

### Minutes of the Healthwatch Volunteer Steering Group held on 18<sup>th</sup> February 2020 at ORCEL

#### **Present: (As per signing in sheet)**

Margaret Wrenn – Chair  
Ruby Marshall – Vice Chair  
Zoe Sherry – Mental Health Rep  
Bob Steel – Social Care Rep  
Carol Sherwood – Elders Rep

#### **In attendance**

Christopher Akers-Belcher -Chief Executive  
Stephen Thomas - Development Officer  
Carol Slattery – (CS) - minute taker

#### **Item 1 – Welcome ‘Code of Conduct’ and apologies for absence**

**MW** Welcomed everyone to the meeting and reminded everyone to follow the code of conduct. Apologies were received from Lynn Allison, Primary Care Rep and Tony Leighton, Engagement Officer.

#### **Item 2 – Minutes of meeting held on 21<sup>st</sup> January 2020 & matters arising**

**Pg 1 item 2 De Bruce Court - ST** reported that it is the only home in Hartlepool that hasn't got a "Good" rating. It was agreed to prioritise for an Enter & View visit.

All agreed

**Pg 1 Item 4 Pod Cast - ZS** reported that things are progressing and moving forward. ST asked if HWH could be involved and asked for feedback regarding the support the lady received. The information would be mentioned in the Annual Report and the pod cast can be uploaded onto the HWH website.

All agreed

**Pg 2 Mental Health - CAB** reported that he was contacted by HBC Audit & Governance to invite HWH members to a meeting on 12<sup>th</sup> March at the Civic Centre from 10am where TEWV, NEAS and NT&H NHS Trust will be presenting their Quality Accounts for feedback from the public. It was agreed members attend that meeting to save duplication. ZS mentioned that she and ST attended TEWV quality accounts and she has been invited to a task and finish group. It was agreed ZS attend and feedback to members.

Action ZS

**Pg 2 Item 4 Audiology Event** – Members expressed their gratitude to the 2 guest speakers, who were very knowledgeable and approachable. The event was excellent and well attended. Lots of information was available from information stands.

**Pg 3 Steve Rose – CAB** Confirmed that Steve is still the Patient and Public Engagement CCG representative for Hartlepool until 1<sup>st</sup> April 2020. Michelle Thompson from Healthwatch Darlington will take over due to their only being one representative to cover the Tees valley area.

With the above amendments. The minutes were approved as a true and accurate record **Proposed ZS Seconded RM**

All agreed

### **Item 3 Feedback from Health & Wellbeing Board, CCG, Audit & Governance**

**Health & Wellbeing Board** – next meeting scheduled to take place 9<sup>th</sup> March at the Civic Centre at 10am.

**Audit & Governance** – no update

**CCG – MW** read out questions and answers which were received at the meeting on 12<sup>th</sup> February. See copy attached

**CAB** informed that he has asked for a Preliminary meeting with Michelle and will ask her to review the service level agreement HWH have with the CCG from 1<sup>st</sup> April. **ST** asked MW/CAB to ask Michelle to look at establishing a good relationship with the VCS who are involved with health and social care in Hartlepool as it is an important part of her role to ensure their voice is heard within the new CCG set up. CAB suggested inviting Michelle to be guest speaker at the AGM.

All agreed

**CAB** informed that Ann Bates, who is a Practice Nurse is interested in attending the Life Long conditions event on Women's Health, and will take part in a panel session at the end and answer questions. **MW** to send CS Ann's email address.

Action MW

### **Item 4 – Relevant member feedback**

**ZS** gave an update – see attached

**ZS** mentioned that HWH hold some funds for the Mental Health Forum and said she is looking at using some of the money to purchase promotional material.

**CAB** suggested HWH and the Mental Health Forum look at joint costs for tote bags with both logos on, which will make finances go further.

All agreed

### **Life Long conditions**

**CAB** reported that the Audiology Event was successful and very well received. He has asked Tony to look at feedback forms and provide a summary of outcome. The next event is scheduled to take place in March and will be around Women's Health. HWH are waiting for confirmation on speakers. **CAB** informed that he has been in touch with Steve Pett from the Hospital Trust and they have agreed the event due to take place in the summer will be on Dietetics and Nutrition, once speakers are confirmed to talk about living well and longer, a date will be agreed.

**MW** mentioned that when she gets the answers from CCG questions, she will forward to Sue Kitching as it mentions her concerns around ear wax.

Action MW

**CAB** met with Leigh Keeble and has agreed to promote any events around Loneliness and Isolation that HBC hold. **CAB** informed that he will look at HWH publicity and promotional material and will speak to TL regarding the entirety of engagement.

Action  
CAB

### **Item 5 – Patient & Public Engagement update**

**TL** – provided the following update for the meeting:

#### **Engagement**

Attended Carers Information day at Central Hub on 6<sup>th</sup> February – not very well attended by public but shared a lot of Healthwatch info with other orgs.

Usual drop ins at the end of the month!

**CAB** – informed he will arrange with TL to get more involved with the Community Hubs and the Mobile Library. **CSh** said she would be interested in joining him.

**CAB** has asked the Hospital Trust to provide HWH with a Trade Stand,

All agreed

advertising extra hours for GP appointments, that TL can take with him when he attends events. **ST** suggested HWH mail article and Newsletter for April be around GP Appointment extra hours and Hospital based services at Hartlepool.

All agreed

### **Complaints**

Visited a couple that wanted to raise concerns over ambulance service!

In December 2019 their relative had a fall at Derwent Grange, Sheltered Housing complex, Ambulance called by the manager at 12 noon and by other members of staff several times, ambulance arrived approx. 12hrs later. Attitude of one member of ambulance crew was "very sharp". Couple not sure if they want to make a complaint, TL advised the couple of their options and provided appropriate information on Healthwatch and ICA

### **Item 6 - Enter & View update**

**ST** gave the following update: Enter & View volunteers are in the process of writing the reports for EAU and Ward 29. Hopefully will be presented to the March VSG meeting to be included in the Annual Report for 2019/20. Re Visit to Warrior Park is scheduled to take place in March. Bernie Hays the new Enter & View volunteer will be involved with RM, ZS and Csh. It was agreed to arrange a pre meeting with the team before the visit takes place. Future visits to De Bruce Court and West View Lodge will take place.

### **Item 7 - Training & Development**

**ST** informed that there is some Enter & View Training taking place at Healthwatch Sunderland, which has been commissioned by HW England. **ST** invited Thora Deacon, Jan Weedall and Bernie Hays to attend with them being the newest volunteers.

Making Every Contact Count training to promote healthy lifestyles and positive wellbeing will take place on March 16<sup>th</sup> at the ORCEL Centre from 1pm – 4pm. All members were invited to attend, and members were asked to confirm their place with Carol Slattery. Northumbria Healthcare is providing the training.

**CAB** informed members that he has been invited to attend a Health forum in London on Reducing Health Inequalities held on 10<sup>th</sup> March 2020. **CAB** to feedback at the next meeting.

Action  
CAB

**ST** is working with Neil Harrison with finding someone to deliver refresher training on Autism and ADHD.

### **Item 8 - Any Other Business**

**CAB** tabled a copy of the response letter he received from Keith Wheldon re Quality Accounts. See attached.

**Csh** asked if there was any feedback regarding Discharge. **ST** to chase up with John Lovatt.

Action ST

**CAB** mentioned concerns regarding Themed Group meetings and Elders – what emphasis HW putting on Elders going forward. He asked members to think about what speakers. What is added value of 50+ Forum. Do we have an elder's element for the sake of it? Do we Re brand 50+ forum. Bob suggested People's forum. It was agreed to make a decision before the AGM

### **Date and time of next meeting**

17<sup>th</sup> March 2020 held at the ORCEL Centre, Wynyard Road, Hartlepool at 10am