

Healthwatch Tameside Board Meeting Minutes (Part A)

Meeting date: Monday 10 March 2025

Meeting time: 12 noon

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

Members present:

Name	Position
Glyn Goodchild (GG)	Interim Chair (Chair of meeting)
Glenis Lee (GL)	Member
Linda Kent (LK)	Member
Oliver Jones (OJ)	Member
Helen Chauhan (HC)	Member
Fleur Piacentini (FP)	Member

Attendees present:

Name	Position
Alex Leach (AL)	Healthwatch Manager
Abby Turner (AT)	Healthwatch Coordinator
Rebecca Threlfall (RT)	Project Support Officer (Minute taker)
Jean Hurlston	Pennine Care FT Board of Governors (observer)
Damayanti Patel	Pennine Care FT Board of Governors (observer)

Item	Title and minute
1	Welcome and Introductions: GG welcomed attendees to the meeting
2	Apologies for absence: Apologies received from Camilla Guereca and Claire Woodford

3	Registration of interests and declarations of interest to any agenda item: None
4	Minutes of the previous meeting 14 January 2025 The Minutes of the previous meeting were approved as accurate by the Board.
5	Action Log review HWT46 – Auden House Care home report now on website – complete HWT47 – On agenda for today's meeting – complete HWT48 – Best wishes passed on to TM. GG thanked AL for handling sensitively - complete
6	Questions from members of the public No questions received
	External Speaker
7	Update on Southeast Manchester - Community Diagnostic Centre (CDC) in Denton Apologies were received by Claire Woodford. Defer until future meeting. Board discussed how centres appeared to be working well and how important it was for HWT to be involved in the planning to feed in patient experience. ACTION AL to contact CW and reschedule
	Items for Decision
8	Revised terms of reference <u>AT</u> circulated Terms of Reference to the board and ran through each section. Purpose, Chairing, Meeting, Role, Reporting, Accountability – no change – aligns with contract Scope – now need to remove complaints advocacy content. Also noted awaiting confirmation of new contract rep. Small typo noted. AGREED Proposed amendments to terms of reference were agreed by the board

	ACTION AL to make agreed amendments
9	Approval of the 25/26 workplan
	<p>ATAL presented overarching objectives for year:</p> <p>Quarter 1 Objective 1 – We will conduct and publish our research on the accessible information standards within primary care. Objective 2 – In accordance with our enter and view schedule, we will conduct two announced visits. Objective 3 – We will conduct a comprehensive review of our volunteering programme and develop a plan to increase its uptake by 50% by March 2026.</p> <p>Quarter 2 Objective 4 – We will organise a health forum that will focus on women's health. Objective 5 – In accordance with our enter and view schedule, we will conduct one announced visit. Objective 6 – We will publish our Healthwatch Tameside Annual Report 2024/2025.</p> <p>Quarter 3 Objective 7 – We will conduct and publish our research on people's experiences of urgent and emergency care. Objective 8 – In accordance with our enter and view schedule, we will conduct two announced visits. Objective 9 – To conduct a review of our communications and engagement activities and develop a plan to ensure our activities align with our strategic objectives.</p> <p>Quarter 4 Objective 10 – We will organise a health forum that will focus on men's health. Objective 11 – In accordance with our enter and view schedule, we will conduct one announced visit. Objective 12 – We will publish our operational plan for 2026/2027.</p> <p>JH Asked whether HWT are aware of GP Access research being conducted by Manchester University - AL advised that they are aware and receive regular updates.</p> <p>Board considered how the 'Theory of Change' model would be adopted. AL advised he would add further detail to plan to reflect this</p>

	<p>AL and team were thanked for their work.</p> <p>DP Commented it was good to see that Men's Health was part of the plan. JH was keen to see future links with the Pennine Care FT Board including raising awareness of the work HWT are doing.</p> <p>ACTION AL to update plan to include detail around adopting the Theory of Change model.</p> <p>APPROVED Board approved the plan and core objectives for 2025/26</p>
	Items for discussion
10	Impact and Operational Report
	<p>AT Referenced report previously circulated and highlighted:</p> <ul style="list-style-type: none"> • Operational team updates • Engagement and outreach work • Working with people • Presented an example of a signposting case study • An update on the second Enter and View being coordinated by Ayesha • An update on the Pharmacy First project led by Imogen • An update on engagement phase of GP accessible information project • Feedback received on Experiences of GP Practices in Tameside Report from Tori O'Hare, Assistant Director of Primary Care Communities & Neighbourhoods (Tameside) <p>Healthwatch Tameside are in the process of finalising the Pharmacy First research report which on completion the draft report will be issued to the commissioner for comment and response to our recommendations. We will then share the report at a future board meeting for approval for publication.</p> <p>ACTION Pharmacy First report to be shared for approval at future board meeting.</p>
	Items for Information
11	GP Experience Report (full report and report summary)
12	Forward Plan Summary plan for the next 6 months Board Meetings
	Meeting close
13	Any other Business (Notified in advance)

	<p>Hospital Appointments arranged via text and phone</p> <p>GL Raised concerns around the complexities of making / changing hospital appointments when required to via text and phone. Process included receiving a PIN number – very challenging for some people with visual impairments.</p> <p>FP Had similar challenges using phone queue systems and IVR (Interactive Voice Response) Technology.</p> <p>ACTION Linda to feedback to hospital and then update board</p> <p>Chair thanked all those present for their attendance</p>
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Meeting ended 13.13pm