

30<sup>th</sup> June 2014  
Venue: Westfield Farm  
Time: 2.00 pm - 4.00 pm  
**BOARD MEETING NOTES**

**Board Members attending:** Ian Holtby (Chair) (IH), Mike Milen (MM), Bob Norton (BN), Lawrence McAnelly (LM), Paul Davies (PD)

**Healthwatch Staff in attendance:** Natasha Judge (NJ), Carole Marshall (CM), Lindsay Rutherford (LR)

**Guests in attendance:** n/a

		Action
1.	<b>Introductions and apologies for absence</b> Apologies received from David Morris.	
2.	<b>Declarations of interest</b> None.	
3.	<b>Minutes of meeting held 19<sup>th</sup> May 14</b> Minutes approved as an accurate record.	
4.	<p><b>Actions from previous meeting</b> Action log circulated to Board.</p> <p>4.1 Talking therapies LR informed the Board that a request for information had been sent to providers of the service across Tees to identify the number of people trying to access the service but unable to meet the criteria. MM suggested contacting Veronica Harnett to obtain figures from Mind on the number of people who have to pay to access their services as they are unable to meet the criteria through the NHS.</p> <p>Action- LR to find out if the contract criteria measures those who have disengaged from talking therapy service.</p> <p>4.2 Skelton Medical Practice IH advised that he had contacted David Steele regarding concerns over the provision of services and seeking assurance that patients would be served elsewhere in the area.</p>	LR
5.	<p><b>Management report and engagement feedback</b> Report circulated to Board.</p> <p>5.1 NJ provided an update on communications and engagement activity and advised that the staff team will be carrying out a gap analysis to ensure Healthwatch is representative of its community.</p>	
6.	<p><b>Intelligence reporting to the Board</b> 6.1 LR advised that to improve on intelligence reporting to the Board and to</p>	LR

	help in making informed decisions on the work plan, a 6 weekly update providing feedback from the public via all methods of communication, mapped against existing strategies and priorities of commissioners and providers will be shared.	
7.	<p><b>Network Meeting</b></p> <p>7.1 NJ provided a suggested programme for the Network Event that worked well in Middlesbrough. The Board agreed on the format.</p> <p>7.2 IH informed the Board that Mark Adams is available to speak at the Network Event. LR to contact and liaise.</p> <p>Action- Circulate facilitation notes to Board Members.</p>	LR  LR
8.	<p><b>IMProVE Consultation</b></p> <p>8.1 Board agreed to carry out a visit to the minor injuries at East Cleveland Hospital and A&amp;E at James Cook to speak to patients about why they had chosen to visit that particular service.</p> <p>8.2 Board suggested using the Network Event as a means of obtaining feedback in response to the IMProVE consultation.</p> <p>Action- liaise with service departments and draft question to circulate to Board.</p>	LR/CM  LR/CM
9.	<p><b>Enter and view</b></p> <p>9.1 LR gave an update on behalf of DM from the South Tees Patient Experience Forum. ST Trust will be conducting patient surveys and asked if HW would like to be involved. LR suggested that this could be incorporated into the visit to RPCCH that members would like to pursue to identify what services are being provided and what services patients, carers and staff would like to see evolve whilst obtaining patient experience from those already using the services. IH agreed to be involved in this visit.</p> <p>Action- Liaise with Rebecca Boal, ST Trust.</p>	LR
10.	<p><b>Feedback from external partnerships/ events</b></p> <p>10.1 Board Member reports from meetings and events were circulated and discussed including: NHS Open House Event, NEAS Forum, ST Patient Experience Forum, ST CCG partnership meeting and welfare reforms in the north east.</p>	
11.	<p><b>AOB</b></p> <p>11.1 LR informed members of an interested candidate to join the Board from Action on Hearing Loss. LR will pursue and update.</p> <p>11.2 Board requested that HW staff contact Jason Lowe to find out if he would like to re-engage as a Board Member.</p>	LR/CM  LR
12.	<p><b>Date and time of the next meeting</b></p> <p>It was agreed to hold the Board Meetings on a 6 weekly basis going forward. The next meeting would be a development session looking at intelligence from the Network Event to help shape priorities for the year ahead.</p>	

	Agreed date and time -11 <sup>th</sup> August, 2-4pm, Westfield Farm.	
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