

Healthwatch Tameside Board Meeting Minutes (Part A)

Meeting date: 29th March 2023

Meeting time: 1100hrs

Meeting location: 4C Community Centre, Ashton

Members present:

Name	Position
Tracey McErlain-Burns	Chair
Jyoti Rao	Vice-Chair
Glenis Lee	Member
Royce Goodier	Member
Fleur Piacentini	Member
Julie Wood	Member
Camilla Guereca	Action Together representative

Attendees present:

Name	Position
Alex Leach	Manager
Imogen Shortall	Project Support Officer (minute taker)
Jessica Johnson	Contracts Performance Officer

Item	Title and minute
1	<p>Welcome and Introductions:</p> <p>TMB welcomed attendees to the meeting.</p>
2	<p>Apologies for absence:</p> <p>Apologies received from Maria Bailey, Anna Hynes, Slawomir Pawlik and Liz Windsor-Welsh.</p>
3	<p>Registration of interests and declarations of interest to any agenda item:</p> <p>Registrations of interest:</p> <ul style="list-style-type: none"> GL has been made Volunteer Coordinator for the Tameside Macular Degeneration Group FP is delivering CAMHS training on Autism

	<ul style="list-style-type: none"> TMB is Chair of the Royal College of Nursing for Yorkshire and Humber, and Healthwatch in Greater Manchester Chair <p>IS to retrieve updated declaration of interest forms.</p>
<p>4</p>	<p>Minutes of the meeting held on 16th January 2023</p> <p>JR raised a query about Q5 on page two - asked to change wording of 'communities in system' (penultimate line).</p> <p>It was agreed the Minutes are approved as accurate.</p> <p>TMB thanked IS and AL for their work on the Minutes.</p>
<p>5</p>	<p>Action Log review</p> <p>Actions 2, 3, 4, 8, 11, 13, 15 ongoing. All others completed. IS to update Action Log.</p>
<p>6</p>	<p>Decision – Business Plan 2023/24</p> <p>To approve the business plan 2023/24 which confirms our operational priorities aligned to the contract specification.</p> <p>AL provided a verbal run through of the Business Plan:</p> <ul style="list-style-type: none"> Developed by Board, team and volunteers Shows intended actions, areas, and timeframes Helps us monitor our impact and performance Once approved, the document will be published and available to the public Functions aligned to contractual requirements and statutory duties - measuring what we will do and the impact it will have (key performance indicators) Some deliverables were updated after team meeting , after concerns about capacity were addressed Project leads have not yet been assigned <p>Comments</p> <p>JW - What were main changes made following the team meeting?</p> <p>AL - Changed from three projects to two - specific care home project was removed (but we will still be Enter and View ready)</p> <p>Members happy to approve. JJ content that it covers contractual obligations.</p> <p>IS and AL to publish Business Plan on the Healthwatch Tameside website.</p>

<p>7</p>	<p>Decision – Quality Assurance Framework [QAF] Action Plan</p> <p>To approve the QAF action plan in line with the recommendations provided by Healthwatch England.</p> <p>AL verbal introduction:</p> <ul style="list-style-type: none"> • Quality Framework was completed last year and reviewed by Healthwatch England • Action plan created to help mitigate the highest risks • This QAF action plan to be reviewed each board meeting for assurance <p>QAF Action Plan:</p> <p>1: Leadership and Decision Making</p> <ul style="list-style-type: none"> • Completed at this meeting <p>2: Impact and Influence (Impact)</p> <ul style="list-style-type: none"> • Good opportunity this year to review our impact with stakeholders etc., and how we assess this impact • 360 review - survey asking stakeholders, colleagues and the public about what they think our work does/how it benefits people/quality of service (this helps us assess whether we are fulfilling our plans and where we need to improve) • TMB - suggested asking the public to review our Board meetings if in attendance <p>3: Impact and Influence (Helping people understand what we do/the value we bring)</p> <ul style="list-style-type: none"> • Healthwatch England training sessions on Theory of Change has been organised • Impact tracker will be used, and data presented quarterly via Impact Report <p>4: Engagement, Involvement and Reach</p> <ul style="list-style-type: none"> • The exact number of volunteers to be confirmed but it was agreed it is below 12. • CG hopes that Action Together can offer support with volunteering work • Youth Healthwatch project planning highlighted as a priority area <p>Members happy to approve this document. AL to share with Healthwatch England. IS to share on Healthwatch Tameside website.</p>
<p>8</p>	<p>Decision – Annual Reporting arrangements</p> <p>AL verbal update:</p> <ul style="list-style-type: none"> • Annual Report draft will be brought to May meeting • Once approved, AL will share with stakeholders and publish on website <p>Members happy to approve this process</p>

<p>9</p>	<p>Decision – Conducting Board Meetings in Public</p> <p>Summary of main points discussed:</p> <ul style="list-style-type: none"> • We want to make it easier for the public to access meeting information e.g. dates and times, papers • Public attendance may change accessibility requirements, e.g. may need a bigger room (IS to research alternative venues/combining two meeting rooms for May meeting) • Requirements will pose a challenge e.g. 10 day limit for publication of minutes in line with policy • This is a different arrangement for the board, but right to get public involved more. Excellent that there will be greater transparency • Travel concerns for people coming from Glossop • Our profile will be advertised by Healthwatch 10 year anniversary communications, engagement team are pushing <p>Members content to accept document.</p>
<p>10</p>	<p>Discussion - Risk Register</p> <p>2.3 - Lack of clear strategic plan with focused actions</p> <ul style="list-style-type: none"> • Approval of Business Plan mitigates this risk <p>3.2 - Healthwatch could be perceived as lacking independence</p> <ul style="list-style-type: none"> • Updated to medium - possible risk, but not aware of any concerns other than those raised by FP at last meeting <p>8.3 - May not have sufficient monitoring data to evidence that we are delivering our contractual outcomes</p> <ul style="list-style-type: none"> • Agreed to reduce impact from 4 to 3 now that QAF Action Plan is approved <p>Changes from last meeting have been updated - 1.2 to be reviewed once AL and AH have reviewed delivery model.</p>
<p>11</p>	<p>Discussion - Healthwatch in Greater Manchester Network update</p> <p>TMB provided a verbal update on the work of the Healthwatch in Greater Manchester network:</p> <ul style="list-style-type: none"> • Meeting Friday this week in Eccles • Anita Rolf attending Friday meeting (Deputy Chief Nurse at GM ICS) to discuss the Quality Strategy - deadline extended to include any comments from the meeting • Case for Support has been approved (no set figure yet) - for Single Point of Access and funding for each HW to fund additional work • No new Chair found despite TMB stating she does not want to continue. Collaborative Agreement states the role should be held April to April - the network will now advertise for an external Chair, and are currently discussing whether that role will be paid/compensated. TMB to stay on for 3 months to deliver upcoming work • Currently forming data repository <p>AL thanked to TMB for all her hard work as interim Chair of the Healthwatch in Greater Manchester network.</p>

<p>12</p>	<p>Discussion - Board Appraisals</p> <p>TMB discussed her ideas for future Board meetings:</p> <ul style="list-style-type: none"> • Assign members to parts of the QAF/other topics e.g. sustainability - members can then approach each Agenda item from a different angle, covering lots of different issues at each item • Members can pick topics/domains that play to their strengths • Suggested one-to-one telephone conversations with each member • Needs to be done before next meeting - will be included in papers for May meeting <p>Members happy for TMB to have their numbers and to phone them. TMB and IS to arrange phone calls with each member to discuss personal topics/domains/areas of QAF.</p>
<p>13</p>	<p>Information – Operational Update</p> <p>AL provided a verbal update on the HWT team's recent work:</p> <ul style="list-style-type: none"> • Cost of Living survey has now been published - just under 100 responses received in the first two weeks. Project running in partnership with Action Together. Currently being sent out to all community spaces (warm hubs, food banks, shelters etc) - well received by services. • Cost of Living survey running until mid-May. Could extend outreach using budget, we will assess as we go. • Mental Health survey 2022/23 - JB producing draft report • General Feedback report published on an annual basis. We will now include this feedback in quarterly reports (as part of the Impact Report). • Weekly stalls and events in community ongoing (e.g. Employability event at Tameside College) • Attending the Inequalities Reference Group (a sub group of the Health and Wellbeing Board) – Healthwatch Tameside have been asked to lead project area around Health Inequalities (will involve engaging with communities, understanding difficulties etc.). Originally asked to do over 6 months with a small pot of funding - we have asked if we could extend to 9 or 12 months, which has been agreed. We have said we will support being Project Lead in principal (discussions still ongoing to finalise details). <p>Comments CG - Positive progress, nice to see we are being recognised for good work by being offered a lead position TMB agrees and thanks AL</p> <p>GL - Talking News will be advertising Cost of Living survey, so we may see spike in phone responses (IS to advise team)</p>
<p>14</p>	<p>Information – Forward Plan</p> <p>Information about agenda items for the upcoming Healthwatch Tameside Board meetings are included in the document sent out with this meeting's papers.</p>

<p>15</p>	<p>Any other business</p> <p>GL - Henshaw's Society for the Blind</p> <ul style="list-style-type: none">• May be removing support for Tameside• AL - will send to Action Together colleagues and see what support/info they can provide. <p>FP - Voiceability complaints advocacy contracts</p> <ul style="list-style-type: none">• Some people who were previously using Cloverleaf for advocacy now cannot access service because of changes to criteria/contract. This has affected peoples support.• JJ - will feedback to contacts commissioning officer for advocacy <p>TMB ended Part A of the meeting.</p>
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