

Healthwatch Tameside Board Meeting Minutes (Part A)

Meeting date: Thursday 11 September 2025

Meeting time: 11:30am

Meeting location: Age UK Tameside, Ashton-Under-Lyne

Members present:

Name	Position
Glyn Goodchild (GG)	Chair of meeting
Glenis Lee (GL)	Member

Attendees present:

Name	Position
Alex Leach (AL)	Healthwatch Manager
Abby Turner (AT)	Healthwatch Coordinator
Martyn Nolan (MN)	Project Support Officer (Minute taker)
Jennie Pimlott (JP)	Contracts Officer, TMBC
Mark Widdup (MW)	Action Together Representative

Item	Title and minute
1	Welcome and Introductions: GG welcomed all attendees, and everyone introduced themselves.
2	Apologies for absence: Apologies received from Linda Kent, Oliver Jones, Helen Chauhan, Kelly Cahill and Fleur Piacentini.
3	Registration of interests and declarations of interest to any agenda item: GL stated that she had been offered a role at the Stockport Hospital Trust, but she has declined it.
4	Minutes of the previous meeting 10 July 2025 Minutes of the previous meeting were approved as accurate by the Board.
5	Action Log review AL went through the log: <ul style="list-style-type: none"> AT51 - Engagement work with the Diagnostic Centre in Denton. They were asked if they could attend a future meeting and provide an update, but they haven't responded yet. Action: AT to contact the Diagnostic Centre to see if they can come and do an update at a future meeting.

	<ul style="list-style-type: none"> • AT52 – The report has now been shared with the board. • AT53 – Feedback of observations – there was an update provided by LK, and this item is now closed. • AT54 – Danielle from HW GM was scheduled to come to this meeting, but was unable to attend; but should be able to come to the November meeting. • AT57 – Enter and view training email was sent out to board members, and we have had a couple who have expressed interest, and AL will deliver this in-house.
	Items for Discussion
6	Questions from members of the public. No questions were submitted.
	Items for Decision
7	Enter and View: Riverside Report AT presented the Riverside Report with the following highlights: <ul style="list-style-type: none"> • This is the 3rd visit, which was conducted at Riverside Care Home. • We have contacted the provider, no response to the report or recommendations has been received. This included a 20-day reminder and the offer of an extension. • Care UK have Riverside in their portfolio, CQC provided contact details for the care home contact at Care UK, still no response. • Raised with the Tameside Director at Action Together, and we will now publish the report without any response. • It's noted in the report that attempts to contact them have been made. Action: AT to publish the report once the board has approved.
8	Election of Chair and Deputy Chair Request via email if they wish to enter their interest in these roles. There has been no uptake on this, as they are happy with the current roles. Approve 3 years for the Chair role and 2 years for the Deputy Chair role.
9	Impact and Operations Report AT provided an update on this report, with the following highlights: <ul style="list-style-type: none"> • Full details are available in the papers provided • We have developed a data and consent guide. This provides clarity on how we share people's experiences. Making sure that everything is covered and we're clear with the public. • We have set up a LinkedIn page. Our profile is growing and it's proving useful for sharing strategic updates. • Reviewed content on the website to ensure it includes up-to-date imagery and relevant articles. • A comms plan has been created to help with requests from groups to share information.

	<ul style="list-style-type: none"> • Outreach at Tameside Hospital has changed to aid the teams' working hours. Communicated to the public via E-bulletin and social media. • The forum is next Tuesday (September 16 2025) and will start at 9:30. There are 35 stall holders, alongside Mark Andrews from Tameside Reporter he will be conducting interviews. It's planned to be a positive event. • Published first quarterly report. Link has been sent to the board. • Took on a student who is studying a health-related course. On the 29th September, we will have 3 more coming along on the day. These could lead to them becoming volunteers. • Developed quarterly reporting to go to all system leaders. All our anonymous feedback has been shared with those leaders. Imogen led on that and has done a great job on increasing this data sharing. • Current projects – <ul style="list-style-type: none"> ◦ Enter and view 5 has been carried out, and analysis is underway ◦ Visits 6 and 7 are currently being planned. ◦ Pharmacy first – this was presented today and will hopefully be approved after the meeting ◦ Imogen has submitted a first draft of an accessible information project plan. ◦ Urgent care – will start this in Q3. A theory of change session was completed with the team. The proposed plan will be presented to the hospital to ensure it aligns with them and can be a collaborative piece of work. <p>The board wanted to express their thanks to the team for their hard work, and when you look at the finance report, you can clearly see that so much is being done in such limited hours of the team.</p>
	Meeting close
10	<p>Chair Update</p> <p>Glyn said that he will try to contact Tracey to give her a positive update about how things are going.</p> <p>Glyn said that things are ongoing in relation to the national news, but he is focused on what we can do locally at the moment.</p>
11	<p>Q1 Finance Report</p> <p>Paper presented to the board for their information. Highlights a cost-value service.</p>
12	<p>Risk Register</p> <p>AL went through the risk register, with the following highlights:</p> <ul style="list-style-type: none"> • There is a heat matrix included, which helps the board to understand the current risk levels. • Closure of the service – this is listed as an increased risk, but there is assurance that there will be an element of an independent service in Tameside moving forward.
13	Forward Plan

	Paper sent as information only.
14	AOB Nothing
15	Next Meeting Thursday 13 th November at 11:30am