



Minutes of the Healthwatch Volunteer Steering Group  
held on 17<sup>th</sup> August 2021 at ORCEL

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

Margaret Wrenn – Chair  
Zoe Sherry – Mental Health 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 Bob Steel, Evelyn Leck and Lynn Allison.

**Item 2 – Minutes of meeting held on 22<sup>nd</sup> June 2021**

**ZS update Pg. 4** – Only one school was interested in taking part with singing and dancing if the event was going ahead. They agreed to take part in the Art competition for WMHD not various schools.

With the above amendment the minutes were agreed as a true and accurate record proposed by ZS seconded by MW

**Item 3 Matters Arising**

**Pg. 3 ZS** expressed concerns around Themed Groups being replaced with virtual coffee mornings. CAB explained that all HWH members have been sent a copy of the Work Programme and asked to contact the office if they are interested in taking part in Task and Finish groups. He said the response has been disappointing. MW mentioned that there was some confusion regarding the letter that was sent out. CAB confirmed that he will continue to invite members to future meetings and hopefully once the Pandemic situation gets better, more people will feel comfortable to attend meetings.

**Pg. 3 EL** concerns - CAB explained that he contacted the Tees Valley CCG regarding the delivery of emergency prescriptions. CAB was told that if patients are due a medication review, they are given an extra month's worth of medication.

**Pg. 4 CAB** explained that HWH presented their Annual Report at the Health & Wellbeing Board meeting on 26<sup>th</sup> July 2021, which was very well received. ZS said that the Chair seemed impressed with the input from HWH.

**Item 4 CCG McKenzie Practice & Hartfields**

**CAB** explained after concerns were raised about the proposed closure of the Hartfield's GP Practice at the H&WB Board and at the Audit & Governance meeting, he agreed that HWH would assist them in their examination of the

proposed closure. Following on from the meeting CAB emailed the North East Commissioning Support Unit who had sent HWH a document about the proposals. CAB highlighted the working together agreement explaining that they should come to HWH first, in order to shape what consultation happens and how.

McKenzie Practice invited CAB to a meeting to talk about the proposal. It was agreed Stephen and Tony would organise 3 drop-in sessions with patients at Hartfields on Tuesday 24<sup>th</sup> August to go through a Patient Survey. ST will take analysis of survey results and present to Audit & Governance on Friday 27<sup>th</sup> August.

Action  
ST/TL

Action ST

#### **Item 5 - Work Programme-Discharge Task & Finish Group**

**CAB** explained that the discharge piece of work must be very focused. He explained that he has been in contact with the Local Authority and shared with them the New Policy and Operating Model for Discharge and Community Support. John Lovatt has agreed to share some statistics with HWH on completion of a regional piece of work that would help shape our piece of work on Discharge. A survey will then be produced by HWH members and will be aimed at People who have been discharged from hospital within the last 12months who live alone, live in a Care/Nursing Home or Sheltered Accommodation. The survey will also be advertised on the website and in the newsletter.

**CSh** said that HWH need to receive some information stating that the any recommendations from HWH have been implemented.

**CAB** said regarding the Hartfields consultation. HWH will find out from the CCG if they have listened and utilised our data in shaping their response.

#### **Item 6 - Member update**

**ZS** gave the following update: World Mental Health Day celebrations will not take place at Hartlepool Borough Hall. Information will be displayed in one of the shop windows in the town centre. St Theresa's Primary School pupils will be taking part in an Art competition with the theme being "How does their local environment affect their mental health", which will also be displayed in the shop window. Hartlepool Radio will broadcast interviews with five different organisations around mental health for one hour a day throughout the week.

The Mental Health Forum are looking for extra information, merchandise to go into the bags, which will be distributed again.

**ST** to arrange some Pod Casts with Bernie Hays from HWH and Ruth from Hartlepool Mind.

Action ST

Tees Esk Wear Valley AGM is due to take place on 23<sup>rd</sup> September.

**MW** informed that she continues to attend the monthly zoom meetings, which are very informative with excellent guest speakers.

#### **Item 7 Enter & View update**

**ST** gave the following update: Date to be confirmed with Maxine Lee at Rossmere Park Care Home for the second part of the visit which will be virtual. Returned Questionnaires from family relatives will be picked up before the visit takes place.

Healthwatch England have slightly revised the E & V guidelines to say that all visitors to care homes must be double vaccinated.

When face to face visits take place again. HWH will have to see proof that volunteers have been vaccinated.

Action ST

**ZS** mentioned that her DBS check is due for renewal but said TEWV have agreed to renew it. CAB mentioned that HWH need to register with the Local Authority to be a provider.

**MW** suggested that future Enter & View visits need to be more focused and evidenced. CAB informed that a staff member should always be present at any future visits. It was confirmed that visits will still be unannounced within a 2-week window.

All agreed

### **Item 8 Healthwatch England – Quality Framework**

CAB explained how the Quality Framework works.

Healthwatch England have produced a Quality Framework and have asked CAB to examine how HWH benchmark against the national standards for HW. CAB will propose to the Board that the VSG, Board members and staff need to work as a collective to evidence our compliance with the Quality Framework and to set the scene regarding what direction HWH is going in. CAB will propose to examine Leadership and Decision making, People and how do HWH influence and what impact do HWH have. A copy of the Quality Framework is available on request. A Team building day will be arranged for the VSG, Board and Enter & View Members.

All agreed

### **Item 9 Training & Development**

**ST** had previously sent out information on Safeguarding Training from Tees Esk Wear Valley. Several modules are available, and Certificates will be distributed on completion. If any volunteers need to access through the office, they need to contact ST to arrange availability to use a computer and to discuss training needs.

ST is working on individual training files with CS. Any certificates will be uploaded onto your file.

### **Item 10 AOB**

#### **Loneliness and Isolation**

CAB and ST met with some of the Social Prescribers in Hartlepool. After discussion it was agreed they, HWH and the Local Authority will work collaboratively and relaunch the Chatty Cafes, which will be held in the Central Hub (library) from 10am-12 on a weekly basis. The first one will be held on 29<sup>th</sup> September. TL will invite ICA along to discuss any issues with aspects of Health & Social Care. HWH will promote via the Newsletter. All members are welcome to attend.

#### **Tees Esk Wear Valley**

CAB has been in discussion with other HW'S about reshaping community-based services for Mental Health. A survey has been produced which will be distributed via three focus groups which will include the 50+ forum, Hart Gables and the Deaf/Blind community. CAB also mentioned including maternity or mother and toddler groups. ZS suggested contacting the lady from the Baby Bank. CAB informed that the purpose of the piece of work is to get people's views of community-based services.

#### **Lifelong Conditions**

CAB has contacted Michael Butler who has taken over the role of Steve Pett at

the Hospital Trust. After discussion it was agreed to have a relaunch of our quarterly public meetings by arranging an event which will be in person but could also be streamed onto the website. It will be based on their Active Hospital work and around Physical Health being really important. It may also include information around nutrition and dietetics. Sue Leather from the local authority has been asked to come along and talk about how you can keep active in Hartlepool and what is available. The event will be around activities, getting people together and how physical health can help your mental health and what happens in hospital and out of hospital.

Men's Health will follow, then possibly Diabetes and then Women's Health

**CAB** and **ST** are meeting with Darlington HW to find out more about setting up a Children & Young People's Healthwatch.

Healthwatch England are in contact to help CAB with the Quality Framework.

HWE want HWH to migrate over to their own national monitoring tool.

**ZS** mentioned that she is going to be doing an article for Hartlepool Life and asked if it was ok to use the piece that is in the HWH Annual Report.

**ZS** also mentioned that she was part of a funding panel for Tees Esk Wear Valley and HBC. There were 26 applications and £120,000 distributed to different organisations.

**CAB** said it would be interesting in finding out the outcomes and what the organisations are intending to do with the money.

**ST** said he will update any information from InControl-able as they were successful in getting some of the funding.

**Date and time of next meeting**

To be confirmed

**All agreed**