

Healthwatch Tameside Board Meeting Minutes (Part A)

Meeting date: 13th September 2024

Meeting time: 1200hrs

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

Members present:

Name	Position
Tracey McErlain-Burns (TMB)	Chair
Glenis Lee (GL)	Member
Linda Kent (LK)	Member

Attendees present:

Name	Position
Alex Leach (AL)	Manager
Imogen Shortall (IS)	Research Officer (Minute taker)
Victoria Hayes (VH)	Contracts Performance Officer
Abby Turner (AT)	Coordinator
Andy Callaghan (AC)	Engagement Manager, NHS Greater Manchester (Guest Speaker)

Item	Title and minute
1	Welcome and Introductions: TMB welcomed attendees to the meeting.
2	Apologies for absence: Apologies received from Fleur Piacentini and Camilla Guereca.
3	Registration of interests and declarations of interest to any agenda item: No new declarations of interests raised.
4	Questions from members of the public No questions received in advance from members of the public, no members of the public present at the meeting.
5	Minutes from the previous meeting The Minutes were approved as accurate by the Board.
6	Action Log review

	<p>HWT A1 – To invoice 10 GM for £1000 due from GM work</p> <ul style="list-style-type: none"> Completed – Action Together Finance team has confirmed that the invoice was progressed <p>HWT A28 – To develop a risk appetite statement</p> <ul style="list-style-type: none"> Completed – to be discussed at today’s meeting <p>HWT A29 – To share/log feedback about the Voiceability advocacy service shared in the previous Board meeting</p> <ul style="list-style-type: none"> Completed – feedback added to our database AL to share relevant feedback with VH for review <p>HWT A32 – To source a webcam to assist with virtual attendance of Board meetings</p> <ul style="list-style-type: none"> Completed
	<p>External Speaker</p>
<p>7</p>	<p>An NHS Fit for the Future</p> <p>TMB welcomed Andy Callaghan (AC) to the meeting and introduced everyone present.</p> <p>AC introduced himself and his role, and provided a verbal overview of the NHS Fit for the Future engagement project:</p> <ul style="list-style-type: none"> The project aims to find out what the public want from NHS services and the ideas they have Face-to-face and online events being held across Greater Manchester to gather feedback Dedicated webpage on NHS Greater Manchester website The engagement is split into three phases: Finance/Resources, Services, Prevention/Population Health – we are currently in the Finance/Resources section <ul style="list-style-type: none"> 6-week phases followed by 2 weeks of analysis, short report produced at the end of each phase AC provided details on the financial plans of NHS Greater Manchester, why the budget is currently stretched, and how they are trying to combat this <p>AC will forward on the presentation, newsletter signup, and key questions to AL to distribute to the Board.</p> <p>Board and Team members will promote Fit for the Future materials where possible.</p>
	<p>Items for discussion</p>
<p>8</p>	<p>To present the access to and experiences of health care by ethnic minorities report</p>

	<p>AL provided a verbal run-through of the report:</p> <ul style="list-style-type: none"> • Report commissioned by Tameside Council Inequalities Reference Group (subgroup of Health and Wellbeing Board) – to look at barriers faced by BAME communities in Tameside when accessing Primary, Secondary and Mental Health services • Report made up of literature reviews and interviews with focus groups • AL provided a summary of the report findings, including access to services (e.g. being able to access translation services), impact of other factors such as social isolation and poverty, a lack of quality data available to analyse, and a mistrust of mental health services such as IAPT • Maternity services have been found to be not meeting the needs of women from Ethnic Minority communities on a National level – something to consider for future work in Tameside • Three recommendations from the report: improve quality and depth of data gathered, improve patient access to Primary Care, and improve access to non-English language resources for patients <p>VH queried the choice of focus groups used for the research, and whether more communities could have been represented – AL responded that limited resources affected the ability to reach a wider pool of participants, but that we would take this forward as a point to consider for future work.</p> <p>VH to link AL in with contacts regarding culturally appropriate advocacy services in Mental Health.</p>
<p>9</p>	<p>To provide an update on the Risk Register</p> <p>A verbal update on the Risk Register was provided:</p> <ul style="list-style-type: none"> • No changes to note • Nothing in Amber and Red Zones in Heat Map – Board members happy with this assessment • TMB noted that the score on 8.3 is incorrect and needs updating • A column will be added to the register to monitor Risk Appetite level going forwards
<p>10</p>	<p>Risk Appetite Statement</p> <p>AL has produced a Risk Appetite statement in collaboration with Action Together leadership team. He provided a verbal run-through of the Risk Appetite Statement, including the principles of our Risk Appetite and how we will balance this with providing a high-quality service.</p> <p>Members happy to approve this document. TMB approves level of risk for each principle, and how it matches up to the current Risk Register.</p>
	<p>Items for information [discussed on exceptional basis]</p>

	<p>Meeting close</p>
<p>11</p>	<p>Any other business [to be notified in advance]</p> <p>TMB noted that the Board have approved a paper detailing new proposals on the roles and responsibilities for Board members, including raising items for Any Other Business in advance, reviewing the way members and Chair are appraised, and conducting a short performance appraisal after each meeting.</p> <p>LK – NHS Autism awareness training for health and social care staff</p> <ul style="list-style-type: none"> • LK wanted to make the Board aware of free training on how health and social care staff can better support people with Autism (The Oliver McGowan Mandatory Training on Learning Disability and Autism) • AC and VH both agreed that the training is insightful and useful • Longer training programme and introductory video both available – IS to share web link with Board members • Recommendation of the Board that all members undertake the training <p>LK made a statement regarding the potential of changes to the numbers of nursing beds available in Tameside. Following on from this, AC noted that Cardiovascular disease and Diabetes have been identified as a key priority over the next 12 months and beyond, partly because of the impact on other services.</p> <p>TMB thanked members for attending and staff team for supporting, and ended the meeting.</p>

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