





Healthwatch South Tees Partnership Board Meeting


**Minutes of the meeting held on Wednesday 11th December 2024
Civic Centre, Redcar, 15:00–16:30**

Present: Partnership Board Members	Carole Marshall (CM) - Chair Dr Ian Holtby - Vice Chair (IH) Femi Abolade (FA) Jade Lavan (JL) Kelly Hodgson (KH) Laura Bush (LB)
In attendance: HWST staff	Linda Sergeant (LS) Vicky Jackson (VJ) Gaynor Tucker (GT)
Guests:	Liz Fisher (LF) Helen Dent (HD)

		Action
1	Introductions & welcome CM welcomed everyone to the meeting and introductions were made as a new Board Member was present and guests from PCP.	
2.	Apologies for absence and declarations of interest Jen Little Mandy Capaldi Andrew Jones	
3.	Declarations of interest None	

<p>4.</p> <p>4.1</p>	<p>Minutes from last development meeting & actions</p> <p>Minutes of the last meeting were agreed.</p> <p>Response to questions raised by IH</p>  <p>4.1 Response to question raised.docx</p> <p>Updated response to questions raised by IH. IH asked if Rebecca Scott could be invited to a future meeting to discuss these issues. IH and LS to meet outside of the Board to discuss these issues. LB added that services are not accessible for young people and the venues are more suited for older people or not on at a time that suits the younger person. Agreed LB will be involved in this discussion.</p>	<p>LS to arrange meeting with IH and LB.</p>
<p>5</p>	<p>Revised HWST 2024–2025 priorities</p> <p>Due to staff changes and reduction in capacity the Board were sent, prior to the meeting, proposed changes to the work plan.</p>  <p>5.0 Final proposed workplan changes - H</p> <p>The Board were satisfied with the proposed revisions to timescales.</p> <p><u>Community Mental Health</u></p> <p>LS updated that this was a challenging piece of work and progress has been slow especially in requests for additional information from TEWV. LS advised of a possible opportunity to do a collaborative piece of work with Teesside Mind to produce a resource to improve access to mental health services which would possibly have more</p>	<p>LS to update Board of any developments</p>

	<p>impact. The Board agreed that this may be a better use of our resource and asked to be updated.</p> <p><u>ICB Additional Work</u> – Need to bear this in mind, waiting to hear what this will be and will work as a collective with other Local Healthwatch’s. LS to update the Board when we hear more about the additional work from the ICB.</p>	<p>LS to inform Board of ICB Additional Work.</p>
<p>6.</p>	<p>New Staffing Structure</p> <p>The Board were provided with an overview of the new staffing structure, due to a change of roles within the team, showing the individual responsibilities of each team member.</p> <p>IH commented that it was a useful document and will be good to refer back to.</p> <p>CM advised the Board that roles have been backfilled without recruiting additional staff.</p> <p>LS is monitoring certain meetings to decide if it is a good use of our time to attend. LS will bring issues to the Board if staff are struggling with workloads.</p>	
<p>7.</p>	<p>Memorandum of Understand (MOU)</p> <p>LF talked about PCP as HWST’s host organisation and that they have held Healthwatch contracts since 2013. There are several governance documents, as recommended by Healthwatch England, and the MOU is one of them. It sets out in simple terms what each party will do and be responsible for. LF asked for any questions or feedback to be sent to her or HD before 17th January so that this can be signed off. In his absence AJ commented that the MOU seems ok but would like to look at the Quality Framework. KH asked in respect of 3a. Would like to have sight of the policy and procedures as a volunteer before agreeing to them.</p>	<p>Board members to comment by 17 Jan 25</p> <p>HD to provide these to Board members.</p>

<p>8</p>	<p>Additional Work Update</p> <p>LS advised there had been an initial proposal from Middlesbrough Council for engagement with Homecare provision. MBC have changed the remit and are utilising their own staff for this piece of work. HWST is supporting MBC by sharing their survey through our digital platforms.</p> <p>NEAS engagement – LS updated that this work is complete. Regionally there were 1085 responses to the survey, including 56 from R&C and 124 from Middlesbrough. In addition we held two focus groups. A combined report is being produced by HW Darlington and LS will share with the Board once produced.</p> <p>Our top 3 issues were:</p> <ul style="list-style-type: none"> • Quick response times • Language/ translating barriers • Archaic views on the ambulance service <p>One suggestion is for NEAS to advise the public on their services and how they have improved.</p> <p>HD advised it would be good for the to do a piece of work on the misuse of the services.</p>	<p>LS to share NEAS report.</p>
<p>9</p>	<p>Redcar and Cleveland Additional work</p> <p> Board RCBC presentation 11.12.24</p> <p>VJ shared a presentation on the work that had been completed so far.</p> <p>Due to the change in staffing it was agreed that a review of the contract will take place in 2025.</p> <p>The Board congratulated the team for the quality of work to date on this piece of work. CM acknowledged staff had gone above and beyond.</p>	<p>VJ to share the gant chart</p>

<p>10</p>	<p>Healthwatch England Conference Update</p>  <p>Update on Healthwatch National</p> <p>GT and VJ attended this year's conference. See attached bullet points from the day.</p> <p>CM said the everyone needs to be aware of the digital switch over and will share information on this.</p>	<p>CM to share information on the digital switch over.</p>
<p>11</p>	<p>Update around Louise Wheatley – Age UK</p> <p>Louise has stepped down as a Board Member due to other commitments. Louise has been asked if there is anyone else from Age UK that could be a Board Member.</p>	
<p>12</p>	<p>AOB</p> <p>JL discussed a recent incident that occurred at James Cook around being dementia friendly. CM advised this needed logging through I&S.</p>	<p>JL to send information to VJ to log</p>
<p>13</p>	<p>Date and time of next meetings</p> <p>Wednesday 26th March – Development session 1-5pm? Wednesday 25th June (PM) – 2-4? Wednesday 24th September (PM) Wednesday 17th December (PM)</p> <p>Times and venues to be confirmed.</p>	