

**Minutes of the 57<sup>th</sup> full Healthwatch Warwickshire Board Meeting**  
**Tuesday 11<sup>th</sup> January 2022**  
**10.00am to 12.00pm**  
**MS Teams Conference Call**

**Present:**

Liz Hancock (EH) - Chair  
John Copping (JC)  
Jerry Roodhouse (JR)  
Leonard Harvey (LH)  
Helen Adkins (HA)

Mike Flaxman (MF) - Finance & Audit Chair  
Gita Patel (GP)  
Robin Verso (RV)  
Katie Weetman (KW)

**In Attendance:**

Chris Bain (CB) - Chief Executive (CE), Claire Jackson (CJ) - Head of Operations, Su Jenkins (SJ) - Authorised Representative, Lucy Dean (LD) - minutes.

**1) Welcome and Apologies**

Paul Tolley submitted his apologies.

**2) New Board Director**

Helen Adkins was welcomed to the meeting. Following a successful interview process, the Chair recommended to the Board that Helen is appointed as a Director of the Company. All Directors approved of the appointment.

**3) Declarations of conflict of interest**

Liz Hancock, Chief Executive, Mary Ann Evans Hospice  
Jerry Roodhouse, Councilor, Warwickshire County Council  
Katie Weetman, Research Fellow - Marie Curie/ University of Warwick

**4) Minutes from the previous meeting**

Two minor amendments to the minutes were given. These have been corrected. The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 9<sup>th</sup> November 2021 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

**5) Matters Arising**

Further detail was requested on the Patient Engagement Board discussed in the volunteer report during the last meeting. SJ clarified that the Patient Board is part of the Integrated Care System (ICS) remit to have patient representation; and will be for improving care, feeding back to the Integrated Care Board (ICB) and communicating with other groups to improve services, and also to take part in events and increase awareness. The group is within Cancer services, but it is hoped that other sections of the ICS will also have equivalent groups. RV commented that this is an important group which we should engage with.

MF noted that the CCG has not recognised the South Warwickshire Patient Engagement (SWPE) group as a valid consultation forum, however the Chair Designate; and Anne Coyle, who runs the South Warwickshire Place Executive is attending the March SWPE forum.

JR echoed the concern that the Patient Voice is fading away in the system.

It was suggested that the Danielle Oum, new Chair of the ICS is invited to a Board meeting to give an overview of the System. CB has a meeting with the ICS Chair on 8th February, so will invite her. The Chair and CE are unable to attend the next Health and Wellbeing Board (HWBB) as the face-to-face nature of the meeting causes various difficulties (related to Covid19), however JR will be in attendance. ACTION: CB to forward a briefing note to JR for the HWBB.

The Chair recommended google-searching 'A Day in the life of a GP during Covid' for some insightful reading.

The CE has not been in touch with Becky Hale as previously discussed, as HWW is not currently able to visit care homes.

The CE informed that HWW has received some intel about a potential safeguarding issue (with staffing levels at the core of the issue) in a care home in the south of the county which HWW has raised with Warwickshire County Council and the Care Quality Commission (CQC).

HWW will stay in close contact with the CQC and plan to resume visits to care providers when the CQC do - with thorough risk assessments and after discussion with the Volunteers.

## 6) Chair Recruitment

The CE and Chair met on 15<sup>th</sup> November to discuss the Chair recruitment. It has been agreed that the new Chair will be recruited from within the existing Board. A working group will be set up to design the recruitment process, which will take place in June 2022. Work has been done on the Role Description, which the current Chair will finalise. MF and JR volunteered to be on the working group - anyone else wishing to volunteer for the Working Group should contact Chris or Claire by 18<sup>th</sup> Feb. The first meeting will be in March. The CE advised that if anyone would like a confidential discussion on the requirements of the HWW Chair this could be arranged. A 'Plan B' should be in place if no candidate comes forward.

ACTION: EH to finalise Chair of HWW role description.

ACTION: Board Directors to contact CJ or CB if they are interested in being part of the working group.

ACTION: March meeting to be set up to initiate the working group LD

## 7) Chair's Report

The Chair reported that, despite some disruption, the AGM in November 2021 went well. Any feedback from attendees would be welcomed.

Some sessions of the Healthwatch England conference were attended.

It is hoped that the next Conference can take place in a 'Hybrid' format.

The Chair also attended the Joint Coventry & Warwickshire Place Forum in November; and a meeting with Coventry & Warwickshire Partnership Trust (CWPT) which highlighted ongoing issues and pressures within mental health. The ongoing informal board meetings continue to be useful and a good opportunity for staff and directors to discuss the work of HWW in greater depth.

## 8) CE's Report and Update on Emerging Strategic Issues

The CE report was distributed to the Board in advance of the meeting.

The CE proposed the following formal wording to the Special Notice to be issued to Burgis and Bullock:

***To maintain and ensure compliance with the requirements of the Companies Act 2013 for the periodic change of Auditors, the Directors of Healthwatch CIC give Notice of our intention not to re-appoint Burgis and Bullock for the 2021 - 2022 Audit.***

***The Directors of Healthwatch Warwickshire CIC wish to put on record our thanks to Burgis and Bullock for the services and support they have given since our inception in 2013.***

The Board accepted the wording, proposed by Mike Flaxman, seconded by Robin Verso.

It was agreed that HWW should escalate concerns to the HWBB about the difficulties with NHS Dental care.

Covid-19 update: The CE reported that the NHSE initiatives to accelerate the numbers of people discharged home and free up space in hospitals are concerning; and recommends that HWW write to Danielle Oum and Phil Johns at ICB to seek assurances that they have capacity to deliver this safely. The Chair suggested it could be sent as a joint letter with HW Coventry.

The implementation of the ICS has been delayed to 1 July 2022.

A main focus of the ICS is on reducing health inequalities, where some progress is being made.

The ICS is also asked to continue to adopt culturally competent approaches to increasing vaccination uptake - JC raised that this is a potential opportunity for HWW to get involved, as we have links with groups across the community. The CE confirmed that he has spoken to Rose Uwins from the CCG about HWW assisting in spreading messaging about vaccines.

JR commented that HWW may have to offer support in the role of a 'critical friend', especially around inequalities and how people are being treated by the system.

The CE reported that there now a National Reporting Learning System, a way for members of the public to report concerns about patient safety directly to NHS England. GP expressed a hope that the system will be 'user-friendly' and volunteered to be involved if HWW were to offer to pilot the system and give feedback on accessibility. The CE will raise this at the next Healthwatch (HW) regional meeting.

**ACTION:** CB to suggest HW pilot of the NHS National Reporting and Learning System at HW regional meeting.

MF highlighted in the presented expenditure report that there is an underspend in the budget due to a National Insurance refund from the government, and the conferencing budget is underspent because the annual conference was held online, and the annual report was internally produced and published online. The budget will be reviewed at the end of January and presented to the Finance and Audit Group. Draft budget for next year is to be produced in the spring. A concern for next year will be rising inflation.

#### **9) Report from Operational Sub Group**

The revised Terms of Reference have been drafted and will be circulated once approved by the Chair of the Operational group.

Next meeting of the Operational Sub Group is 11th February 2022.

MF queried if the Terms of Reference includes performance, as the Operational committee is going to take over the performance review group - CB to confirm. The Chair suggested that the review of the Performance Report is actioned by those present at the Performance meeting. CJ highlighted that the approval of the Performance Report needs to be done in a timely manner, and that the current mechanism for approval is working well.

**ACTION:** CB to confirm to MF that the Terms of Reference includes performance review.

JC volunteered to contribute if needed.

#### **10) Report from Finance and Audit Group**

The Scheme of Delegation has been amended and updated; and was proposed to the Board by MF, seconded by RV. All Board members approved the amended Scheme of Delegation as presented in the board papers and expressed their thanks to MF for the work put into the document.

#### **11) Head of Operations Report**

CJ presented the Workplan, which is intended as a public-facing document to present our plans for the year ahead and explained that there will be more work to do in planning the projects in detail. The Board members commended the document.

RV to forward comments to CJ after the meeting.

KW suggested that some detail is added around how we plan to engage with 'seldom-heard groups', perhaps giving an example from a prior project; and queried whether 'LGBT+' is the currently accepted acronym. CJ confirmed that the term was agreed after consultation with Warwickshire Pride.

GP proposed labelling the geographical areas and boundaries; and adding reference to the health and wellbeing of staff and volunteers to Objective 4.

Priority Project update: CJ reported that we are pleased to have interviewed 23 carers interviews for NHSE carers project (and meeting the demographic targets that were set) - far surpassing the requirement for 10. We are now awaiting for the NHS to advise about transcription service. A focus group is to be held with key stakeholders to feedback the information and themes gathered: what is going well and what could be improved. If any Board members could suggest any individuals who

could come and learn from people's experiences, it would be greatly appreciated. Two reports will be written - one looking at the carers' experiences and one after the focus groups to recommend actions that should be taken. Dates have been pencilled in for the start of March for the focus groups.

Working with the volunteers, the GP website mystery shop project will expand, focussing initially on North Warwickshire and Rugby - to be presented at Volunteer forum next week.

Staff member Vina is working with a BSL interpreter to create a video (with BSL signing) about HWW services.

EDI update: The policy around Equalities is to be reviewed as it is out of date - to be presented at the Operational subgroup meeting. The Chair offered to forward an example Equalities Policy for reference.

ACTION: EH to forward the hospice's Equalities Policy.

Exception reporting: HWW are not currently carrying out any face-to-face activities or Enter and View services, according to the advice of HWE and Government guidance, and due to local rates of Covid infection.

## 12) Volunteer report

SJ reported that one of the volunteers has stepped down, as her interest was in Enter & View, which is not currently able to happen.

The report from the digital mystery shopping pilot project will be presented at the volunteer forum. MF has the impression that the website standardisation seen in South Warwickshire is planned to be rolled out to GP practices across the whole of Warwickshire, not just the South of the county. HWW to speak to Sue Phillips for clarification.

ACTION: CJ to contact Sue Phillips for clarification of the website standardisation in Warwickshire.

SJ reported that the Cancer group this month is highlighting cervical cancer awareness week; and that NHS staff are very tired, with many absences due to sickness from the Omicron variant. SJ confirmed that staff in cancer services are not being moved away to other parts of the hospital. Locally, the independent sector is being approached for facilities - the DaVinci robot at Coventry for prostate cancer is being moved to BMI private hospital to enable surgery to continue. More emphasis on keeping services going now, as they fell behind dramatically last year.

## 13) AOB

CB reported that HW England has appointed a new National Director to replace Imelda Redmond: Louise Ansari will take on the position on 14<sup>th</sup> February 2022. CB suggested contacting her and inviting her to our AGM this year.

ACTION: CB to write to the new HWE National Director, Louise Ansari.

## 14) Confidential

## 15) Date of next meeting

The next full Board meeting will be from 10.00am to 12.00pm on Tuesday 8<sup>th</sup> March 2022 via MS Teams.

### Summary of Actions:

Item 5: CB to forward a briefing note to JR for the HWBB.

Item 6: EH to finalise Chair of HWW role description. Board Directors to contact CJ or CB if they are interested in being part of the working group. March meeting to be set up to initiate the working group LD

Item 8: CB to suggest HW pilot of the NHS National Reporting and Learning System at HW regional meeting.

Item 9: CB to confirm to MF that the Terms of Reference includes performance review.

Item 11: EH to forward the hospice's Equalities Policy

Item 12: CJ to contact Sue Phillips for clarification of the website standardisation in Warwickshire.

Item 13: CB to write to the new HWE National Director, Louise Ansari.

**Board Director Attendance Record**

Name	11 Jan 22	8 Mar 22	10 May 22	12 Jul 22
	P = Present / A = Apology / X = Absent			
Helen Adkins	P			
John Copping	P			
Mike Flaxman	P			
Liz Hancock	P			
Leonard Harvey	P			
Gita Patel	P			
Jerry Roodhouse	P			
Paul Tolley	A			
Robin Verso	P			
Katie Weetman	P			

Minutes Approved by: .....

Signed: .....

Date: .....