

## Healthwatch Tameside Board Meeting Minutes (Part A)

**Meeting date: Tuesday 14 January 2025**

**Meeting time: 1215hrs**

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

Members present:

<b>Name</b>	<b>Position</b>
Glyn Goodchild (GG)	Vice-Chair (Chair of meeting)
Glenis Lee (GL)	Member
Linda Kent (LK)(online)	Member
Oliver Jones (OJ)	Member

Attendees present:

<b>Name</b>	<b>Position</b>
Alex Leach (AL)	Healthwatch Manager
Abby Turner (AT)	Healthwatch Coordinator
Rebecca Threlfall (RT)	Project Support Officer (Minute taker)
Victoria Hayes (VH) (online)	Contracts Performance Officer
Camilla Guereca (CG)	Chair of Action Together Board
Jennie Pimlott (JP) (online)	Contracts Performance Officer

<b>Item</b>	<b>Title and minute</b>
<b>1</b>	<b>Welcome and Introductions:</b> GG welcomed attendees to the meeting
<b>2</b>	<b>Apologies for absence:</b> Apologies received from Tracey McErlain-Burns and Helen Chauhan
<b>3</b>	<b>Registration of interests and declarations of interest to any agenda item:</b>

	AL Recently taken up new position as Non-Executive Member at Oldham Community Leisure.
<b>4</b>	<p><b>Minutes of the previous meeting 11 November 2024</b></p> <p>The Minutes of the previous meeting were approved as accurate by the Board.</p>
<b>5</b>	<p><b>Action Log review</b></p> <p>HWTB39: To add a new column to the register for monitoring risk appetite level COMPLETE</p> <p>HWTB42: To check in with the Action Together Board to confirm that they are in support of our Risk Appetite statement COMPLETE</p> <p>HWTB43: To invite a member of the Healthwatch Oldham team to attend our development session at the January Board meeting COMPLETE</p> <p>HWTB44: 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 COMPLETE</p> <p>HWTB45 To share a link to the Joint Strategic Needs Assessment with HWT, to help inform our January planning session COMPLETE</p>
<b>6</b>	<p><b>Questions from members of the public</b></p> <p>No questions received</p>
	<b>Items for Decision</b>
<b>7</b>	<p><b>Presentation of the Enter and View – Auden House Care Home Report</b></p> <p>AT presented summary to Board of Report previously circulated.</p> <p>Enter &amp; View took place on 24/10/24 of Auden House a 24 Bed Care Home Awarded Outstanding in last CQC Inspection. 4 E&amp;V representatives led by HWT Officer Ayesha Khatun</p> <p>Using the 8 Care Indicators as the framework, a combination of observations and interviews with residents, staff, carers, family and friends took place.</p>

	<p>The report was produced within 35 working days of the visit, and sent to the care home provider respond to and acknowledge the draft report.</p> <p>AT Ran through key observations and recommendations that were presented to the care home and their responses. Care home responded quickly and constructively.</p> <p>AT thanked Ayesha for leading the visit and representatives for their support.</p> <p>OJ congratulated team on the excellent report and work undertaken and GL seconded. The board asked how the care home was selected. AT responded that further homes to be reviewed would have different CQC ratings to ensure variations were observed.</p> <p>LK speaking as a representative said it was an enriching experience, where the premise was not to catch the care home out, but to work with them.</p> <p>Second E&amp;V is due to take place imminently (had to be postponed due to illness) but has been well received by Care Home.</p> <p><b>AGREED</b> by Board that Auden House Care Home Report to be made public and published</p> <p><b>ACTION</b> Report to be uploaded to website for public access</p>
<b>8</b>	<b>Impact Tracker (Monitoring &amp; Evaluation Tool)</b>
	<p>AT brought to board to show how team will be using the new tool to monitor work being delivered and measure impact. It will be a live working document to facilitate improved tracking.</p> <p><b>AGREED</b> Impact Tracker to be adopted by team and used going forward.</p>
<b>Items for discussion</b>	
<b>9</b>	<b>Impact and Operational Report</b>
	<p>AT Referenced report previously circulated and highlighted:</p> <ul style="list-style-type: none"> <li>• Induction of new board members Oliver and Helen, full cohort of staff now in place</li> <li>• Range of outreach and engagement opportunities undertaken since last Board meeting</li> <li>• Success in response rates to enquiries by people (including a case study)</li> </ul>

	<ul style="list-style-type: none"> <li>• Current progress with Pharmacy First Review being undertaken (board members OJ and GL shared survey with their organisations)</li> <li>• Preparations for next Enter and View</li> <li>• Proposals for Accessible Information Project being developed (CG encouraged engagement with local VCOs on this project)</li> <li>• Liaison with Voicability re data sharing</li> <li>• Ongoing liaison with Sarah Ward re Adult Mental Health</li> <li>• GP Experience Report: request for response from Tameside</li> </ul> <p>AL thanked AT for report.</p> <p><b>ACTION</b> GP Experience Report to be brought to the March HWT Board for approval.</p>
<b>10</b>	<b>Risk Register</b>
	<p>4.1 Staff and Volunteers: Update that budget paper had no impact on Partnerships and Change Manager role, therefore risk reduced.</p> <p>[Jennie Pimlott left meeting at 12.59pm]</p>
	<b>Items for Information</b>
<b>11</b>	<b>Q3 Financial Report</b>
<b>12</b>	<b>Forward Plan</b>
	<p>AT Referenced the HWT Board Meeting Forward Agenda paper setting out board meeting agenda items for the next 6 months</p> <p>AL Updated on the national work being undertaken led by Gavin Macgregor (Head of Network Development) to review the Healthwatch Model and the proposal for Healthwatch England to become the commissioner of Healthwatch.</p> <p>At local level Board discussed how they were happy with their position and their relationship with commissioners.</p>
	<b>Meeting close</b>
<b>14</b>	<b>Any other Business (Notified in advance)</b>
	<p>GG Suggested best wishes be sent to Tracey – Alex to action.</p> <p><b>ACTION</b> To pass best wishes from Board to Chair</p> <p>RT Reminded members to complete volunteer hour forms that had been distributed electronically and handed out paper copies in the meeting.</p>

Meeting ended 13.03pm