

## Healthwatch Tameside Board Meeting – Action Log

Status Code	Ontrack but not yet due	Complete - no monitoring required	Complete to be monitored	Delayed but no risks	At risk of failing to deliver and requires review
On track but not yet due					

### Ongoing Actions:

Action Ref	Meeting Date	Agenda Item	Lead	Action	Comment	Deadline	Status
HWT49	10/03/25	Update on Southeast Manchester - Community Diagnostic Centre (CDC) in Denton	Alex Leach	Reschedule attendance for future board meeting		03/04/25	
HWT50	10/03/25	Revised terms of reference	Alex Leach	Amendments to be made to Terms of Reference		31/03/25	
HWT51	10/03/25	Approval of the 25/26 workplan	Alex Leach	Add wording to plan to reflect adopting Theory of Change Model		31/03/25	
HWT52	10/03/25	Impact and Operational Report	Alex Leach / Imogen Shortall	Pharmacy First report to be shared for approval at future board meeting.		10/07/25	
HWT53	10/03/25	AOB: Hospital Appointments arranged via text and phone	Linda Kent	Feedback observations to hospital and provide update to HWT Board		10/07/25	

Completed:

Completed Actions:

Action Ref	Meeting Date	Agenda Item	Lead	Action	Comment	Deadline	Status
HWT19	September 25 <sup>th</sup> 2023	Action Log review	Tracey McErlain-Burns, Anna Hynes	To chase up the discussion around a review of the risk appetite for Healthwatch Tameside Board	Duplicate action to HWT1 therefore closed.	<del>November 29<sup>th</sup> 2023</del>	Complete
HWT18	September 25 <sup>th</sup> 2023	Action Log review	Tracey McErlain-Burns, Anna Hynes	To chase up arrangements for invoicing 10 GM for £1000 due from GM work	Duplicate action to HWT1 therefore closed.	<del>November 29<sup>th</sup> 2023</del>	Complete
HWT21	September 25 <sup>th</sup> 2023	QAF action plan	Alex Leach	To write questionnaire to send to partners in recipients of annual report	To be incorporated into the operational plan 24/25	November 29 <sup>th</sup> 2023	Complete
HWT23	September 25 <sup>th</sup> 2023	Risk Register	Alex Leach	To evaluate whether to raise probability of Risk 8.1, in light of staffing changes		November 29 <sup>th</sup> 2023	Complete
HWT22	September 25 <sup>th</sup> 2023	Risk Register	Alex Leach	To develop a heat map chart to next meeting, to assist with mapping risks		November 29 <sup>th</sup> 2023	Complete
HWT20	September 25 <sup>th</sup> 2023	Business plan	Alex Leach	Update Business Plan to reflect new priorities following staffing changes		November 29 <sup>th</sup> 2023	Complete
HWT17	August 4 <sup>th</sup> 2023	QAF	Alex Leach	Arrange a meeting with Healthwatch England to review progression on our QAF.		December 2023	Complete
HWT2	January 16 <sup>th</sup> 2023	Risk register	Anna Hynes, Alex Leach	Review delivery model to meet tender budget expectations		<del>22<sup>nd</sup> May 2023</del> Monday 25 <sup>th</sup> September 2023	Complete

HWT4	March 29 <sup>th</sup> 2023	Board meeting arrangements	Tracey McErlain-Burns, Imogen Shortall	To organize telephone conversations between TMB and each Board member to discuss their personal topics/areas of focus in the QAF		22 <sup>nd</sup> May 2023	Complete
HWT5	March 29 <sup>th</sup> 2023	Any Other Business	Alex Leach	To liaise with AT colleagues about Henshaw's Society for the Blind potentially removing support for Tameside, and discuss any support we could offer	AL emailed action together re this action on 18/05/2023. No reply to date.	22 <sup>nd</sup> May 2023	Complete
HWT6	May 22 <sup>nd</sup> 2023	Registration of interests and declarations of interest	Imogen Shortall	To collect all outstanding Registration of Interest forms		<del>27<sup>th</sup> July 2023</del> Monday 25 <sup>th</sup> September 2023	Complete
HWT7	May 22 <sup>nd</sup> 2023	Minutes	Imogen Shortall, Alex Leach	To amend and publish March part A Minutes on website			Complete
HWT8	May 22 <sup>nd</sup> 2023	Minutes	Imogen Shortall, Alex Leach	To send out May meeting Minutes and updated Action Log		1 <sup>st</sup> June 2023	Complete
HWT9	May 22 <sup>nd</sup> 2023	Business Plan 23/24	Alex Leach	To send draft Annual Report to Board members		5 <sup>th</sup> June 2023	Complete
HWT10	May 22 <sup>nd</sup> 2023	Business Plan 23/24	Board members	To send any comments about draft Annual Report to Alex Leach		30 <sup>th</sup> June 2023	Complete
HWT11	May 22 <sup>nd</sup> 2023	Business Plan 23/24	Alex Leach, Slawomir Pawlik	To bring Annual Report to Local System Quality Group once approved		27 <sup>th</sup> July 2023	Complete
HWT12	May 22 <sup>nd</sup> 2023	Quality Assurance Framework	Tracey McErlain-Burns, Royce Goodier	To arrange phone call to discuss RG aligning with specific domain on the QAF		27 <sup>th</sup> July 2023	Complete
HWT13	May 22 <sup>nd</sup> 2023	Quality Assurance Framework	Imogen Shortall	Print off A3 paper copies of each QAF domain for next Board meeting		27 <sup>th</sup> July 2023	Complete

HWT14	May 22 <sup>nd</sup> 2023	Risk Register	Alex Leach	Reduce 8.3 Impact score from 3 to 2		27 <sup>th</sup> July 2023	Complete
HWT15	May 22 <sup>nd</sup> 2023	Risk Register	Tracey McErlain-Burns	Draft Risk Movement graph into a document		27 <sup>th</sup> July 2023	Complete
HWT16	May 22 <sup>nd</sup> 2023	Risk Register	Imogen Shortall	Send out Risk Movement document with Minutes and Action Log		27 <sup>th</sup> July 2023	Complete
HWT26	May 7 <sup>th</sup> 2024	Deputy Chair of the Healthwatch Tameside Advisory Board	Alex Leach	To send information to members to seek EOI for nominations for a Deputy Chair of the Healthwatch Tameside Advisory Board		July 9 <sup>th</sup> 2024	Complete
HWT25	May 7 <sup>th</sup> 2024	Tameside and Glossop Integrated Care NHS Foundation Trust Council of Governors	Alex Leach	To send information to members to seek EOI for representation to the Tameside and Glossop Integrated Care NHS Foundation Trust Council of Governors on behalf of Healthwatch Tameside		July 9 <sup>th</sup> 2024	Complete
HWT24	September 25 <sup>th</sup> 2023	Any Other Business	Fleur Piacentini	To send Alex Leach email detailing feedback regarding difficulties accessing Voiceability services	FP provided verbal update at July Board meeting	<del>November 29<sup>th</sup> 2023</del> July 9 2024	Complete
HWT27	May 7 <sup>th</sup> 2024	Action log	Camilla Guereca	To discuss with Liz Windsor-Welsh to the position of the Action Together board on a risk statement	Alex Leach to develop further document	July 9 <sup>th</sup> 2024	Complete
HWT3	January 16 <sup>th</sup> 2023	Risk register	Anna Hynes	Discuss a review of the risk appetite for Healthwatch Tameside Board		<del>29<sup>th</sup> March 2023</del> <del>Monday 25<sup>th</sup> September 2023</del> <del>November 29<sup>th</sup> 2023</del> July 9 2024	Complete
HWT29	July 9 <sup>th</sup> 2024	Action Log	Imogen Shortall	To put FP and GG in contact via email to discuss lack of service		September 13 <sup>th</sup> 2024	Complete

				access/accessible information for Neurodivergent adults and children			
HWT30	July 9 <sup>th</sup> 2024	Any other business	Imogen Shortall	To add feedback from GL and FP to HWT data logging system		September 13 <sup>th</sup> 2024	Complete
HWT31	July 9 <sup>th</sup> 2024	Any other business	Imogen Shortall	To ask FP for feedback on virtual meeting experience as an attendee		September 13 <sup>th</sup> 2024	Complete
HWT33	July 9 <sup>th</sup> 2024	Any other business	Linda Kent	To liaise with the HWT staff team on how and when we monitor volunteer hours (done)		September 13 <sup>th</sup> 2024	Complete
HWT1	January 16 <sup>th</sup> 2023	Minutes	Anna Hynes, Alex Leach	To invoice 10 GM for £1000 due from GM work	AT Finance department confirmed that they have processed this invoice	<del>March 29<sup>th</sup> 2023</del> <del>Monday 25<sup>th</sup> September 2023</del> <del>November 29<sup>th</sup> 2023</del> July 9 2024 September 13 <sup>th</sup> 2024	Complete
HWT28	July 9 <sup>th</sup> 2024	Action Log	Alex Leach	To develop a Healthwatch Tameside specific risk appetite statement	Statement presented in September Board meeting	September 13 <sup>th</sup> 2024	Complete
HWT32	July 9 <sup>th</sup> 2024	Any other business	Imogen Shortall	To source and provide a webcam for the next Board meeting		September 13 <sup>th</sup> 2024	Complete
HWT32	July 9 <sup>th</sup> 2024	Any other business	Imogen Shortall	To source and provide a webcam for the next Board meeting		September 13 <sup>th</sup> 2024	Complete
HWT29	July 9 <sup>th</sup> 2024	Action Log	Alex Leach	To share intelligence on difficulties accessing Voiceability services (included in Minutes) with the Senior	Included in our database of feedback to be shared with partners	September 13 <sup>th</sup> 2024	Complete

				Management Team at the HW in GM network meetings			
HWT34	September 13 <sup>th</sup> 2024	Action Log	Imogen Shortall	To share feedback on Voiceability advocacy services from HWT database with Victoria Hayes		November 11 <sup>th</sup> 2024	Complete
HWT35	September 13 <sup>th</sup> 2024	External Speaker: An NHS Fit for the Future	Andrew Callaghan, Imogen Shortall	To share Fit For The Future resources with the Board, including PowerPoint presentation, information on any Tameside-specific events, link to newsletter signup, and GMICP questions for the public		November 11 <sup>th</sup> 2024	Complete
HWT36	September 13 <sup>th</sup> 2024	External Speaker: An NHS Fit for the Future	Board members	To draft a response to the GMICP Fit For The Future questions as presented by Andrew Callaghan		November 11 <sup>th</sup> 2024	Complete
HWT37	September 13 <sup>th</sup> 2024	External Speaker: An NHS Fit for the Future	Imogen Shortall	Share Fit For The Future promotional materials on HWT social media channels		November 1 <sup>st</sup> 2024	Complete
HWT38	September 13 <sup>th</sup> 2024	To present the access to and experiences of health care by ethnic minorities report	Victoria Hayes, Alex Leach	To link Alex Leach in with contacts regarding culturally appropriate advocacy services in Mental Health		November 11 <sup>th</sup> 2024	Complete
HWT40	September 13 <sup>th</sup> 2024	Risk Register	Alex Leach	To update score for point 8.3 on register		November 11 <sup>th</sup> 2024	Complete
HWT41	September 13 <sup>th</sup> 2024	Any Other Business	Imogen Shortall	To distribute NHS Autism training to all Board members	Recommended for all members to complete, but not mandatory	November 11 <sup>th</sup> 2024	Complete
HWT39	September 13 <sup>th</sup> 2024	Risk Register	Alex Leach	To add a new column to the register for monitoring risk appetite level		<del>November 11<sup>th</sup> 2024</del> January 14 <sup>th</sup> 2025	Complete

HWT42	November 11 <sup>th</sup> 2024	Action Log	Alex Leach	To check in with the Action Together Board to confirm that they are in support of our Risk Appetite statement		January 14 <sup>th</sup> 2025	Complete
HWT43	November 11 <sup>th</sup> 2024	Healthwatch Oldham and Healthwatch Tameside Strategic Plan 2025-2031	Alex Leach/Abby Turner	To invite a member of the Healthwatch Oldham team to attend our development session at the January Board meeting		January 14 <sup>th</sup> 2025	Complete
HWT44	November 11 <sup>th</sup> 2024	Impact Report (including operational update)	Alex Leach	To send an email to Board members with details of which staff member to contact and when, now that a full staff team is in place		January 14 <sup>th</sup> 2025	Complete
HWT46	14 January 2025	Presentation of Enter & View Report	Rebecca Threlfall / Imogen Shortall	Auden House Care Home Report to be published on HWT Website		11 Feb 25	Complete
HWT47	14 January 2025	Impact and Operational Report	Alex Leach	GP Experience Report to be brought to the March HWT Board for approval.		10 Mar 25	Complete
HWT48	14 January 2025	Any other business	Alex Leach	To pass best wishes from the Board to Chair		21 Jan 25	Complete