




Healthwatch South Tees Partnership Board Meeting


**Minutes of the meeting held on Tuesday 12 December 2023
Y2K Centre, Redcar, 13:00-14:30**

Present: Partnership Board Members:	<p>Lesley Spaven – Chair (LES) Dr Ian Holtby – Vice Chair (IH) Carole Marshall (CM) Louise Wheatley (LW) Laura Bush (LAB)</p>
In attendance:	<p>Lisa Bosomworth (LB) Linda Sargeant (LS) Gaynor Tucker (GT) Dean Johnsen-Berg (DJB) Eyinade Egbedina (EE)</p>
	Action
1	Introductions & welcome.
	LES welcomed everyone to the meeting and introductions were made.
2.	Apologies for absence and Declarations of interest.
	Jen Little
3.	Declarations of interest.
	No declarations of interest.
4.	Minutes from last development meeting & actions.

	<p>The minutes from the last development meeting were agreed.</p> <p>Actions: LB informed members that the Growing Older Planning Ahead draft report has been circulated and the deadline for comments is Friday 12 January 2024.</p> <p>Healthwatch England are developing a framework to support local HW's to demonstrate their impact and outcomes. Once the framework has been produced LB will share with Board members for discussion at a future meeting.</p> <p>Discussion then took place about how we provide feedback to those we engage. We shared how we plan to provide certificates of engagement and updates on the next steps with those who attended our focus groups over the next few weeks.</p> <p>GT also advised that through a new regular internal engagement team meeting she is kept informed of changes that have been made as a result of our engagement as well as future engagement opportunities. This enables her to raise awareness of these developments on our websites and socials. In addition to this, a new page on both websites are being developed to include a 'you said, we did' section.</p>	
<p>5.</p>	<p>Programme Managers update report & questions.</p> <p>LB shared the report and asked for feedback.</p> <p> 5.0 ProgrammeMngmntR</p>	

	<p>IH asked how our relationship is with ICB? LB informed members of the structure that is in place between the 14 HW's within the NENC ICB area that ensures that our local voice is influencing their decisions and direction at a decision making level. We are approached regularly with opportunities for engagement to inform their work that we take part in on a local, Tees Valley wide and regional basis as required and when capacity allows.</p> <p>HWST STAR Awards – the nomination process will open in January. The forms, categories and guidance has been updated and improved to incorporate the learning from last year to make it easier to complete and judge The judging will be carried out by LES, IH, CM and LB on 21.03.24. LB is prerecording an interview with BBC Radio Tees that will be aired on 3 Jan 24 with plans to repeat this on Zetland FM and CVFM.</p>	
<p>6.</p>	<p>Board members update on own relevant work items that HWST needs to be aware of.</p> <p>LW advised they are getting a lot of phone calls about GP's. LB asked if LW has a copy of our GP resource document and recommended that we attend a team meeting to discuss this further.</p> <p>LW also told us that the digital sessions her organisation delivers to the older generation will be funded until March 2024. This offer includes loaning tablets to gain experience and their digital champions educate people how to use them. LB asked if this could include how to visit our websites to become aware of our I&S function and engage in</p>	<p>LW & LB to arrange a date & time to action this.</p> <p>LW to update LB about this suggestion.</p>

<p>consultation opportunities. LW will look into this and update LB.</p> <p>CM discussed a project she is working on that involves vulnerable people and includes mapping services in Redcar and Cleveland. She suggested that the development of a steering group may be required as part of this work which HWST could access for feedback if needed. This work may require her team to offer information and signposting to local residents, so LB suggested using HWE guidance as a framework.</p> <p>LAB gave an over view of her work as this was her first meeting. They are currently promoting their activities that is part of the Holiday Activities Fund that can be accessed by children who are on free school meals. They are engaging children and young people in discussions about vaping as this is becoming more prevalent as some are buying illegal vapes. This is part of a national campaign 'What is in your vape'? funded by the Local Authority, members asked LAB to share their findings with the Board.</p> <p>IH advised he received an email from GB Healthwatch and asked for clarification if this was the same organisation as Healthwatch England. IH to forward the email to LB for investigations. IH will look at the Youth Focus report. LB to do an email introduction between IH and LAB.</p> <p>LES advised that MVDA are producing a changing futures report which focusses on outcomes of lived experience and substance misuse. The report will be showcased as part of an exhibition in the New Year.</p>	<p>LB to send HWE I&S guidance to CM.</p> <p>IH to send email to LB.</p> <p>LB to do intro email</p>
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<p>7.</p>	<p>Meet our Engagement & Events Officers. Dean Johnsen-Berg & Eyinade Egbedina</p>  <p>Board Report V3 (002).docx</p> <p>DJB and EE shared a presentation to inform the Board about what engagement they have carried out since joining the HWST team and what they plan to do in the future.</p> <p>CM advised there is a multi agency partnership in Redcar and Cleveland and MVDA have been commissioned to supporting asylum seeker groups which were shared as potential connections for DJB and EE's work.</p> <p>LAB mentioned about a coffee morning in Pallister Park and Eco shops would be good to get involved in.</p>	<p>DJB & EE to follow up and connect.</p>
<p>8.</p>	<p>Dentistry update & ICB engagement.</p> <p>LB and Rebecca Morgan presented our dentistry community intelligence to the South Tees Health Scrutiny Committee, as this is the 2nd highest service that people contact us about, to inform their action plan for improvement. As part of ongoing engagement all the HW's located within the NENC ICB area are about to carry out engagement across the region to understand the current dentistry landscape, which will inform how they will address improving the current access problems that continue to not meet local need. This activity will include a general public survey, targeted consultation with those who have accessed an additional emergency dentist appointment and mystery shopping phone calls to all dentists in the region to ascertain what responses are been given when</p>	<p>LB to share general survey once received with members for onward circulation.</p>

	<p>asking for an NHS appointment. Responses and analysis will be collated to inform a regional report with recommendations for the ICB.</p>	
<p>9.</p>	<p>Youthwatch update and future plans.</p> <p>LAB gave an update regarding the Youthwatch pilot. Within this, she shared some of their learning and highlighted that the original vision for this model didn't get the traction we'd hoped but young people had responded more positively and were better motivated to engage with short, time limited projects proved to be more successful.</p> <p>LB shared a Youthwatch report based on feedback from young people focussing on their experiences of sexual health services across the Tees Valley and their feedback for youth proofing the GP Resource.</p> <p>LB will be meeting with the other Tees Valley HW Leads to discuss if funding Youth Focus North East was possible in order to continue this approach.</p>	<p>LB to inform Board of outcome of discussion</p>
<p>10.</p>	<p>Redcar & Cleveland Borough Council social care additional funding & engagement.</p> <p>LB will be meeting with the Director of Redcar and Cleveland to discuss the focus for activity for additional externally funded piece of work. HWST will receive 64k over 2 years to engage with the Redcar and Cleveland residents with experience of their Social Care Services. This funding has increased capacity within the team and has enabled us to increase EE working hours from two days to four and a half. Vicky Jackson will be responsible for the coordination of this work.</p>	

<p>11.</p>	<p>Board membership.</p> <p>Andrea Latheron-Cassule has stepped down as a Board member. LB asked members to look at gaps and recommend people.</p> <p>Some initial gaps identified were possibly ethnic communities, LGBTQT and neurodiverse. This will be discussed further at the next Board meeting</p>	<p>All – contact LB with suggestions for new members</p>
<p>12.</p>	<p>Plans for next meeting – joint Board & team session Priorities & workplan areas 2023-2024</p> <p>Monday 11 March 2024 – Board meeting and development session – Acklam Hall 12.15-4. Lunch will be provided.</p>	