

Minutes of the Healthwatch Volunteer Steering Group held on 19th October 2021 at ORCEL

Present: (As per signing in sheet)

Margaret Wrenn – Chair
Lynn Allison – Primary Health Rep
Carol Sherwood – Elders Rep

In attendance

Christopher Akers-Belcher -Chief Executive
Stephen Thomas - Development Officer
Carol Slattery – (CS) - minute taker
Jane Tilly (Chairperson on HWH Board) from 10.30am

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 Zoe Sherry, Bob Steel, Evelyn Leck and Jan Weedall

Item 2 – Minutes of meeting held on 17th August 2021

The minutes were agreed as a true and accurate record. **Proposed Carol Sherwood, Seconded Margaret Wrenn**

Item 3 Matters Arising

Pg. 2 Delivery of Emergency Prescriptions **CAB** reported that EP require more time to process. Patients who require additional medication were given up to an extra month's supply.

Pg. 2 World Mental Health Day. **ST** gave the following update: The Shopping Centre had displayed advice and information in one of the empty shops. Hartlepool Radio played pre-recorded interviews/messages throughout the week, which included Stephen Thomas and Zoe Sherry. Pod Casts had been arranged with Ed Turner from HBC which provided smaller organisations with some air space, which were extremely successful. This was particularly beneficial for those who support people directly. **ST** and **ZS** visited St Theresa's School to hand over prizes to the winning pupils who had taken part in the Art competition, which attracted over 60 entries. Six prizes in total were given out and Bernard Quinn has taken photographs that can be shared with members. A very successful WMH week given the current situation around COVID and not being able to do our big event. **ST** suggested in future to continue to utilise the shop space in the shopping centre and social media once the Borough Hall can be used again. **It was agreed ST** contact **ZS** and ask her to provide an impact story for the annual report about the enormity of organising WMHD, the impact it has had, outcomes achieved and provide some testimonials

Action ST

MW announced that on behalf of the VSG/Board members and Staff at HWH a huge thank you to Zoe for all her hard work and involvement for organising WMHD.

All agreed

Loneliness and Isolation

CAB informed that in partnership with HBC's Central Hub HWH have relaunched and promoted the Chatty Café, which are held weekly on a Wednesday morning from 10am -12noon. It has been a slow process but hopefully after the Central Hubs open week and there being lots of footfall things will pick up.

TEWV Community Transformation around Mental Health

CAB reported that the workshops were quite challenging. HWH received some rich information, which was gathered well in advance and sent to Darlington HW who have collated all the information received and produced a Tees Valley Report. CAB informed that he had to sign an agreement to be part of the work and only when the Mental Health Trust has made their comments, the report can be made available to the public. CAB received an email from the Manager from the Deaf Group who had met with someone from the Trust and was surprised that HWH hadn't shared their report with them. The Manager was very unhappy that they had not seen the report. CAB explained that the report was not in the public domain and raised his concerns with Darlington that anyone discussing the report was in breach of the agreement. CAB was unhappy because he feels that the relationship with HWH and the Deaf Centre has been tarnished.

CAB expressed his disappointment that HWH were unable to liaise with maternity services and engage with young mothers. He was only contacted after the report had been produced. He said HWH may be able to pick up some work around isolation.

Pg 3 Children and Young People's HW ST informed that a date has been agreed for CAB and TL to meet with Sacha Bedding from Wharton Annex to take forward the Children's and Young Peoples work.

Item 4 Quality Framework Development Day

CAB gave the following update:

- a) explained that the day was quite helpful for him. Feedback from members was also very positive.
- b) the remainder domains will be discussed sometime in December followed by Christmas Lunch.

Item 5 – CCG McKenzie Practice and Hartfields update

CAB explained that after the A&G meeting McKenzie Group practice were asked to do a further round of consultations. CAB was contacted by the Manager of the practice and a meeting was arranged to talk about the next steps. Some concerns were raised about the questionnaire that was distributed and that most questions were yes or no answers.

The Manager confirmed that out of 250 residents in Hartfield's only 92 were registered with the practice. HWH suggested they hold some drop-in sessions and utilise Throston Library. HWH confirmed to the practice that we would be happy to be there and help assist the practice with the further consultation so that it has a more meaningful approach. The new consultation is due to commence from the end of October and will last for 12 weeks. HWH have asked for a copy of the questionnaire to see if it meets with the discussions.

Item 6 – Work Programme

- a) **CAB** explained that HWH need to start work on Discharge. He proposed a task & finish group be set up in November to discuss the way forward. He would like to invite all members of HWH who are interested and

include John Lovatt from HBC.

- b) He informed that all staff had taken part in an online training session on Theory of Change with HW England.

ST produced a feedback analysis sheet from the Active Hartlepool Event held on 13th October which was tabled at the meeting. He explained that the main issue was that some members were having difficulty hearing the speakers due to no microphone and that the doors had to be open due to covid restrictions. Overall, everyone thought it was a very good event.

Item 7 - Member update

MW attended the Health & Wellbeing Board meeting on Friday 15th October 2021 with ZS and ST. ST remarked on the CCG Annual Report, and he brought up key priorities from HWH regarding access to GP surgeries and the ongoing Dentistry crisis. Whilst recognising dentistry is commissioned through NHS England ST stated that HWH felt that the CCG should be influencing and having discussions about the lack of dentistry provision.

CAB informed that he and ST have a meeting arranged on Wednesday 20th October with Councillor Rob Cook and Joan Stevens from Health Scrutiny regarding Access. ST previously mentioned that he has already produced a report regarding Dual Sensory Loss and Deaf Patient access. Their first question will be what has changed since that report.

A discussion around engaging with Children and Young people took place as the majority of HWH members who attend events are over the age of 65. CAB informed that he has contacts within the youth project he runs and mentioned other areas of the town that also have youth clubs. He explained the possibilities of developing a health & wellbeing app for young people on a phone that could entice more young people to get involved with HWH.

Item 8 - Enter & View update

Rossmere Park Virtual visit

ST gave an overview of the virtual visit to Rossmere Park. He mentioned that it was a very different visit than the usual and although it was a positive visit the team learned virtual visits are more complex to arrange. The virtual visit was a learning curve and a good thing to do under the circumstances but by no means gave the same sort of quality outcome as you get from an actual enter & view visit.

ST& MW met with HBC and going forward have asked if future visits for the time being, can be hybrid visits, aspects of the enter and view visit will be virtual but some limited contact with residents and planned visits to the site. HBC were happy with the suggestions. It was agreed the next visit will take place at Stichell House. **ST** informed that the HWH Enter & View Policy has been amended to include recommendations from HW England. All visitors must be double vaccinated and have had the flu vaccine to ensure visits are done as safely as possible.

Due to the meeting not being quorate it was agreed to email members and ask if anyone is not happy with the report and if no comments are raised then the report will be ratified.

All agreed

McKenzie Practice

CAB mentioned to complement the consultation around Hartfield's he would like HWH to consider three enter & view visits to the Mckenzie Practice. This will include Kendal Road, Wynyard Road and Gladstone House to look at how they operate.

Urgent Care -UHH

CAB explained that before the pandemic started HWH were intending to see how the Urgent Care at Hartlepool were operating. Although no complaints have been received. He would like to timetable an enter & view visit for early next year. Feedback from the members were of a very good experience.

All agreed

Item 9 – Training & Development

ST informed **JT** that her account to log onto the TSAB Safeguarding website has now been set up. He explained that she will receive an email with details how to log on.

All agreed

ST informed that a new volunteer Lynn Humphries is interested in joining HWH and has arranged an induction meeting on 27th October. **ST** will pilot the new induction process which includes the requirements around the quality framework from HW England.

Action ST

Item 10 – AOB

Virtual Coffee Morning with HWE Representative

CAB arranged Delana Lawson from HW England attend the virtual coffee morning on 14th October. Feedback from the morning was very good from members and staff who attended.

HW position NT & H Trust

Decision required by Board of Directors only - CAB informed that he received an email from the Hospital Trust asking for a representative from HWH to join the Board. After discussion the Board agreed **CAB** will be the representative from Healthwatch.

**Agreed by
Directors**

AGM

CAB has been in contact with Michael Butler from the Hospital Trust asking if someone would attend the AGM as guest speaker to give a presentation on their vision of Acute Care in Teesside. He said that some information has already been published in the HWH Newsletter.

Date and time of next meeting

The next meeting will be held on 16th November 2021 at the ORCEL.