

**Healthwatch Tameside Board Meeting Minutes (Part A)**

**Meeting date: 11<sup>th</sup> November 2024**

**Meeting time: 1200hrs**

**Meeting location: Age UK Tameside, Ashton-Under-Lyne**

Members present:

<b>Name</b>	<b>Position</b>
Tracey McErlain-Burns (TMB)	Chair
Glyn Goodchild	Vice-Chair
Glenis Lee (GL)	Member
Linda Kent (LK)	Member
Oliver Jones (OJ)	Member
Helen Chauhan (HC)	Member

Attendees present:

<b>Name</b>	<b>Position</b>
Alex Leach (AL)	Manager
Imogen Shortall (IS)	Research Officer (Minute taker)
Victoria Hayes (VH)	Contracts Performance Officer

<b>Item</b>	<b>Title and minute</b>
<b>1</b>	<b>Welcome and Introductions:</b> TMB welcomed attendees to the meeting.
<b>2</b>	<b>Apologies for absence:</b> Apologies received from Fleur Piacentini, Camilla Guereca, and Abby Turner.
<b>3</b>	<b>Registration of interests and declarations of interest to any agenda item:</b>  No new declarations of interests raised.  IS and AL to coordinate providing OJ and HC with registration of interest forms.

<p><b>4</b></p>	<p><b>Minutes from the previous meeting held 13<sup>th</sup> September 2024.</b></p> <p>The Minutes of the previous meeting were approved as accurate by the Board.</p>
<p><b>5</b></p>	<p><b>Action Log review</b></p> <p>HWT A34 - To share feedback on Voiceability advocacy services from HWT database with Victoria Hayes</p> <ul style="list-style-type: none"> <li>• In progress – IS confirming that we have consent to share stories with TMBC, and will then pass on to VH. Action anticipated to be complete by the end of next week (21/11/2024).</li> </ul> <p>HWT A35 - To share Fit For The Future resources with the Board</p> <ul style="list-style-type: none"> <li>• Completed – IS will share resources with OJ and HC</li> </ul> <p>HWT A36 – To draft a response to the GMICP Fit For The Future questions</p> <ul style="list-style-type: none"> <li>• Completed</li> </ul> <p>HWT A37 – To share Fit For The Future promotional materials on HWT social media channels</p> <ul style="list-style-type: none"> <li>• Completed</li> </ul> <p>HWT A38 - To link Alex Leach in with contacts regarding culturally appropriate advocacy services in Mental Health</p> <ul style="list-style-type: none"> <li>• Completed</li> </ul> <p>HWT A39 - To add a new column to the register for monitoring risk appetite level</p> <ul style="list-style-type: none"> <li>• In progress – will be completed in advance of next meeting</li> <li>• AL to check in with the Action Together Board to confirm that they are in support of our Risk Appetite statement</li> </ul> <p>HWT A40 - To update score for point 8.3 on register</p> <ul style="list-style-type: none"> <li>• Completed</li> </ul> <p>HWT A41 - To distribute NHS Autism training to all Board members</p> <ul style="list-style-type: none"> <li>• Completed</li> <li>• It was clarified to the Board that the material circulated was a short 'introductory' video, and that the full training can be accessed by signing up to the eLearning platform</li> <li>• It was also clarified to the Board that this training is part of the Digital Learning Framework for all NHS staff, and that our role is not to monitor takeup of the training, but to gather and monitor themes in patient feedback (e.g. feedback on the experiences of Neurodivergent people accessing health and care services)</li> </ul>

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**Questions from members of the public**

No questions from members of the public.

OJ and HC were originally intending to attend the meeting as members of the public, but have now been appointed to the Board as members and are therefore attending the meeting in this capacity.

	Items for decision
7	<p><b>Empowering Voices: Healthwatch Oldham and Healthwatch Tameside Strategic Plan 2025-2031</b></p> <p>AL provided a verbal overview of the plan:</p> <ul style="list-style-type: none"> <li>• 6-year plan developed to align our focus, mission and objectives, and monitor our impact over the length of the new 6-year contract</li> <li>• Developed in partnership with Healthwatch Oldham as they are also hosted by Action Together <ul style="list-style-type: none"> <li>○ Values of our planning will be aligned with the wider Action Together values (Believe it's Possible, Strengthen Others, Be True)</li> </ul> </li> <li>• Core areas of focus over the next 6 years: <ul style="list-style-type: none"> <li>○ Health inequalities</li> <li>○ Community engagement</li> <li>○ Developing partnerships with providers and community groups</li> <li>○ Influencing policy change and decisions</li> <li>○ Extending volunteering involvement and offer</li> <li>○ Measuring impact and insight</li> </ul> </li> <li>• Following Board approval, strategic plans for both Healthwatch organisations will be developed into tangible actions, which will be measured over the next 6 years <ul style="list-style-type: none"> <li>○ The Tameside plan will be developed collaboratively at a Development session in the January Board meeting</li> <li>○ Our Tameside-specific 6-year plan will then be published on 1<sup>st</sup> April alongside our 2024-25 Workplan</li> </ul> </li> </ul> <p>Board members are happy to support the Strategic Plan joint document with Healthwatch Oldham, and the use of the Action Together values within our strategic planning process.</p> <p>AL to invite a member of the Healthwatch Oldham team to attend our development session at the January Board meeting – beneficial to ensuring our respective plans will work well alongside each other. VH clarified that the Healthwatch Oldham contract should be similar to ours in terms of specific contractual requirements.</p>

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### Enter and View policy

AL provided a verbal rundown of updates to the Enter and View policy:

- 6.2 Unannounced Visits
  - Clarified that the process is not about 'catching providers out', and that all efforts will be made to contact providers about our visit and confirm the 2-week window in which the visit will be taking place.
- 8 Conflicts of Interest
  - Representatives must declare any close relationships with staff members or residents.
- 10.2 Preparing a Visit Report
  - All data collected by representatives must be handed to a staff member on the day of the visit.

Board members are happy to approve the above updates to the Enter and View policy.

Once the policy is approved by the Healthwatch Oldham Advisory Board, it will go to the Action Together Director of Operations for approval, and subsequently published on our website.

	Items for discussion
9	<p><b>Impact Report (including operational update)</b></p> <p>TMB passed on her appreciation to AT for her improvements to the presentation of this document.</p> <p>AL provided a verbal update of the impact report and operational update:</p> <ul style="list-style-type: none"> <li>• New Project Support Officer appointed and starting today – we now have a full staff team</li> <li>• Update on our signposting numbers</li> <li>• Update on our Enter and View program <ul style="list-style-type: none"> <li>○ First visit completed</li> <li>○ Some health and safety issues found which were raised with care home manager and TMBC Quality Officer</li> <li>○ Next visit planned for Early 2025</li> </ul> </li> <li>• Update on Pharmacy First research project <ul style="list-style-type: none"> <li>○ Launched in October, will run until 21<sup>st</sup> January 2025</li> <li>○ Working in collaboration with ICS pharmacy team and local pharmacies</li> <li>○ Members encouraged to pass on contacts who could help with this work <ul style="list-style-type: none"> <li>▪ VH to put IS in contact with Community Engagement Officer at TMBC to discuss potential engagement opportunities.</li> </ul> </li> </ul> </li> <li>• Update on reports published <ul style="list-style-type: none"> <li>○ Cost of Living report, Access to and Experiences of Health Care by Ethnic Minorities report, Healthwatch in Greater Manchester Annual Report</li> <li>○ Reports brought to Tameside Strategic Partnership Board and were well-received by partners. Influencing work in Primary Care and Adult Social Care with our recommendations – impact update on this work will be brought to the Board in 6-12 months</li> </ul> </li> <li>• Update on reviews of internal processes</li> </ul> <p>AL 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.</p> <p>TMB passed on her thanks to LK and staff for partaking in Healthwatch Tameside's first Enter and View visit.</p>

	<b>Items for information</b>
10	<p><b>HW in GM Care pathways to child and adolescent mental health services report (paper only)</b></p> <p>AL and TMB provided an update on the progress of this report:</p> <ul style="list-style-type: none"> <li>• First piece of work conducted collaboratively across all 10 Greater Manchester Healthwatch organisations</li> <li>• Provider comments have been included in report (including Pennine Care, provider in Tameside)</li> <li>• Report available on our website, and to be sent to Tameside Strategic Partnership Board</li> <li>• Insightful and valuable piece of work, we will take recommendations forward in our future planning</li> <li>• Looking for any lessons we can learn from the process of our first collaborative project across HWinGM – Board members to send over any feedback to AL.</li> </ul>
11	<p><b>Forward Plan (paper only)</b></p> <p>AL provided a verbal update on upcoming priorities:</p> <ul style="list-style-type: none"> <li>• Developing and agreeing 2025-26 Workplan (for publication 1<sup>st</sup> April 2025)</li> <li>• Review of Quality Assurance Framework (will be brought to Board for approval)</li> <li>• Annual review of Board membership and recruitment <ul style="list-style-type: none"> <li>◦ Will recruit annually going forwards, rather than on an ad-hoc basis</li> </ul> </li> <li>• Awareness that there may be presentations from partners and providers at future meetings.</li> </ul> <p>TMB asked members to notify herself or AL if they have any items which they believe should be on the open agenda, to be scheduled on the workplan going forwards.</p>
	<b>Items for information [discussed on exceptional basis]</b>
	<b>Meeting close</b>
11	<p><b>Any other business [to be notified in advance]</b></p> <p>TMB – Decision-Making Framework update</p> <ul style="list-style-type: none"> <li>• Board approved the updated Decision-Making Framework in Part B of the meeting</li> <li>• IS to share with OJ and HC</li> <li>• This will be published once approved by the Healthwatch Oldham Advisory Board and the Action Together Director.</li> </ul> <p>GL – Miles of Smiles</p> <ul style="list-style-type: none"> <li>• Provided feedback: a member of public was unable to attend hospital appointment due to lack of travel options – GL signposted them to Miles of</li> </ul>

Smiles, who have arranged to take them to the appointment. This person is 'extremely relieved'.

- GL stated that Miles of Smiles could be better-advertised – will promote on Talking News.

TMB – Additional 15 minutes to meetings

- TMB/AL/GG recommend adding an extra 15 minutes to the length of the meeting, to ensure the Board have adequate time for discussion
- This extra time can be allocated based on the agenda items of each meeting
- Board members happy to approve this recommendation.

IS – Volunteer time monitoring sheets

- Time monitoring sheets distributed to all members - members encouraged to submit their timings each Quarter, to ensure we have an accurate record of volunteer time spent on Healthwatch Tameside activities (including travel and prep).

VH – Joint Strategic Needs Assessment

- VH to send link to Joint Strategic Needs Assessment to IS for review and distribution – to take into consideration during January 2025 Strategic Plan and Workplan development sessions.

TMB thanked members for attending and staff team for supporting, and ended the meeting.