

Minutes of the 66th full Healthwatch Warwickshire Board Meeting

Tuesday 11 July 2023

10:30am to 12:30pm

In person: Age UK Meeting Room, Leamington.

Present:

Liz Hancock (EH)- Chair
Robin Verso (RV)- Vice Chair
Mike Flaxman (MF) – FAG Chair
Kate Morrison (KM)
John Copping (JC)
Jerry Roodhouse (JR)

In attendance:

Chris Bain (CB) -Chief Executive (CE), Deborah Key (DK)-minutes

1) Welcome and Apologies

Gita Patel, Leonard Harvey and Tanisha Reddall send their apologies.

2) Declarations of conflict of interest

Liz Hancock, Chief Executive, Mary Ann Evans Hospice
Jerry Roodhouse, Councillor, Warwickshire County Council
Mike Flaxman, SWUFT Governor

3) Appointment of Chair

Working Group to meet virtually, Wednesday 12 July 12noon.

4) Minutes from the previous meeting

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 9/5/2023 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

No questions from the Board.

5) Matters Arising

From the Action List:

-Backdated pay ward actioned. **CLOSED**

- Meeting with Danielle Oum, Chair of Coventry and Warwickshire Integrated Care Board and EH/CB has been delayed.

ACTION: CB to email Danielle Oum to request meeting with her, or an appropriate representative.

-EH: move forward with business as usual, including insurance and renewal of telephone systems contract.

-DK: NHSE Dental Meeting 10/7/23, Presentation of Rugby Dental Engagement Report, NHSE will return their comments by 21 July, funding to follow asap.

-MF: To be aware, SWFT, shortage of oncologists, rationing of chemotherapy.

-RV: SWFT Quality Accounts, voluntary not statutory.

-Final Dementia Strategy still not published

-CB met with SWFT Board, Russell Hardy, re HWW, identified some key strands, found to be very useful.

Actions from the Informal Board Meeting 13 June 2023

-MF: keen for HWW Quarterly Performance Report to be shared more widely, general consent that report is good quality and will act as good PR, delay until start of new contract confirmed.

-MF: Oral surgery, ophthalmology, both issues of concern at SWFT councillor governors.

6) Chair's Report

Meetings EH has attended:

- University Hospital Coventry and Warwickshire
- HWW Informal Board
- Warwickshire Ageing Well monthly meetings
- Contract Performance review meeting
- Warwickshire North Place Executive Board
- Meetings with CB re: tender process and Board
- -EH and CB due to attend HWE Leadership Conference: Tuesday 19 September

Healthwatch Coventry:

-EH attended Healthwatch Coventry Annual Meeting, great opportunity to see them at work. Good attendance. Included a photo competition and origami. Pre-papers (passed to CB)

Board Development

-Opportunities discussed for HW Board, and staff, to work more closely together AND with NHS Trusts and services.

-EH: Meetings attended by CB/EH are usually to highlight emerging local issues, themes, and feedback gathered by HWW.

-RV: Suggested agendas should be agreed around 1 week in advance to maximise time efficiency and ensure all are prepared.

ACTION: CB to send 3 priorities for upcoming year to Board

-JC: Has experience of visiting and assessing clinical settings through 15 Steps Programmes [St Michaels, Warwick, PICU (Psychiatric Intensive Care Unit) has been displaced.]

-JR: Suggested use of Enter & View model as joint activity.

-CB: Described our current use of Enter & View in different settings.

-Enter & View opportunities raised as potential joint mission with Healthwatch Coventry.

-JC: Potential use of 15 Steps model, across organisations and in combination with Enter & View?

ACTION: JC to talk to RD (and our Enter & View team) re: questions used by 15 Steps and overlap with HWW Enter & View.

ACTION: RD to provide MF with info on/ questions used for 15 Steps.

ACTION: EH/CB to arrange meeting with Healthwatch Coventry

-EH: disappointed that we were unable to arrange a mutually convenient date for Tender Working Group meeting. However, very pleased with final submission and would like to pass congratulations and thanks to everyone involved.

-Stronger links between HWW staff and Board would be welcomed by the Board.

ACTION: Staff to choose which Board members may be most beneficial for them to work with. Especially regarding relationship building, local contacts etc.

ACTION: Staff and Board to jointly plan Wednesday 18 October event. (Full Day, Benn Hall, Rugby. AGM/ Annual Conference/ Health and Social Care Forum)

7) CE's Report and Update on Emerging Strategic Issues

CE

The CE's report was circulated to the Board prior to the meeting:

7.1 Tender- submitted successfully.

-Congratulations to the staff team and Katie Martin, our Board and volunteers who all contributed, we are expecting to be invited to present our bid on 20 July, EH available a.m.

7.2 NHS Long Term Workforce Plan

-'HWW, whilst welcoming the additional resources being allocated, particularly in relation to training places, should also be seeking assurances about the short- and medium-term plans for healthcare services in the ICS and more specifically Warwickshire.

For example, what is being proposed for the recruitment and retention of NHS staff in the short term? What are the interim arrangements for community-based services in the County?

This twin track (neutral) approach is **recommended** to the Board.'

7.3 ADASS Spring Survey

-'ADASS has called for more investment in social care, increased support for unpaid carers, and a fully funded long-term plan for social care.

None of these findings or calls to action are surprising and are broadly in line with the intelligence we receive from residents in Warwickshire.

The most welcome part from an HWW perspective was the consistent reference to Carers and their needs.'

-MF Community Recovery Initiative at SWFT, 7 different domestic care organisations, support for first 6 weeks, question about people outside C&W? Team assisting with applications for CHC Funding.

7.4 Other Matters

-West Midlands Combined Authority Mental Health Commission, report launch attended by CB 28 June, little if any mention of carers.

-Memorandum of Understanding with WCC re: Adult Social Care, thanks to RD

ACTION: MOU to be shared with Board by RD once finalised

-HWW Annual Report received positively.

-Care in Rugby. For our Annual Conference: we would like to invite a speaker(s) who can speak more widely around health AND social care. For the H&SC Forum: Speaker (s) to be invited, who are Rugby based, are a good draw for the public, CB and JR to agree, Suggestions: PCN managers/ GPs/ Warwickshire Care Services/ GP on Rugby Care Collaborative?

-JR is Rugby Place representative on Warwickshire Care Collaborative, (funded with UHCW and WCC).

8) Report from Operations Committee

PT

-Meeting scheduled for Tuesday 13 June was cancelled, next meeting scheduled for Tuesday 8 August. Availability of Board members to be checked beforehand.

ACTION: CB to send Chair recruitment papers to Working Group for tomorrow

ACTION: Operations Committee to look at contract following successful renewal of contract.

9) Report from Chair of Finance and Audit Group

MF

-Audit in progress.

-Figures have increased by £144 due to addition of Auditors' fee.

-July expenditure will be made available for the September Board meeting.

10) Volunteer Report

SJ/DA

-DK: Thanks to Board and Volunteers for assistance with Quarterly Performance Report, Annual Report and Tender Bid.

-JC: Asked how many HWW volunteers there are compared to other LHW, do we have capacity or need to recruit more volunteers?

11) AOB

-Proposal for 2 or 3 meetings within each year to be in person.

12) Confidential

-None

13) Date of next meeting

The next meeting will be held online on Tuesday 8 August 2023 (informal) potentially followed by Operations Committee, and the next formal Board meeting will be on Tuesday 12 September 2023.

Apologies for 12 Sept: JR

Summary of Actions: (see attached)

- CB to email Danielle Oum to request meeting, or with an appropriate representative.
- CB to send 3 priorities for upcoming year to Board
- JC to talk to RD (and our Enter & View team) re: questions used by 15 Steps and overlap with HWW Enter & View.
- RD to provide MF with info on/ questions used for 15 Steps.
- EH/CB to arrange meeting with Healthwatch Coventry
- Staff to choose which Board members may be most beneficial for them to work with. Especially regarding relationship building/ local contacts etc.
- Staff and Board to jointly plan Wednesday 18 October event. (Full Day, Benn Hall, Rugby. AGM/ Annual Conference/ Health and Social Care Forum)
- RD to share WCC ASC MOU with Board once finalised
- CB to send Chair recruitment papers to Working Group for tomorrow
- Operations Committee to agree contract following successful renewal.

Board Director Attendance Record

Name	<u>10/01/23</u>	<u>14/03/23</u>	<u>09/05/23</u>	<u>11/07/23</u>	<u>12/09/23</u>	<u>14/11/23</u>
P = Present/ A = Apology/ X = Absent						
Helen Adkins	A	N/A	N/A	N/A	N/A	N/A
Kate Morrison			P	P		
John Copping	P	P	A	P		
Mike Flaxman	P	P	P	P		
Liz Hancock	P	P	P	P		
Leonard Harvey	P	Joined Confidential Section	P	A		
Gita Patel	P	P	P	A		
Jerry Roodhouse	P	P	A	P		
Paul Tolley	A	A	A	A		
Robin Verso	P	P	P	P		

Minutes approved by:

Signed:

Date: