

Minutes of the 65th full Healthwatch Warwickshire Board Meeting
Tuesday 9th May 2023
10.30am to 12.30pm
MS Teams Conference Call

Present:

Liz Hancock (EH) – Chair
Robin Verso (RV) – Vice Chair
Mike Flaxman (MF) –FAG Chair
Kate Morrison (KM)
Leonard Harvey (LH)
Gita Patel (GP)

In attendance

Chris Bain (CB) – Chief Executive (CE), David Alexander (DA)-
Authorised Representative, Tanisha Reddall (TR) – minutes.

1) Welcome and Apologies

Jerry Roodhouse, John Copping and Paul Tolley 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

EH confirms CB will meet with Vice Chairs to begin the process of appointment, involvement in the process will be widened to other board members who would like to be involved.

MF confirms he would like to be involved in the process.

Timeline for the start of the appointment process remains August 2023 as agreed at the last formal board meeting.

No questions from the Board.

4) Minutes from previous meeting

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 14/03/2023 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

5) Matters Arising

From the Action list:

- Board Development to be a standard agenda item under Chairs report. EH confirms this forms part of her report for today's meeting.
CLOSED.
- Remove Directors advert from HWW website. **CLOSED.**

- Deb Key to email Board for stories on HW for 10th anniversary of HW. **CLOSED.**
- Scheme of Delegation. Terms of reference now included in Scheme of Delegation. **CLOSED.**
- The minutes of the Operations Committee to be written and circulated. **CLOSED.**
- Action pay award. **CLOSED**
- FAG meeting before April Board, Doodle poll dates. **CLOSED.**
- Circulate the Enter and View Report to the Board. **CLOSED.**

ACTION: CB to action pay award and backdate to 1st April 2023.

6) Chair's Report

Meetings EH has attended:

- Coventry and Warwickshire Partnership Trust
- Healthwatch Coventry and AQA
- Informal Board and Operation Committee
- Warwickshire Aging Well
- Meeting with CB
- Warwickshire North PLACE

Healthwatch Coventry:

- Met with Healthwatch Coventry and Aqua, EH explained that HWW participation in Aqua work will be delayed until tender is completed.

Board Development

- EH recommended a tender working group involving board members and staff. Chair asked for Board volunteers and foresees that meetings will take place face-to-face. MF and EH have expressed that they would like to be involved.

EH thanks staff for the additional work they have been involved in regarding the tender process and for their wider work across HWW. EH sights HWW involvement and reputation within Warwickshire as highlighted within the meetings she has attended on HWW behalf.

ACTION: TR to email Board Directors to gain expressions of interest for participation in tender working group.

7) CE's report and update on Emerging Strategic Issues

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

- 7.1 Tender- CB to discuss under confidential items.
- 7.2 ADASS Roadmap- The Association of Directors of Adult Social Services (ADASS) have issued a roadmap expressing their concerns regarding the future of social care. CB suggests that HWW should be

aware of the issues raised, but should not make judgements regarding conclusions made, reiterating HWW's stance to reflect evidence.

- 7.3 ICS Update- CB raises questions regarding how commissioning decisions will be made, specifically delegating commissioning down to PLACE and collaborative level. MF confirms meeting with Anita Wilson, ICS Director of Corporate Affairs, at SWUFT Governors meeting and is happy to put CB's questions forward. EH has recommended that as Chair and Chief Executive of HWW, that EH and CB request a meeting with Danielle Oum, Chair of the ICS.
- 7.4 CQC Equity in Access- To support the CQC's work on Equity in Access they are organising a series of Focus Groups that Healthwatch are invited to attend. The Group for the Central Region is set for Tuesday 16th May, 13.00pm to 14.00pm.
If Directors are interested in attending the event the joining details are available from engagement&involvement@cqc.org.uk
- 7.5 NHS Dentistry- HWW have been raising our concerns about NHS Dentistry for more than 3 years. Many of those concerns were debated in the House of Commons. Healthwatch's evidence, including evidence from HWW, was referred to by several MPs, so we are clearly seen as a trusted source of evidence. NHS England will be commissioning HWW to do a project on Intermediate Minor Oral Surgery (IMOS) provision in Rugby. MF commented on shortage of oral surgeons. CB to raise with NHSE.
- 7.6 Other matters- CB has been invited join the National Institute for Healthcare Research as an external peer reviewer. The board has no objections.
National Voices are holding their Future of Primary Care conference on 28th June. If board members would like to attend, they can notify CB who will facilitate this.
Draft Quality accounts from local providers will be submitted to HWW. CB confirms due to the tender, he would ask if Directors would be able to support, in terms of commenting on the Quality Accounts from various providers. HWE guidance is available to support responses. RV and GP are happy to support.

Healthwatch England are holding their first Leadership Conference, a face-to-face event in London, on 19th September 2023. EH has shown expression of interest in attending.

ACTION:

- **EH and CB to request a meeting with Danielle Oum.**
- **CB to raise concerns with NHSE regarding oral surgeon shortage.**

- **CB to send RV and GP HW England guidance supporting commenting on Quality Accounts.**

8) Report from Operations Committee

The Operations Committee met on 11th April 2023.

- Agreed final changes to the Terms of Reference.
- Agreed proforma for introducing project has been re-introduced for projects above and beyond CE's delegated limit to sign-off.
- Agreed risk register will be reviewed three times a year and every other operations committee and annually at Board level.

9) Report from Chair of Finance and Audit Group

The Chairs' FAG (Finance and Audit Group) report was circulated to the Board prior to the meeting.

- Modified 2023/2024 budgets-MF has put in funds for face-to-face conferences and for projects. In addition, some budgets have minor amendments to reflect the outturn for 2022/2023.
- Budget shows a full year forecast- despite contract ending on 31st October 2023.

The Board noted the provisional outturn for 2022/23 and agreed as seen the final budget for 2023/24. Also noted that implementation of the current year pay award was agreed at the last Board meeting.

10) Volunteers Report

- HWW Volunteer forum taking place online tomorrow.
- DA reports no issues from volunteers.
- Volunteers are very keen to do another Enter & View.
- DA has been supporting a local South Warwickshire carers group and informs Caroline Graham has also been accessing. CG has been able to provide draft dementia strategy.
- DA explains draft strategy has now been in draft form for three years and he would like support to gain the final strategy to support carers group in knowledge of commissioned services and support.

Apologies from Chair for tomorrow's volunteer forum.

MF reports that South Warwickshire FT are undertaking Enter & View exercise within the emergency department of Warwick Hospital, focusing on patient experience.

ACTION:

- **CB to try to find information regarding a final dementia strategy.**

- **CB to contact Gene Arrowsmith regarding possible HWW support for South Warwickshire FT Enter & View exercise.**

11) AOB

- Chair confirms bi-monthly informal board meetings remain online.

ACTION:

- **TR/CB to find suitable venue for July Formal Board meeting.**
- **TR to email out to board regarding venue for July Formal Board meeting.**

13) Date of next meetings

Informal Board catch-up Tuesday 13th June 2023 10:30am - 11:30am via MS Teams. Followed by the Operations Committee Meeting from 11.30am to 1.00pm.

Full Board meeting 10.30am to 12.30pm on Tuesday 11th July 2023- **venue to be confirmed.**

Summary of Actions: (see attached)

- CB to action pay award and backdate to 1st April 2023.
- TR to email Board Directors to gain expressions of interest for participation in tender working group.
- EH and CB to request a meeting with Danielle Oum.
- CB to raise concerns with NHSE regarding oral surgeon shortage.
- CB to send RV and GP HW England guidance supporting commenting on Quality Accounts.
- CB to try to find information regarding a final dementia strategy.
- CB to contact Gene Arrowsmith regarding possible HWW support for South Warwickshire FT Enter & View exercise.
- TR/CB to find suitable venue for July Formal Board meeting.
- TR to email out to board regarding venue for July Formal Board meeting.

Board Director Attendance Record

Name	10/01/23	14/03/23	09/05/23	11/07/23	12/09/23	14/11/23
P = Present/ A = Apology/ X = Absent						
Helen Adkins	A	N/A	N/A	N/A	N/A	N/A
Kate Morrison			P			
John Copping	P	P	A			
Mike Flaxman	P	P	P			
Liz Hancock	P	P	P			

Leonard Harvey	P	Joined Confidential Section	P			
Gita Patel	P	P	P			
Jerry Roodhouse	P	P	A			
Paul Tolley	A	A	A			
Robin Verso	P	P	P			

Minutes approved by:

Signed:

Date: