



Minutes of the Healthwatch Volunteer Steering Group
held on 22nd June 2021 at ORCEL

Present: (As per signing in sheet)

Margaret Wrenn – Chair
Zoe Sherry – Mental Health Rep
Evelyn Leck – Life-Long Conditions Rep

In attendance

Christopher Akers-Belcher - Chief Executive
Stephen Thomas - Development Officer
Tony Leighton – Patient & Public Engagement 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, Carol Sherwood and Lynn Allison.

It was noted that Members have been kept up to date and informed of any concerns/issues during the pandemic via meetings using Zoom on a weekly basis.

Item 2 – Minutes of meeting held on 15th September 2020

The minutes were agreed as a true and accurate record proposed by ZS seconded by MW

Item 3 Matters Arising

Pg 1 item 2 Pod Cast - ZS reported that she has not heard anymore from the lady.

TEVV Quality Accounts - CAB reported that HWH response for last year has been sent off on the 18th of June. *Please see attached.*

Ear Syringing – MW reported she received a response from Nick Timlin from the CCG saying that all patients are expected to pay for their treatment. The latest information is that the GP's have had to stop syringing because previously there have been complications when undertaking the procedure and on such occasions the consultant did not support the GP's. Apparently GP Practices are looking at irrigation, which is a lot slower but apparently works as well. **EL** confirmed that Nurses do the ear syringing for Hospital patients.

Making Every Contact Count Training– CAB mentioned that he felt that when he did the Covid Champion training it was very much standard and felt it was similar. He suggested ST contact Leigh Keeble or Joan Stevens from HBC to ask if there is an updated version. **ST** Confirmed that Sue Leather has agreed to deliver the training, which has now been updated.

Pg 2 Item 4 - Annual Report update – CAB reported that a full financial review was presented to the Board of Directors.

Item 5 Survey - CAB reported that due to the second wave of Covid 19 and subsequent lockdowns the work programme was not approved by the Board of Directors until this financial year. In order to deal with priorities that came out of the pandemic HWH utilised the national survey results along with local survey results to craft together.

Pg 3 Item 6 Enter & View – CAB reported that due to lockdown restrictions impacting on meetings the final 2 Enter & View Reports for 19/20 were ratified in 2020, which was later than expected.

Item 7 AGM - CAB reported that that again because of Covid 19 the AGM was postponed. With agreement of the Board of Directors it has been rescheduled to take place in October 2021. He explained that he is in talks with the Hospital Trust for them to be guest speaker on their new plans for Hartlepool Hospital. A discussion followed regarding what the hospital provides for patients.

Members shared their excellent experiences of receiving the Covid Vaccine in Hartlepool.

Item 8 Training & Development – ST reiterated that Making Every Contact Count Training will go ahead face-face as soon as possible. He will contact volunteers individually to discuss training needs. He explained that there is lots of useful online training resources available but understands not all volunteers can access. He recommended volunteers who can access the internet to complete the refresher Safeguarding for Adults Level 1 & 2 Training through Teeswide Safeguarding Board.

Action ST

CAB mentioned that ST is looking at the National Guidance around Enter & View visits. All volunteers who take part must be up to date with the training when visits are allowed to take place.

ST discussed that the work CAB is doing around Quality Assurance framework links with how HWH need to be more formal and how we record and monitor training. ST will work with CS to pull together a more formal training needs record process.

Action ST/CS

Item 4 Work Programme workshop – CAB explained that lots of research has been done before producing the work programme. He informed that the Board of Directors have already agreed the work programme, but he wanted to discuss in detail, how the volunteers envisage how HWH can deliver each item. CAB explained that he has agreed that the work programme will be shared with the Council's Audit & Governance committee because there could be items that they are going to look at and these could be done collaboratively.

CAB explained that the Themed Group meetings morphed into a replica of the VSG meetings. Going forward HWH would be delivered to best meet the delivery of the work programme.

Strategic Direction – CAB advises the Board of Directors where HWH is going

and meeting statutory requirements. They are also responsible for ratifying the work programme. The work programme will then be delivered and monitored by the Volunteer Steering Group. Themed Group meetings, which included Primary Health, Social Care, Elders & Acute Care provided members with knowledge in order to deliver the work programme but the agenda over time turned into feedback from the work programme. HWH then ended up with a fourth group, which was task & finish groups where volunteers interested in the subject were pulled together to deliver aspects of the work programme.

CAB proposed the Themed Group meeting be replaced with virtual coffee mornings, which will be held on the 1st Thursday of the month. The guest speaker can advise on what is happening in the community, what is new and what is happening elsewhere as well as other aspects of Health & Social Care that don't feature in the work programme but increases the knowledge of members who are interested. Members on the database will be contacted asking if they want to be involved with a particular piece of work and join a task and finish group to take the work forward. The group will gather evidence and produce a report. Following on from that, internally within the office the delivery of our work will be monitored ie what recommendations were made, who did we make them to etc. Then we can do a review of the recommendations, look at any responses we received back and if they were not made, why not. He explained that in the past HWH made 8 recommendations and only 5 were delivered on because of financial constraints. In all cases responses to our reports should be published with HWH report.

ST suggested for future visits HWH go in with very clear terms of reference about what HWH are going to do, which are delivered on very quickly. We can then produce clear recommendations and outcomes that can be monitored.

MW suggested inviting a member of the Discharge Team to come and talk to HWH and explain what should happen in Discharge then compare that with what the Hospital do.

CAB informed that after a staff briefing and discussion from the last Discharge Report, it was agreed to produce a questionnaire that can be sent out to our network of contacts. Hopefully we will then receive feedback and evidence, which will be sufficient to inform future recommendations.

EL mentioned that some members will miss out when using Zoom etc. **CAB** confirmed that members will be invited by letter and asked if they want to be part of Task and Finish groups for specific topics.

CAB confirmed that there will be at least 2 members of staff attending the Task & Finish group, where formal minutes will not be taken but rather notes of any actions will be made.

EL raised concerns around Pharmacy and the delivery of emergency prescriptions. After discussion, it was agreed CAB ask the Tees Valley CCG what is in the specification for pharmacies on the dispensing of emergency prescriptions.

ZS gave an update from TEWV and Mental Health.
CQC inspection due to take place June 2020. Followed by a 'Well Led' inspection in July.
Work on block 16 in Roseberry Park now complete. Lessons learnt before work begins on Blocks 5 & 10 which will begin in September.

**Action
CAB**

Extra support is being provided in care homes for residents with learning disabilities.

Plans are in place for World Mental Health Day which will take place on 7th October dependent on Covid restrictions. A shop has been secured in the shopping centre, which will offer advice and information for people passing by. Short clips from various organisations will be available to watch. One school is interested in getting involved with singing and dancing etc and looking at Art Competition which may be virtual. ZS said she has tried contacting Radio Hartlepool regarding publicity without success. CAB was able to provide ZS with a contact for Jason Anderson at Radio Hartlepool.

ZS confirmed that she has sent her response to the Quality Accounts that CEO has used in formal response – see attached

ST asked if there was any specific role within HW that will ensure that there is proper patient carer input and consultation into the review that is happening around crisis and community-based services within the town and if so would it be useful to have a meeting with Dominic Gardener to discuss how HW can input to make sure it happens. After discussion it was agreed ST contact Dominic to arrange a meeting.

Action ST

EL mentioned the difficulty getting speakers for some of the life-long conditions events. After discussion it was agreed to add Women's Health and Diabetes to this year's work programme.

Any other Business

CAB tabled a Draft copy of the Annual Report. VSG members had received a copy prior to the meeting. CAB informed that the deadline for comments is 12noon on Thursday 24th June before the Board meeting. He will then contact the Graphic Designer and ask for the report to be published next week. Copies will be available on request.

EL informed that she will be attending the Adult & Community Based Services meeting held on Thursday 25th June at HBC.

CAB invited members to attend the Health & Wellbeing Board meeting when he presents the Annual Report.

Date and time of next meeting

20th July 2021 held at the ORCEL Centre, Wynyard Road, Hartlepool at 10am