

Healthwatch Tameside Board Meeting Minutes (Part A)

Meeting date: Thursday 13 November 2025

Meeting time: 11:30am

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

Members present:

| Name | Position |
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| Glyn Goodchild (GG) | Chair of Advisory Board |
| Linda Kent (LK) | Chair of meeting/Deputy Chair of Advisory Board |
| Glenis Lee (GL) | Member |
| Oliver Jones (OJ) | Member |

Attendees present:

| Name | Position |
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| Alex Leach (AL) | Healthwatch Manager |
| Abby Turner (AT) | Healthwatch Coordinator (Minute taker) |
| Nicola Carter (NC) | Contracts Officer, TMBC |
| Mark Widdup (MW) | Action Together Representative |
| Lesley Surman (LS) | Chair of Governors, Tameside Hospital |
| Neil Phillips (NP) | Deputy Chair of Governors, Tameside Hospital |

| Item | Title and minute |
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| 1 | Welcome and Introductions: GG welcomed all attendees, and everyone introduced themselves. |
| 2 | Apologies for absence: Kelly Cahill |
| 3 | Absent members: Helen Chauhan; Aminah Yasheen; Fleur Piacentini |
| 4 | Registration of interests and declarations of interest to any agenda item: LK - Signed up to PPG at her GP surgery |
| 5 | Minutes of the previous meeting 11 September 2025 Action: Minutes of the previous meeting to be shared by AT via email on 13 November 2025 for approval from the board. Minutes were later approved by the board via email following on from the meeting. |
| 6 | Action Log review |

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| | <p>AL went through the log:</p> <ul style="list-style-type: none"> • AT51 - Engagement work with the Diagnostic Centre in Denton. AT confirmed outreach contact established. LK happy to host walk round; AT and GG will attend. AT to arrange walk round with manager in the new year. • AT53 – DR unable to attend November meeting; provided written update. AT to share DR update via email. AL to invite DR to January meeting. • AT57 – Enter and view training. AL to deliver training in-house on 3 December 2025. KC and AT confirmed attendance; OJ expressed interest at meeting. |
| | Items for Discussion |
| 7 | <p>Questions from members of the public.</p> <p>No questions were submitted.</p> |
| | Items for Decision |
| 8 | <p>Impact and Operations Report</p> <p>AT provided an update on this report, with the following highlights:</p> <ul style="list-style-type: none"> • Full details are available in the papers provided <p>Health & Wellbeing Event</p> <ul style="list-style-type: none"> • Successful Adults Health & Wellbeing Event held on 16 Sept 2025 at Richmond Street Community Centre, Ashton. • Attended by staff, four volunteers, 35+ groups/services, Cllr Taf Shariff and Tameside Radio. • Generated strong engagement, valuable feedback, and media coverage (photos/videos). <p>Advisory Board Appointment</p> <ul style="list-style-type: none"> • GG confirmed as Chair of Advisory Board. Announcement shared via website, social media, and to feature in December E-Bulletin. <p>Project Updates</p> <p>Enter & View:</p> <ul style="list-style-type: none"> • Auden House – Report published 30 Jan 2025 • Daisy Nook – Published 29 May 2025 • Riverside – Published 11 Sept 2025 • Clarkson House – Published 24 Sept 2025 • Visit 6 – Draft in review; awaiting sign-off • Visit 7 – Planned for Jan 2026 • Visit 8 – Planned for Mar 2026 <p>Pharmacy First:</p> <ul style="list-style-type: none"> • Report published 23 Sept 2025; presented at IMOG (24 Sept) and Practice Managers Forum (29 Oct). <p>GP Accessible Information:</p> <ul style="list-style-type: none"> • Draft report under review; expected to go to commissioner for feedback before Jan Board. • Plan includes BSL-interpreted video for accessibility. <p>Urgent Care:</p> <ul style="list-style-type: none"> • Theory of Change session held in July; engagement activities to start late Nov/early Dec. <p>Quarterly Reporting</p> <ul style="list-style-type: none"> • Q2 Report produced in visual format for accessibility. • Thematic experience reports in development: Mental Health, Primary Care, Secondary Care, Medication, Dentistry, Tameside Hospital. |

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| | <ul style="list-style-type: none"> New recommendation follow-up process to include implementation timeframes for accountability. <p>Discussion:</p> <ul style="list-style-type: none"> MW raised VCFSE wide issue faced in relation to low engagement with reports and similar types of stories, including the difficulty faced in telling stories of work (Q2 PiktoChart had 12 views). Emphasised this is being discussed by the Action Together board and is experienced by the wider sector. NC suggested TMBC support via Maddie from their team. LS highlighted potential links with Derbyshire. AL to speak with Derbyshire colleagues to explore cross-borough work and gather feedback from residents who may have used Tameside Hospital. Action: New – AL to connect with Derbyshire colleagues (Action created HWTa59) GG suggested highlighting positive experiences in reports. AL noted other HWs celebrate good practice and proposed considering this in the future workplan. GL provided extremely positive feedback on recent event and how this has benefited the Macular group by booking in guest speakers: AgeUK and GMFR. GG and LK also voiced their positive feedback on the event |
| 9 | <p>Healthwatch Tameside – Chair Update</p> <ul style="list-style-type: none"> GG emphasized importance of visibility and engagement, citing involvement in Primary Care Service Awards and outreach to key leaders. GG has been meeting with numerous leaders to influence where possible and praised the team for strong performance in Tameside. AL added that influence is key and noted success in getting into decision-making spaces and showcasing work. |
| | <p>Healthwatch in Greater Manchester Update – Danielle Ruane</p> <p>Action: New – AT to email Danielle's written update to the board, due to no longer being able to attend the meeting (Action created HWTa60)</p> |
| | Meeting close |
| 10 | <p>Q2 Finance Report</p> <ul style="list-style-type: none"> Paper presented to the board for their information part of board papers |
| 11 | <p>Risk Register</p> <ul style="list-style-type: none"> AL advised there are no updates |
| 12 | <p>Forward Plan</p> <ul style="list-style-type: none"> Paper sent as information only. |
| 13 | <p>AOB</p> <p>Update:</p> <ul style="list-style-type: none"> LK advised she will soon be taking time off for a holiday Signed up to PPG at her surgery; only two patients currently involved. GPs meeting <2-week target but anticipate future challenges. <p>Interpreter Service:</p> |

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| | <ul style="list-style-type: none"> LK shared hospital initiative using on-screen interpreters, reducing costs and in-person attendance issues such as parking. Service billed per minute, available 24/7, currently on two wards: potential for GP use. <p>Health Ombudsman:</p> <ul style="list-style-type: none"> LK in contact with Manchester-based Ombudsman representative, who is keen to attend events and Board meetings. <p>Action: LK to share contact; AT to invite to future meetings and encourage collaboration. (Action created HWT A61)</p> <p>Upcoming Events:</p> <ul style="list-style-type: none"> Shared Lunch – 10 Dec 2025 (AT) Volunteer 'Thank You' – 19 Dec 2025 (AT) |
| 14 | <p>Next Meeting</p> <p>Thursday 15th January 2026 at 11:30am</p> |