feature targeted questions. E.g. delays in treatment, access to services, the new COVID vaccine(s).</p> <p>Discussions continued about how the Board can influence decisions made for Tameside residents to actively encourage</p>	

	<p>and receive the vaccine. PD referred to Diversity Matter - COVID survey data to show how 'voices are heard'. PD is attending the Pandemic Resilience Meeting and will take key messages from the conversation and take forward questions raised by the Board about the vaccine(s), who, where, when, how? Etc...</p>	
10.	<p>Access to NHS Dentistry - Paperwork shared on screen for all Board members to view</p> <p>PD referred to report. Discussion took place. TB and GL thanked the Healthwatch team for the detailed report. Comments included: very good, easy to read and understand. TB Suggested to send the report to Chief Dental Officer.</p> <p>The recommendations from the report are noted and agreed by the Board.</p>	PD - to update
11.	<p>Towards a new workplan - Paperwork shared on screen for all Board members to view</p> <p>The Healthwatch Board is asked to:</p> <ol style="list-style-type: none"> 1. agree that the COVID survey should formally close in December 2020 and preparations begin for a full report to be produced in the Spring of 2021. 2. agree that a new COVID-related survey be launched in January 2021, building on findings from our initial survey, to help to inform our priorities for 2021/22. 3. identify 5 topics from the handout 'Towards a new workplan' that they personally feel should be included (please send to Peter Denton by 7 December 2020) 4. agree that the HW team should engage with local partners and the population to help to assess the priority/value for each of the topics for the 2021/22 work plan 5. agree that the 2021/22 work plan should be formally agreed and signed off by the Healthwatch Board by the end of March 2021. <p>Any board members who are unable to attend the November Board meeting (or who have additional thoughts after the meeting) are welcome to e-mail their thoughts to peter.denton@healthwatchtameside.co.uk before 7 December 2020.</p>	Board members
12.	<p>Board recruitment.</p> <p>Board recruitment to commence early 2021. Advertisement details for new Board members to be agreed. There are two vacancies for Board members.</p> <p>Board members to email PD should they wish to step down from their role as Board Member.</p>	Board members

13.	<p>New website for HW Tameside</p> <p>HW Tameside are following the HW England website template and the migration of data from the old website to the new HW website has commenced. The new website is likely to go live Jan-Feb 2021.</p>	
14.	<p>AOB - None</p> <ul style="list-style-type: none"> • The next date for the virtual Healthwatch Board meeting is to be confirmed. • Tamoor Tariq - Thanked Board members for allowing him to observe the meeting. 	